

[Next Unread Message](#)

View Message

Sent on 10 09 2019 **Expires on** 10 23 2019

From Parts and Service Division

Subject Request for Visit: 2019 Civic 4-Door LX Hubcap Noise

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2019 Civic 4-Door LX Hubcap Noise

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this *i/N* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2019 Civic 4-Door LXs with a customer complaint of a hubcap noise while driving. The noise can be described as squeaking or creaking. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. VIN must start with 19X or 2HG.
2. 4-Door LX trim only.
3. Must be able to duplicate the issue.
4. The vehicle has not been a collision.
5. No repair has been attempted for this issue.

Action Required

If you have or know of such a vehicle, please call the Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.