

[Next Unread Message](#)

**View Message**

|                |    |    |      |                   |    |    |      |
|----------------|----|----|------|-------------------|----|----|------|
| <b>Sent on</b> | 01 | 16 | 2020 | <b>Expires on</b> | 01 | 30 | 2020 |
|----------------|----|----|------|-------------------|----|----|------|

**From** Parts and Service Division

**Subject** Request for Info: 2019-2020 Civic ACC Inop or Brake Clicking Noise

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Info: 2019-2020 Civic ACC Inop or Brake Clicking Noise

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

**Background**

American Honda Motor Co., Inc. (AHM) is investigating certain 2019-2020 Civics with a customer complaint of the Adaptive Cruise Control (ACC) not working or a clicking noise when the brake pedal is depressed. To better understand the cause of this condition, AHM would like to collect specific information from 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 2HG.
2. Brake switch has not been replaced or adjusted.
3. No repair has been attempted for this issue.

**Action Required**

If you have or know of such a vehicle, please call 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.