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Sent on 01 16 2020 **Expires on** 01 30 2020

From Parts and Service Division

Subject Request for Visit: 2020 Civic Si Clutch Judder

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2020 Civic Si Clutch Judder

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 2020 Civic Si's with a customer complaint of clutch judder on take off under 1,000 RPM. 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 requirement:

- 1. VIN must start with 2HG.
- 2. Must be able to duplicate the issue.
- 3. 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.