

View Message

Sent on 01 24 2020 Expires on 02 07 2020

From Parts and Service Division

Subject Request for Visit: 2016-2019 Civic C-Pillar Paint Peel

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016-2019 Civic C-Pillar Paint Peel

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2016-2019 Civics with a customer complaint of paint peel on the C-pillar, in the area adjacent to the rear window. 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 19X.
- 2. Rear window has not been replaced.
- 3. Vehicle has not been involved in a collision.
- 4. 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.