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Sent on	01	31	2020	Expires on	02	14	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.