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Sent on	02	20	2020	Expires on	03	05	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.