

View Message

Sent on	11	04	2020	Expires on	11	18	2020
From	Parts and Service Division						
Subject	Request for Info: 2016-2020 Civic Rear View Camera Screen Blank, Foggy or Blurry						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2016-2020 Civic Rear View Camera Screen Blank, Foggy or Blurry

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 searching for certain 2016-2020 Civics with a customer complaint of the rear view camera screen appearing blank, foggy or blurry. 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. Must be able to duplicate the issue.
2. Vehicle has not been in a collision.
3. Rear view camera has not been replaced previously.
4. No repair has been attempted for this issue.

Action Require

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.