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<b>Sent on</b>	03	12	2021	<b>Expires on</b>	03	26	2021
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	Request for Parts: 2016-2020 Civic Evaporator Leak
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group (formerly TRS)  
 RE: Request for Parts: 2016-2020 Civic Evaporator Leak

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 A/C inop or blowing warm air. To better understand the cause of this condition, AHM would like to collect specific parts 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 or 19X.
2. Issue has been traced to the evaporator leak.
3. Vehicles with previous replacement of evaporator and/or the cabin air filter are accepted.
4. No repair has been attempted during the current visit.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support (TIS – formerly TRS) at [tis@ahm.honda.com](mailto:tis@ahm.honda.com). TIS 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.