View Message

Sent on	04	19	2021	**Expires on**	04	22	2021
From	Parts and Service Division						
Subject	Request for Visit: 2019-2020 Civic Audio Screen Black/Blank/Inop						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2019-2020 Civic Audio Screen Black/Blank/Inop

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 2019-2020 Civics with a customer complaint of the audio screen turning black, blank or inop. 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 requirements:
1. Audio screen is in a failed state or in a highly reproduceable state.
2. No repair has been attempted for this issue.

Action Required
If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS - formerly TRS) at 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.