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Sent on	07	07	2021	Expires on	07	21	2021
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From Technical Information & Support Group

Subject Request for Info: 2020-2021 Civic Long Brake Pedal Travel

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group (formerly TRS)
 RE: Request for Info: 2020-2021 Civic Long Brake Pedal Travel

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 2020-2021 Civics with a customer complaint of long brake pedal travel, almost reaching the floor. 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 long brake pedal travel.
2. Vehicle has not been involved in an accident.
3. No previous repairs relating to brakes.
4. 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.