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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Improvement: 2022 Civic Key FOB
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DATE: September 17, 2021

TO: All Honda Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Improvement: 2022 Civic Key FOB

Today September 17, 2021, American Honda is announcing a product improvement campaign for certain 2022 Civic vehicles. Eligible vehicles were produced by Honda of Canada Manufacturing and were sold with only one key FOB. Refer to your eResponsibility report or do an iN VIN inquiry status to determine which **units in your inventory are affected.**

BACKGROUND

Due to a worldwide chip shortage, a decision was made to sell vehicles to customers for a limited time with a single key FOB instead of two. Customers were advised at the point of sale that an additional FOB would be provided to them at a later date.

REPAIR

Provide a programmed second key FOB to owners who only received one at time of sale.

PARTS

Initial parts will be allocated to your dealerships for your in-stock units. Additional parts will be available via normal ordering.

TOOLS

There are no special tools needed for these campaigns.

SERVICE BULLETINS

Service bulletin 21-079, *Product Improvement Campaign: 2022 Civic Key FOB* has been posted to the Service Information System (SIS) as of September 17, 2021. It includes parts, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by the middle of October 2021.

As always, be sure to do an iN VIN inquiry status for all vehicles passing through your dealership to determine eligibility for any open campaigns.