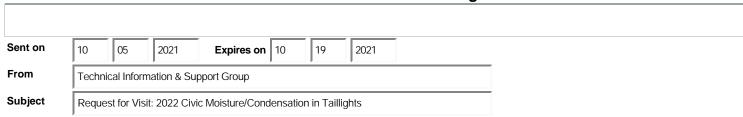
View Message



PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors

From: Technical Information & Support Group (formerly TRS)

RE: Request for Visit: 2022 Civic Moisture/Condensation in Taillights

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 2022 Civics with a customer complaint of moisture/condensation in the taillights. 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. 4-Door Civics only.
- 2. Moisture/condensation must be visible.
- 3. 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 <u>tis@ahm.honda.com</u>. 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:

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

Thank you.