

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Visit: 2017-2021 Civic/CR-V Meter Display Inop/Blank/Black **(ACTION REQUIRED)**

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 2017-2021 Civics & CR-Vs with a customer complaint of a inop, blank, or black meter display (gauge cluster) with no prior repairs made to the vehicle. 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. Must be able to duplicate the issue.
2. No previous replacement of the telematics system.
3. Vehicle has not been in a collision.
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) 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
5. DPTS#

For situations where the reported vehicle met the qualifiers and was accepted as a candidate, American Honda will provide a gesture of appreciation in the form of a Visa gift card to the participating dealer technician. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.