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Sent on	08	07	2024	Expires on	08	21	2024
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From	Technical Information & Support Group
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Subject	Request for Info: 2020-2023 Civic, CR-V, Passport & Pilot Center Display Issues
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Info: 2020-2023 Civic, CR-V, Passport & Pilot Center Display Issues**
(ACTION REQUIRED)

This message is solely directed to Honda dealership personnel; please handle it 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, 2020-2022 CR-Vs, 2022-2023 Pilots & Passports with a customer complaint of the center display flickering, flashing, or frozen (Civics and CR-Vs only). To better understand the cause of this condition, AHM would like to collect 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. For Civics and CR-Vs, exclude LX trim vehicles.
2. Frozen screen condition only acceptable for Civics and CR-Vs.
3. Display must NOT be blank or black.
4. Issue must be duplicatable.
5. 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, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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. 2024)
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. Confirm that the vehicle meets qualifiers #1-#5 listed above
6. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.