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Sent on	11	13	2024	Expires on	11	27	2024
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From	Technical Information & Support Group
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Subject	Request for Parts: 2023-2025 Civic 2.0L Sport Front Damper Noise While Turning
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023-2025 Civic 2.0L Sport Front Damper Noise While Turning
 (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 2023-2025 Civic 2.0L Sports with a customer complaint of front damper noise while turning. The noise may occur at any speed. To better understand the cause of this condition, AHM would like to specific collect parts 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. 2.0L Sport trim models only.
2. Noise must be isolated to the front damper(s) using ChassisEARS.
3. Damper must NOT be leaking.
4. Noise must be duplicatable (capture noise on a short video).
5. The vehicle has not been in a collision.
6. No previous repairs or replacements of the damper or damper components.

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 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. 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-#6 listed above & attach a video of the noise.
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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.