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<b>Sent on</b>	01	05	2026	<b>Expires on</b>	01	19	2026
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Visit: 2022-2026 Civic Rear Shelf Vibration (ACTION REQUIRED)						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: **Request for Parts: 2022-2026 Civic Rear Shelf Vibration (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 2022-2026 Civic Touring, Sport Touring & Si vehicles with a customer complaint of a rear shelf assembly vibration while playing music. Customer may also notice a rattle around the child seat anchor tether strap cover area on the rear shelf. To better understand the cause of this condition, AHM would like to collect specific 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. Civic Trim levels must be Touring, Sport Touring or Si.
2. Dealer must duplicate the vibration/rattle from the rear shelf.
3. Capture a video showing the issue. Record sound settings from audio screen, verbally state them out loud and show the vibration/rattle from the rear shelf area (email video to [TIS](#))
4. No modifications to audio system.
5. Vehicle has not been involved in a collision.
6. No repairs or disassembling of rear shelf area or subwoofer.

**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](mailto: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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name & Number
2. Dealer City & State
3. Your Name
4. Best Phone Number to be reached.
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#6 and attach the video.
7. DPTS#

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

Thank you.