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Sent on	07	06	2026	Expires on	07	20	2026
From	Technical Information & Support Group						
Subject	Request for Parts: 2025-2026 Civic 2.0L Engine Issue (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Parts: 2025-2026 Civic 2.0L Engine Issue (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 2025-2026 Civic 2.0Ls with a customer complaint of engine stalling or loss of power. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle before you attempt a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Vehicle must be equipped with 2.0L engine, excluding Hybrids
2. Must confirm the engine stall (capture the OBS data & e-mail to [TIS](#))
3. Must verify no fuel leak from the high-pressure fuel pump & the low-pressure fuel pump.
4. Previous cleaning or replacement of the fuel injectors (06160) is acceptable.
5. No history of collisions.

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, 6am-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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN
5. RO Number
6. RO Open Date

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-#5 listed above and attach the OBS data.
7. 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.