

Bad Windshield Washer Fluid can Cause Washer Nozzle Pump Problems

AFFECTED VEHICLES

Year	Model	Trim Level
ALL	ALL	ALL

Warranty Parts Inspection (WPI) tested windshield washer pumps that were replaced due to customer complaints of their front washer system not working. Dealerships are finding the washer motor nozzles are cracked, or the washer fluid is not pumping. Upon analysis, it was determined that the rod connecting the motor to the pump was broken and the plastic nozzles connecting the motor washer tubes were also found deteriorated. If you see washer fluid pumps with deterioration of this kind, it may be related to using the incorrect windshield washer fluid in the system.

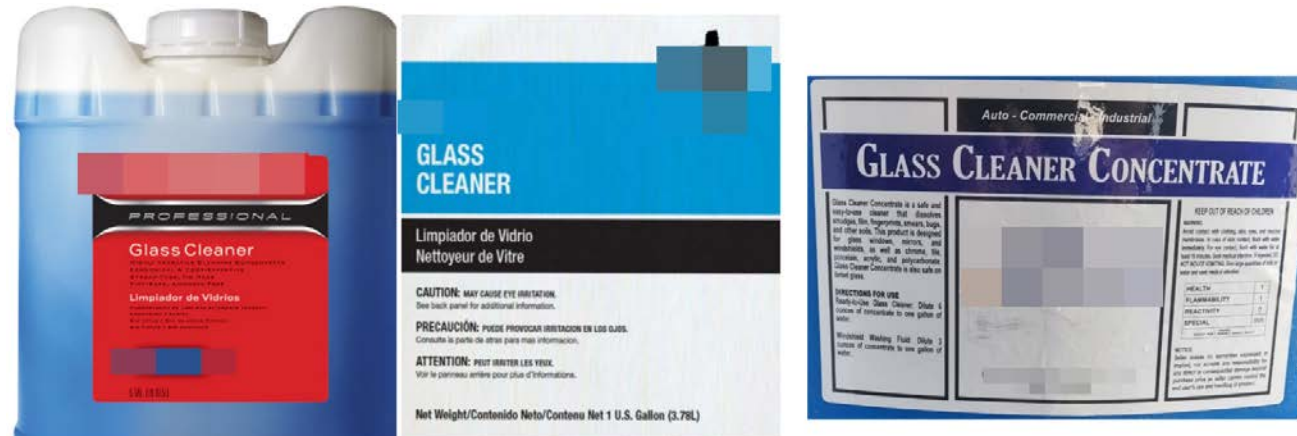
So, what is causing this?

Washer fluids using the ingredients such as phosphoric acid, ethylene glycol monobutyl ether, ammonium, sodium lauryl sulfate, or surfactants are not acceptable and can cause damage to the windshield washer system. This information can be found on the product label or Safety Data Sheet (SDS) information.

Below are examples of **acceptable** washer fluid labels, where the product will state it is "washer fluid" or "wash", It may also state it contains methanol or other alcohols.



Below are examples of **unacceptable** washer fluid labels, where the products will state they are "glass cleaners" and include ingredients such as phosphoric acid, ethylene glycol monobutyl ether, ammonium, sodium lauryl sulfate, or surfactants. This information can be found on the product label or Safety Data Sheet (SDS) information.



What to look for?

If the washer pump needs replacement, consider the fluid being used to avoid a repeat failure. Ask the customer what kind of washer fluid they are using and always recommended using Honda Washer Fluid. Refer to SB 99-030, *Recommended Materials*.

PN: 08798-9025 Windshield Washer Fluid for All Season

PN: 08798-TABS Windshield Tablets for Summer use.

Reminder: Don't use glass cleaner, Vinegar with water, antifreeze, and avoid hard water as well to prevent lime scale build up.

END