

Sent on 02 08 2023 Expires on 02 22 2023

From Technical Information & Support Group

Subject Request for Visit: 2022 Civic Condenser Leak (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Visit: 2022 Civic Condenser Leak (ACTION REQUIRED)

This message is solely directed to Honda dealership personnel; please handle 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 Civics with customer complaint of the A/C not blowing cold air and a technician noticing oil stain on the condenser. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

- 1. Must confirm an oil stain on the condenser & that the customer is complaining of the A/C not blowing cold air.
2. Must confirm that A/C compressor is not seized.
3. No previous replacement of A/C condenser.
4. No impact damage to the A/C condenser (vehicle accident, or hazard damage).

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. 2020)
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. 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.