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Sent on	07	14	2023	Expires on	07	28	2023
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From	Technical Information & Support Group
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Subject	Request for Parts: 2022-2023 Pilot/Passport/Ridgeline A/C Compressor Seizure
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2022-2023 Pilot/Passport/Ridgeline A/C Compressor Seizure
(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 2022-2023 Pilots, Passports, and Ridgelines with a customer complaint of the A/C blowing warm air and the technician finding the A/C compressor to be seized. 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:

- 2022 VINs must be AFTER
 5FPYK3...NB018137 for Ridgeline;
 5FNYF6...NB042999 for Pilot;
 5FNYF8...NB008691 for Passport.
- Customer is complaining of the A/C blowing warm air.
- Must confirm no leaks in the HVAC system by using a sniffer on all joint locations.
- Must confirm that the seized A/C compressor is the cause of the issue.
- Previous repair attempts or replacement of A/C compressor ok.

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 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:

- Model Year (e.g. 2023)
- Model Name (e.g. Accord)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- 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.