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Sent on	08	07	2024	Expires on	08	21	2024
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From Technical Information & Support Group

Subject Request for Parts: 2023-2024 CR-V Windshield Washer Motor Inop (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisor
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023-2024 CR-V Windshield Washer Motor Inop (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 2023-2024 CR-Vs with a customer complaint of windshield washer system inop, leaking or both. To better understand the cause of this condition, AHM would like to collect specific parts prior to you attempting a repair of any kind.

Qualifiers

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

1. Windshield washer system must be leaking or inop. (capture in a short video).
2. Issue must be traced to the washer motor. (P/N 76806-TLA-C01)
3. No aftermarket parts installed on the washer system.
4. No previous repair attempts.
5. Vehicle has not been involved in a collision.

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:

1. Model Year (e.g. 2024)
2. Model Name (e.g. CR-V)
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. Confirm vehicle meets qualifiers #1-#5 listed above and attach the video of the concern.
6. 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.