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<b>Sent on</b>	10	01	2024	<b>Expires on</b>	10	14	2024
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Parts: 2024-2025 CR-V Front Windshield Scratch (ACTION REQUIRED)						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: **Request for Parts: 2024-2025 CR-V Front Windshield Scratch (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 2024-2025 CR-Vs with a customer complaint of a scratch on the front windshield. This issue can also be discovered during PDI. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

**Qualifiers**

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

1. Front Windshield must have a visible scratch (click [HERE](#) for example photos).
2. Place a paper behind the scratch to make it more visible and capture 2 clear photos (1 wide-angle & 1 close-up).
3. No prior repairs or replacements of front windshield.
4. Vehicle has not been in a collision.
5. No repair attempts during this visit.

**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](mailto: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. 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. Confirm that vehicle meets qualifiers #1-#5 and attach 2 photos of the scratch.
6. DPTS#

As a gesture of appreciation to dealer personnel 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.