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Sent on 11 13 2024 **Expires on** 11 27 2024

From Technical Information & Support Group

Subject Request for Visit: 2023-2025 Civic/CRV/Pilot Rearview Camera INOP (ACTION REQ'D)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Visit: 2023-2025 Civic, CRV & Pilot Rear View Camera 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 2023-2025 Civics, CR-Vs and Pilots with a customer complaint of a rearview camera inop where the center touch-screen is solid black/blank when the vehicle is in reverse. 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. Rearview camera must be INOP (not intermittent) with a solid black center touch-screen when transmission is shifted to reverse (take photo of black touch-screen).
2. Blurry or black and white center touch-screen are not accepted.
3. The vehicle has not been in a collision.
4. No repair has been attempted for this issue 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 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. 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 the vehicle meets qualifiers #1-#4 & attach photo of the black center touch-screen.
6. DPTS #

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.