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Sent on	03	03	2025	Expires on	03	17	2025
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, the display is on but does not display the rearview camera feed 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 display that is on but does not display the Rearview camera feed 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.