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Sent on	03	21	2025	Expires on	04	04	2025
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From	Technical Information & Support Group
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Subject	Request for Visit: 2024-2025 Civic & CR-V A/C Compressor Seizure (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2024-2025 Civic & CR-V 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 2024-2025 Civic 1.5Ls and 2025 CR-V 1.5Ls 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:

1. Vehicle must have 1.5L Turbo engine.
2. Technician must confirm A/C is INOP due to seized compressor (38810).
3. Customer may complain of a windshield that is slow to defrost.
4. No prior HVAC repair including A/C refrigerant evacuation or recharge or replacement of HVAC components.
5. No repair attempts during this visit.
6. No history of collisions.

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-#6.
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.