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| Sent on | 04 | 09 | 2025 | Expires on | 04 | 23 2025 |
| From | Technical Information & Support Group | | | | | |
| Subject | Request for Parts: 2023-2025 Accord Windshield Washer Inop (ACTION REQUIRED) | | | | | |

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Parts: 2023-2025 Accord Windshield Washer 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 Accords with a customer complaint of the windshield washer inop. 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 requirements:

- 1. No washer fluid leaks.
- 2. No previous replacement of the washer tank (76841), pump (76846), bushing (76843), fuse (38221) or hose (76824).
- 3. 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 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-#3 listed.
- 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 personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.