

[Next Unread Message](#)[View Message](#)

<b>Sent on</b>	07	24	2025	<b>Expires on</b>	08	07	2025
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Parts: 2022-2025 Accord/Civic/Odyssey Rearview Mirror Bracket Loose						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: Request for Parts: 2022-2025 Accord, Civic, Odyssey  
 Rearview Mirror Bracket Loose/Detached (**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, 2022-2025 Civics & Odysseys with a customer complaint of a loose or detached rearview mirror bracket/slug from the windshield. 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. For all models, the manufactured date on the driver's door jamb must be AFTER 12/2022.
2. Rearview mirror **BRACKET/SLUG** MUST be loose or detached from the windshield (capture 1 photo of the loose/detached rearview mirror condition - do NOT remove any parts, including the housing).
3. Cracks & chips on the windshield are accepted as long as the rearview mirror bracket is loose/detached.
4. Previous replacement of the windshield is accepted if Honda genuine part is used.
5. Vehicle has not been in a collision.
6. No repair has been attempted for this issue during the current 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. 2025)
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 and attach 1 photo of the rearview mirror condition.
6. DPTS#

As a gesture of appreciation to dealer technicians 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.