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| <b>Sent on</b> | 10 | 07 | 2025 | <b>Expires on</b> | 10 | 21 | 2025 |
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| <b>From</b> | Technical Information & Support Group |
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| <b>Subject</b> | Request for Visit: 2022-2026 Civic/CR-V/HR-V Front Wiper Motor Inop |
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**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: **Request for Visit: 2022-2026 Civic/CR-V/HR-V Front Wiper Motor Inop (ACTION REQUIRED)**

This message is solely directed to Acura dealership personnel; please handle it accordingly.  
 Print this i/V message and provide a copy to the Shop Foreman and all Service Advisors.

**Background**

American Honda Motor Co., Inc. (AHM) is investigating certain 2022-2026 Civics, 2023-2026 CR-Vs & HR-Vs with a customer complaint of the front wiper motors being inop. The wipers may also appear misaligned when in the normal resting position. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to your attempting a repair of any kind.

**Qualifiers**

AHM is interested ONLY if the vehicle meets the following requirements:

1. Vehicle must have **both** front motor wipers consistently inop (NO intermittent failures).
2. Must be able to capture 1 close up photo of the edge of the passenger wiper blade (76630) to cowl top (74218) — click [HERE](#) for example photo.
3. Previous windshield, cowl top, and wiper replacements are accepted.
4. Linkage between the motor and passenger side wiper arm joint must NOT be damaged or disconnected.
5. Abnormal or grinding front wiper motor noises are NOT accepted.
6. Vehicle has not been involved in any front-end collisions.
7. No repairs or disassembling of any parts 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-#7 above and attach 1 close up photo of front windshield wiper inop 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.