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Sent on	10	06	2025	Expires on	10	20	2025
From	Technical Information & Support Group						
Subject	Request for Parts: 2022-25 Accord/Civic/Odyssey Rearview Mirror Bracket Detached						

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 Detached/Loose (**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 detached or loose rearview mirror bracket/slug from the windshield. Failure between the mount spring and bracket will not be accepted. 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 detached or loose from the windshield, remove the housing to confirm (capture 1 photo of the detached/loose rearview mirror condition).
3. Cracks & chips on the windshield are accepted as long as the rearview mirror bracket is detached/loose.
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 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.