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Sent on	10	02	2025	Expires on	10	16	2025
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From	Technical Information & Support Group
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Subject	Request for Parts: 2024-2026 Civic, CR-V, HR-V A/C Compressor Seizure
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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 & 2024-2026 HR-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 Civics, CR-Vs and 2024-2026 HR-Vs with a customer complaint of the A/C not blowing cold air and the technician finding the A/C compressor to be seized. 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 Civic, LX, EX, Touring & SI trim levels are accepted.
2. For CR-V, LX, EX & EX-L trim levels are accepted.
3. For HR-V, all trim levels are accepted.
4. Dealer must confirm A/C is INOP due to seized compressor.
5. Dealer must confirm there are no leaks in the HVAC system using a leak detector (sniffer)
6. No prior HVAC repairs including A/C refrigerant evacuation, recharge or replacement of HVAC components.
7. No repair attempts during this visit.
8. 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-#8 listed above.
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.