

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for visit: 2024-2026 Civic, CR-V & 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 2024-2026 Civics, CR-Vs and 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 inspect 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, Sport, Sport Touring, Touring & SI trim levels are accepted.
2. For CR-V, LX, EX & EX-L trim levels are accepted.
3. Hybrid Civics & Hybrid CR-Vs are not accepted.
4. For HR-V, all trim levels are accepted.
5. Dealer must confirm A/C is INOP due to seized compressor.
6. Dealer must confirm there are no leaks in the HVAC system using a leak detector (sniffer).
7. No prior HVAC repairs including A/C refrigerant evacuation or recharge or replacement of HVAC components.
8. No repair attempts during this visit.
9. 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, 6am-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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN
5. RO Number
6. RO Open Date

E-Mail Body:

1. Dealer Name & Number
2. Dealer City & State
3. Your Name
4. Best Phone Number to be Reached
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#9 listed above
7. 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.