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<b>Sent on</b>	07	28	2023	<b>Expires on</b>	08	11	2023
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<b>From</b>	Technical Information & Support Group
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<b>Subject</b>	Request for Parts: 2022-2023 Pilot/Passport/Ridgeline 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 Parts: 2022-2023 Pilot/Passport/Ridgeline 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 2022-2023 Pilots, Passports, and Ridgelines with a customer complaint of the A/C blowing warm 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:

- 2022 VINs must be AFTER  
 5FPYK3...NB018137 for Ridgeline;  
 5FNYF6...NB042999 for Pilot;  
 5FNYF8...NB008691 for Passport.
- Customer is complaining of the A/C blowing warm air.
- Must confirm no leaks in the HVAC system by using a sniffer on all joint locations.
- Must confirm that the seized A/C compressor is the cause of the issue.
- Previous repair attempts or replacement of A/C compressor ok.

**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:

- Model Year (e.g. 2023)
- Model Name (e.g. Accord)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- 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.