

August 30, 2016

04675 Version 1

Window Glass Moves Slowly

AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|------|-------|------|--|
| 2016 | Pilot | 2WD | 5FNYF5...GB [REDACTED] thru 5FNYF5...GB [REDACTED] |
| 2016 | Pilot | AWD | 5FNYF6...GB [REDACTED] thru 5FNYF6...GB [REDACTED] |

SYMPTOM

One or more window glass moves slowly while opening or closing. Additionally, if a window does move slowly, it is possible for the vehicle to unlearn the auto up/down feature on the driver's or front passenger's window.

POSSIBLE CAUSE

There is too much friction caused by the glass run channel.

CORRECTIVE ACTION

Replace the affected window's glass run channel.

PARTS INFORMATION

| Part Name | Part Number | Quantity |
|--|---------------|----------|
| Driver's Glass Run Channel | 72275-TG7-A02 | 1 |
| Front Passenger's Glass Run Channel | 72235-TG7-A02 | 1 |
| Left Rear Passenger's Glass Run Channel | 72775-TG7-A02 | 1 |
| Right Rear Passenger's Glass Run Channel | 72735-TG7-A02 | 1 |

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|---|----------------|-------------|--------------|-------------|--------------------|
| 826130 | Replace the glass run channel on the driver's window. | 0.8 hr | 03001 | 03214 | 16-071A | 72275-TG7-A02 |
| 827130 | Replace the glass run channel on the front passenger's window. | 0.8 hr | 03001 | 03214 | 16-071B | 72275-TG7-A02 |
| 829150 | Replace the glass run channel on the left rear passenger's window. | 0.9 hr | 03001 | 03214 | 16-071C | 72775-TG7-A02 |
| 830150 | Replace the glass run channel on the right rear passenger's window. | 0.9 hr | 03001 | 03214 | 16-071D | 72735-TG7-A02 |

Skill Level: Repair Technician

INSPECTION

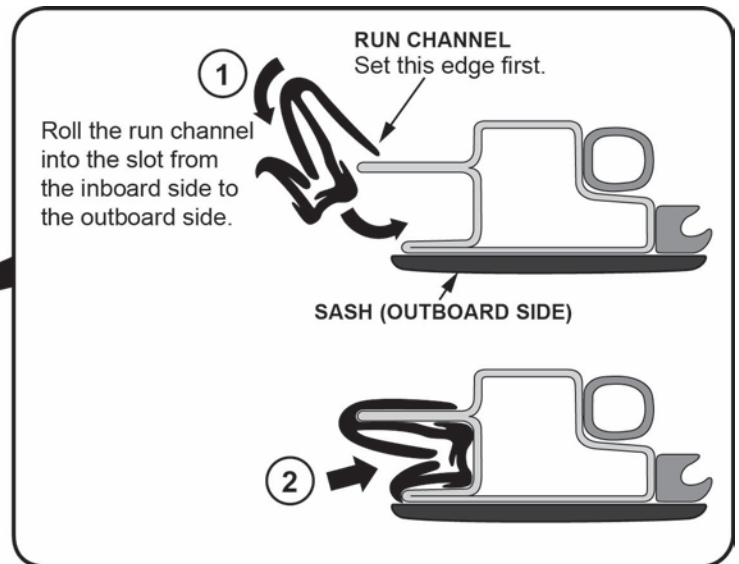
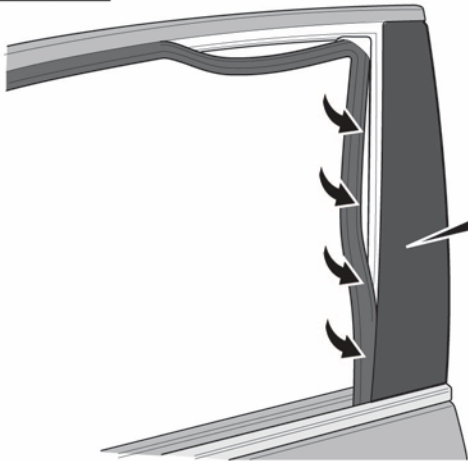
Make sure the window is rolled all the way to the top, then time how long it takes to roll the window down (bottom of its travel).

- If the window took less than 6 seconds to completely open, the window is OK and this bulletin does not apply.
NOTE: If the auto up/down feature does not work but the window is OK, this bulletin does not apply. Continue with normal troubleshooting.
- If the window took 6 seconds or more to completely open, go to REPAIR PROCEDURE.
NOTE: If the auto up/down feature does not work and the window opens slowly, it is likely the up/down feature was unlearned because of the window.

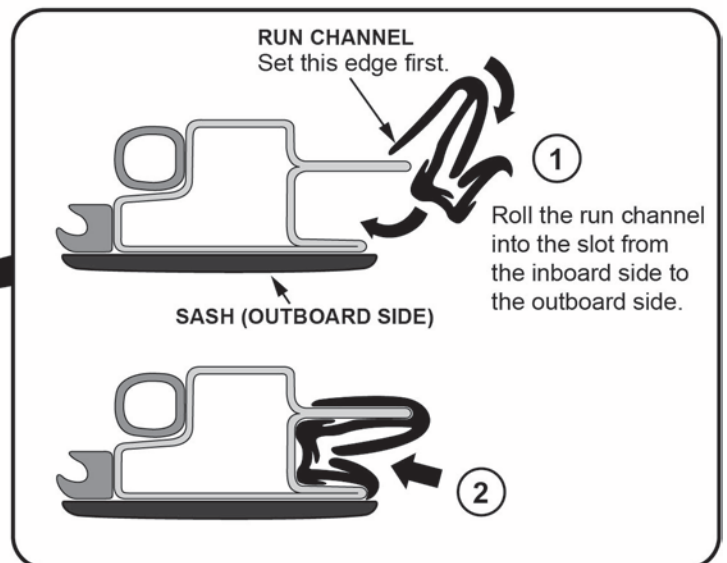
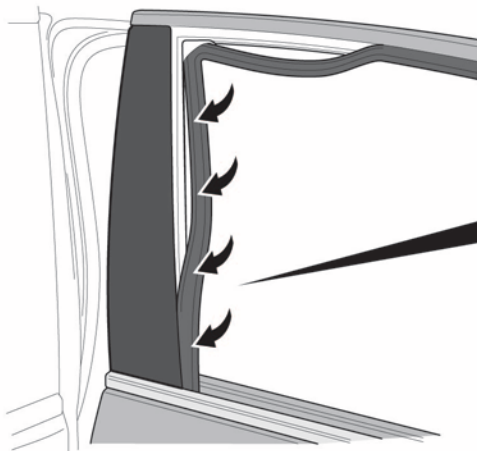
REPAIR PROCEDURE

1. Remove the affected window glass. Refer to the service information.
2. Replace the window run channel. When installing the channel along the rear edge of the front door or the front edge of the rear door, set the run channel to the inside edge first then to the outside edge.

FRONT DOOR



REAR DOOR



3. Install the window glass.
4. **Driver's and/or Front Passenger's Windows Only** - Reset the power window control unit. Refer to the service information.

END