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**Sent on** 11 01 2017 **Expires on** 11 15 2017

**From** Parts and Service Division

**Subject** Request for Visit: 2015-2017 Accord Front Door Exterior Handles Will Not Retract

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Visit: 2015-2017 Accord Front Door Exterior Handles Will Not Retract

This message is solely directed to Honda dealership personnel; please handle accordingly.  
Print this *i/N* message and provide a copy to the Shop Foreman and all Service Advisors.

**Background**

American Honda Motor Co., Inc. (AHM) is investigating certain 2015-2017 Accord Sedans with a customer complaint of one or both of the front door exterior handles not returning to the original position after usage. To fully 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. No Accord Hybrid.
- 2. 4-door Accords only.
- 3. Must be able to duplicate the issue.
- 4. No repair has been attempted for this issue.

**Action Required**

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.