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Sent on 11 27 2017 **Expires on** 12 11 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 *iN* 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.