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Sent on	09	01	2023	Expires on	09	15	2023
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From	Technical Information & Support Group
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Subject	Request for Parts:2020-2023 Odyssey/Passport/Pilot/Ridgeline Door Handle Inop
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2020-2023 Odyssey/Passport/Pilot/Ridgeline Inner Door Handle Inop
(ACTION REQUIRED)

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 searching for certain 2020-2023 Odysseys, Passports, Pilots, & Ridgelines with a customer complaint of the door handle not operating from the inner door handle or not being able to lock the vehicle using the inner handle button. Customer may also complain of the child lock remaining locked/enabled while in "unlock" setting. 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. Must be able to duplicate the issue.
2. Must confirm that the door handle cable or door lock cable are not set to the inner door handle.
3. Repeat failure accepted.
4. No latch assembly issue.
5. No prior body damage/accidents.
6. No repair has been attempted for this issue during the current visit.

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, 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:

1. Model Year (e.g. 2023)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage
5. 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.