

[Next Unread Message](#)[View Message](#)

<b>Sent on</b>	09	07	2023	<b>Expires on</b>	09	21	2023
----------------	----	----	------	-------------------	----	----	------

<b>From</b>	Technical Information & Support Group
-------------	---------------------------------------

<b>Subject</b>	Request for Visit: 2023 Accord Headlight Moisture (ACTION REQUIRED)
----------------	---

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: Request for Visit: 2023 Accord Headlight Moisture (**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 2023 Accords with a customer complaint of moisture/condensation in headlight. Customer may also report headlight inop, hazard warning indicators inop and/or turn signal inop, and remote start inop. To better understand the cause of this condition, AHM would like to inspect the vehicle before you attempt a repair of any kind.

**Qualifiers**

AHM is interested ONLY if the vehicle meets the following requirements:

- Moisture/condensation must be visible.
- With the headlight inop, hazard warning indicators inop, turn signal inop, and remote start inop condition, must confirm at least 1 or more blown fuse(s) listed below in conjunction with the moisture in the headlight:
  - A9 (Body control module [+B\_BACK\_UP]),
  - A23 (Body control module [+B\_HAZARD]),
  - A27 (Lighting/Light Control Module [LCM] L),
  - A30 (Lighting/Light Control Module [LCM] R).
- Vehicle has not been involved in a collision.
- Visible stress crack not caused by external damage may be accepted.
- No repair has been attempted for this issue.

**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 contact you 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.