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Sent on	10	06	2023	Expires on	10	20	2023
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From	Technical Information & Support Group
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Subject	Request for Visit: 2023 Accord Headlight Moisture (ACTION REQUIRED)
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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 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 the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer personnel with a VISA gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.