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Sent on	11	27	2023	Expires on	12	11	2023
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From	Technical Information & Support Group
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Subject	Request for Parts: 2023-2024 Pilot Front Door Harness Issue (ACTION REQUIRED)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors

From: Technical Information & Support Group

RE: **Request for Parts: 2023-2024 Pilot Front Door Harness Issue (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 2023-2024 Pilots with a customer complaint of inoperative door locks and/or windows on either the driver's or front passenger's door. Customers may also have a complaint of the driver's side mirror controls being inop for either the driver's or passenger's side mirror. To better understand the cause of this condition, AHM would like to collect parts from 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 verify Door to IP Harness coupler has pin(s) pushed in.
3. Previous replacement of the Door Harness (32751/32752) or IP Harness (32117) is ok as long as the vehicle is currently in its failed state.
4. The vehicle has not been in a collision.
5. No repairs have attempted during this visit for this issue.

Action Required

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support 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:

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 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.