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Sent on	01	02	2024	Expires on	01	16	2024
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From	Technical Information & Support Group
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Subject	Request for Parts: 2022-2024 Passport Roof Rail Front Cover Noise/Vibration
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2022-2024 Passport Roof Rail Front Cover Noise/Vibration**
(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 2022-2024 Passports with customer complaint of a noise or vibration in the front roof area where the roof rails are attached. Customer may also notice a gap between the rail upper cap and lower cover. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to your attempting a repair of any kind.

Qualifiers

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

1. Trim must be Elite, Touring, TrailSport, and Black Edition.
2. First time complaint only.
3. No aftermarket roof rack accessories have been installed.
4. Vehicle has not been involved in a collision.
5. No previous replacement of the roof rail assembly, lower cover or upper cap.
6. 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 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 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 personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.