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Sent on	02	29	2024	Expires on	03	14	2024
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From	Technical Information & Support Group
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Subject	Request for Parts: 2023-2024 Passport Front Caliper Bolt Loose (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 Passport Front Caliper Bolt Loose (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 Passports with a customer complaint of a grinding or a thumping noise from the front brakes caused by the front caliper flange bolt (45240-SM4-003) loose or missing. A dealer technician may also find the front caliper flange bolt loose or missing during a routine inspection without any report of noise. 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. Caliper flange bolt must be loose or missing (If it's loose, do not tighten or reinstall).
2. No previous replacement/repair of the front brake components.
3. No repair has been attempted for this issue.
4. Vehicle has not been involved in a collision.

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:

1. Model Year (e.g. 2024)
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.