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Sent on	04	08	2024	Expires on	04	22	2024
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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 or windows on either the driver's or front passenger's door. Customers may also have a complaint of driver's side mirrors being inoperative. 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 (take a photo of this condition).
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 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. 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. Confirm that the vehicle meets qualifiers #1-#5 listed above & attach the photo from #2.
6. 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.