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| Sent on | 04 | 08 | 2024 | Expires on | 04 | 22 | 2024 |
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From Technical Information & Support Group

Subject Request for Visit: 2016-2023 Passport/Pilot/Ridgeline Front Right Window Inop

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2016-2023 Passport, Pilot & Ridgeline Front Right Window Inop (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 2019-2023 Passports, 2016-2022 Pilots, & 2017-2023 Ridgelines with a customer complaint of the front passenger's power window inop from either the driver's window switch, front passenger's window switch, or both. Customer may also report that the other window switches are still operable. To better understand the cause of this condition, AHM would like to inspect 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 master switch inop condition.
2. As long as the vehicle is currently in a failed state, previous replacement of the power window master or passenger switch (P/N 35750-TG7-xxx, 35760-TG7-xxx) is acceptable.
3. No window noise or window speed issues.
4. No repair has been attempted for this issue during the current visit including the battery reset and door panel removal.

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. Which window is inop from the master switch
6. Confirm that the vehicle meets qualifiers #1-#4 listed above
7. 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.