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Sent on 05 01 2024 Expires on 05 15 2024

From Technical Information & Support Group

Subject Request for Parts: 2024 Accord Front Bumper Paint Issue (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2024 Accord Front Bumper Paint 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 investigating certain 2024 Accords with a customer complaint of paint bubbling, wrinkling, or peeling on the front bumper with low mileage or the issue discovered during PDI. Dealer may also report paint peeling on the front bumper from removing the protective cover during PDI. To better understand the cause of this condition, AHM would like to collect specific 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. Front bumper must show paint bubbling, wrinkling, or peeling (take one-wide angle & one close-up photos - click [HERE](#) for photo examples).
2. Vehicle has not been involved in a collision.
3. Vehicle has had any front bumper paint repairs.
4. No repair has been attempted.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE PHOTOS OF THE PAINT ISSUE ON THE FRONT BUMPER** & 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. Confirm that the vehicle meets qualifiers #1-#4 listed above and attach the photos.
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.