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Sent on	05	17	2024	Expires on	05	31	2024
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From	Technical Information & Support Group
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Subject	Request for Visit: 2023-2024 Passport/Ridgline Headlight Moisture (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2023-2024 Passport and Ridgline Headlight Moisture (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 & Ridgelines with a customer complaint of moisture/condensation in the headlight(s). 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. Moisture must be visible (take a photo of the moisture/condensation).
2. For Passports, manufactured date must be after 2/20/2023 (check in eVRM).
3. For Ridgelines, manufactured date must be after 12/16/2022 (check in eVRM).
4. Take measurement of the hood stoppers on both sides (click [HERE](#) for instructions).
5. No visible cracks or damage in the lens.
6. Vehicle has not been in a collision.
7. 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 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-#7 listed above & send photos and measurement to TIS.
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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.