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Sent on	08	07	2024	Expires on	08	21	2024
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From Technical Information & Support Group

Subject Request for Parts: 2023-2024 Accord & CR-V Rear Door Weatherstrip Issues

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023-2024 Accord & CR-V Rear Door Weatherstrip
 Loose, Deformed or Torn (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 2023-2024 Accords or CR-Vs with a customer complaint of rear door weatherstrip and/or gap seal between the front door and the rear door that is loose, torn or deformed. To better understand the cause of this condition, AHM would like to collect certain 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 confirm the issue visually with the weatherstrip still installed on the rear door (capture the issue in a close-up photos – click [HERE](#) for example photos).
2. Vehicle has not been involved in a collision.
3. No repair has been attempted during this visit.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE PHOTOS OF THE ISSUE ON THE WEATHERSTRIP** & please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com.

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-#3 listed above & attach photos of the issue
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.