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<b>Sent on</b>	09	06	2024	<b>Expires on</b>	09	19	2024
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Visit: 2023-2024 Accord Run Channel Deformity (ACTION REQUIRED)						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: **Request for Visit: 2023-2024 Accord Run Channel Deformity (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 Accords with a customer complaint of a visually deformed or mis-set front door run channels. Deformity or mis-set condition may also cause wind noise or window to bind during operation. 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. Manufactured date on the driver's door jamb must be AFTER 07/23.
2. Must be able to visually confirm the front door run channel (72275/72235-TVA-A03) deformity. (click [HERE](#) for example photos).
3. Wind noise or window binding complaints must be accompanied by visually deformed run channel.
4. Visual defects of the affected front door run channel must be captured in 2 clear photos & 1 short video (1 wide-angle, 1 close-up, & 1 short video of the window rolling up and down over the run channel deformity).
5. Repeat claim of deformed run channel is accepted if it had been replaced instead of re-setting or applying lubricant.
6. Vehicle has not been involved in a collision.
7. No repair has been attempted for this issue including removing the door panel or applying lubricant.

**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](mailto: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 and send photos/video.
6. DPTS#

As a gesture of appreciation to dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.