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<b>Sent on</b>	10	08	2024	<b>Expires on</b>	10	17	2024
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	Request for Visit: 2024 Civic Passenger Side Rear Window Regulator Inop
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors

From: Technical Information &amp; Support Group

RE: **Request for Visit: 2024 Civic Passenger Side Rear Window Regulator 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 2024 Civics with a customer complaint of the passenger side rear window inop from the master switch on the driver's door as well as its own switch. 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. Manufactured date on the driver's door jamb must be AFTER 08/23.
2. Passenger side rear window Inop condition must be constant – no intermittent issue.

**VIDEO REQUEST:**

- a. Before capturing the video, gently remove door panel;
  - b. Capture video by toggling window switch up & down, showing no window movement;
  - c. Make comments if motor sound can be heard & motor is warm.
3. Window noise or slow condition alone without INOP not accepted.
  4. Previous replacement of window regulator accepted.
  5. No repair has been attempted for this issue during the current visit.

**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-#5 and attach the 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.