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Sent on	10	25	2024	Expires on	11	08	2024
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From	Technical Information & Support Group
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Subject	Request for Parts: 2023-2025 Pilot Blower Motor High Pitch Noise (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023-2025 Pilot Blower Motor High Pitch Noise**
(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 2023-2025 Pilots with a customer complaint of a high-pitched noise coming from the front HVAC system when on the high fan setting. The high-pitched noise can be described as a whine. 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. The issue must be traced to the front blower motor (P/N 79307-TYA-A61).
2. Vibration/rubbing noises do NOT qualify.
3. Must be able to duplicate the noise.
4. Must be able to capture the noise in a short video (send to TIS).
5. Intermittent noise is ok.
6. Previous blower motor replacement is ok.
7. No repair has been attempted for this issue during this 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, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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 and send 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.