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Sent on	01	28	2026	Expires on	02	11	2026
From	Technical Information & Support Group						
Subject	Request for Parts: 2025-2026 HR-V Front Interior Latch INOP (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2025-2026 HR-V Front Door Interior Latch 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 2025-2026 HR-Vs with a customer complaint of the front door not opening from the inside. 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. All cables and clips MUST be untouched and still assembled to the front door latch.
2. Must follow the door panel removal iN sub procedure to capture 6 photos of the front door interior latch condition– click [HERE](#) for example photos).
3. Previous replacements of the latch (72110-TYF-G01/ 72150-3W0-A01), or cables (72131/72133-3W0-A01) are NOT accepted.
4. No repairs or disassembly of the front door latch has been attempted for this issue during the current visit.
5. Vehicle has not been involved in a collision.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE 6 PHOTOS OF THE FRONT DOOR INTERIOR LATCH CONDITION** & please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com or call us at 800-880-1072 (Monday-Friday, 6am-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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name & Number
2. Your Name
3. Dealer City & State
4. Best Phone Number to be reached.
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#5 listed above and attach the 6 photos of the front door interior latch condition.
7. 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.