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Sent on	03	09	2026	Expires on	03	23	2026
From	Technical Information & Support Group						
Subject	Request for Info: 2026 Passport Roof Rail Component Issues (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Info: 2026 Passport Roof Rail Component Issues (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 2026 Passport with a customer complaint of the roof rail component(s) being visibly loose, deformed, warped or mis-set. Deformity or mis-set conditions may also cause wind or flapping noises. To better understand the cause of this condition, AHM would like to collect information 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 be able to visually confirm the roof rail component(s) (75250/75260-3BM-A04) defect —click [HERE](#) for example photo instructions.
2. Previous replacements of the roof rail component(s) are accepted..
3. No repairs or disassembling of the roof rail component(s) has been attempted for this issue during the current visit.
4. Vehicle has not been involved in a collision.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, click [HERE](#) for next steps. After completing the requested action, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com to submit the requested photos.

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. Dealer City & State
3. Your Name
4. Best Phone Number to be reached.
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#4 listed above and send photos of the roof rail component(s) issue.
7. DPTS#

For any questions contact TIS at (800) 880-1072 (Monday-Friday, 6am-5pm PST).

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.