

[Next Unread Message](#)**View Message****Sent on** 04 04 2017 **Expires on** 04 18 2017**From** Parts and Service Division**Subject** Request for Info: 2016-2017 Pilot & Ridgeline Front Windows Slow to Open/Close

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2016-2017 Pilot & Ridgeline Front Windows Slow to Open/Close

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2016-2017 Pilots & 2017 Ridgeline with a customer complaint of the front driver's and/or the passenger's window slow to open/close. To fully understand the cause of this condition, AHM would like to collect specific 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. VIN must be after:
 - 5FNYF5...GB042899 (2016 2WD Pilot)
 - 5FNYF6...GB089113 (2016 AWD Pilot)
 - 5FPYK2...HB001739 (2017 2WD Ridgeline)
 - 5FPYK3...HB003764 (2017 AWD Ridgeline)
2. All 2017 Pilots are accepted.
3. No repair has been attempted for this issue.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.