

[Next Unread Message](#)**View Message**

**Sent on** 04 10 2015 **Expires on** 04 24 2015  
**From** Parts and Service Division  
**Subject** Request for Information: 2009-2015 Pilot Window Run Channel Deformation

**Message PRIORITY/ACTION REQUIRED**

**To:** All Honda Service Managers/Advisors  
**From:** Technical Research & Support Group  
**RE:** Request for Information: 2009-2015 Pilot Window Run Channel Deformation

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

**Background**

American Honda (AHM) is investigating certain 2009-2015 Pilots with a customer reporting a window run channel deformation. The deformation can cause a squeak, rattle or wind noise and cause the window not to auto close or reverse completely. 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. Must be able to duplicate squeak, rattle or wind noise.
2. First time complaint.
3. No previous repair 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.

© 2000–2015, American Honda Motor Co., Inc. All Rights Reserved.