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Sent on	05	18	2017	Expires on	05	26	2017
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From	Parts and Service Division
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Subject	Request for Info: 2016-2017 Pilot & Ridgeline Front Windows Slow to Open/Close
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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.