

May 23, 2017

06587 Version 2

Window Glass Moves Slowly

Supersedes 16-071, dated August 30, 2016, to revise the information highlighted in **yellow**

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	Pilot	2WD	5FNYF5...GB000001 thru 5FNYF5...GB042899
2016	Pilot	AWD	5FNYF6...GB000001 thru 5FNYF6...GB089113

REVISION SUMMARY

In the AFFECTED VEHICLES, the VINs were changed.

SYMPTOM

One or more window glass moves slowly while opening or closing. Additionally, if a window does move slowly, it is possible for the vehicle to unlearn the auto up/down feature on the driver's or front passenger's window.

POSSIBLE CAUSE

There is too much friction caused by the glass run channel.

CORRECTIVE ACTION

Replace the affected window's glass run channel.

PARTS INFORMATION

Part Name	Part Number	Quantity
Driver's Glass Run Channel	72275-TG7-A02	1
Front Passenger's Glass Run Channel	72235-TG7-A02	1
Left Rear Passenger's Glass Run Channel	72775-TG7-A02	1
Right Rear Passenger's Glass Run Channel	72735-TG7-A02	1

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
826130	Replace the glass run channel on the driver's window.	0.8 hr	03001	03214	16-071A	72275-TG7-A02
827130	Replace the glass run channel on the front passenger's window.	0.8 hr	03001	03214	16-071B	72275-TG7-A02
829150	Replace the glass run channel on the left rear passenger's window.	0.9 hr	03001	03214	16-071C	72775-TG7-A02
830150	Replace the glass run channel on the right rear passenger's window.	0.9 hr	03001	03214	16-071D	72735-TG7-A02

Skill Level: Repair Technician

INSPECTION

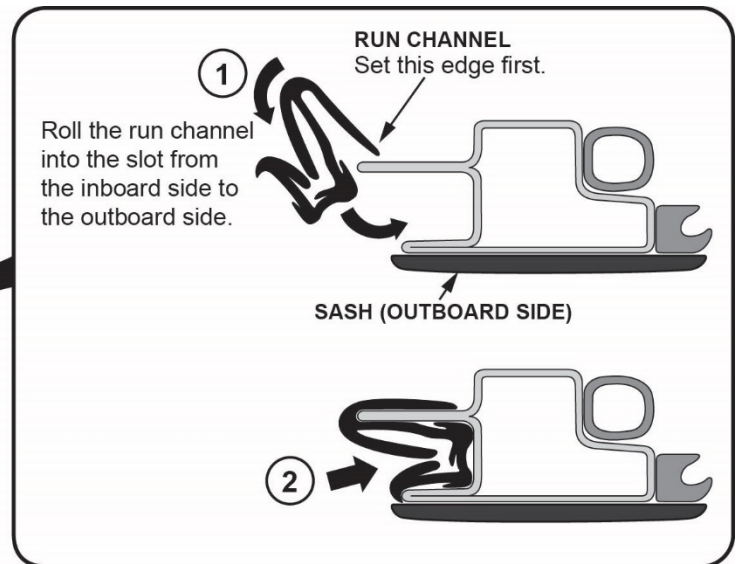
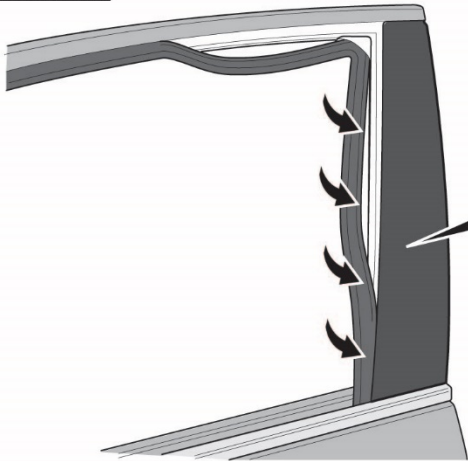
Make sure the window is rolled all the way to the top, then time how long it takes to roll the window down (bottom of its travel).

- If the window took less than 6 seconds to completely open, the window is OK and this bulletin does not apply.
NOTE: If the auto up/down feature does not work but the window is OK, this bulletin does not apply. Continue with normal troubleshooting.
- If the window took 6 seconds or more to completely open, go to REPAIR PROCEDURE.
NOTE: If the auto up/down feature does not work and the window opens slowly, it is likely the up/down feature was unlearned because of the window.

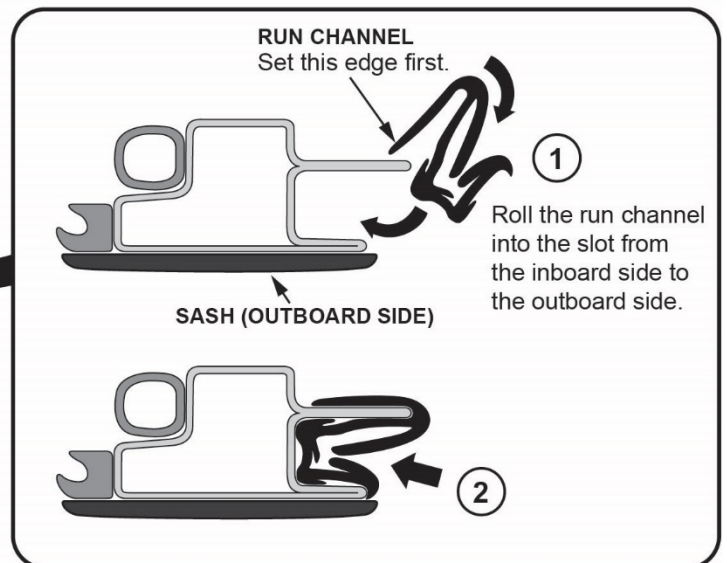
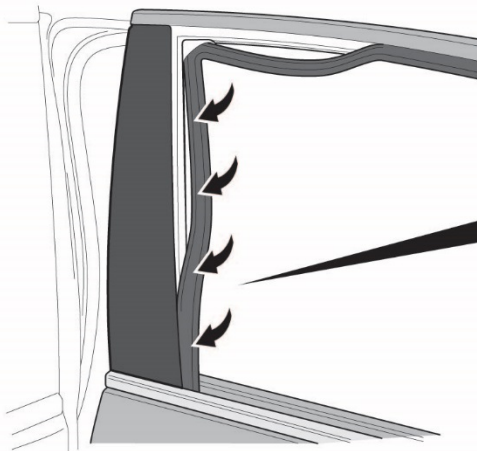
REPAIR PROCEDURE

1. Remove the affected window glass. Refer to the service information.
2. Replace the window run channel. When installing the channel along the rear edge of the front door or the front edge of the rear door, set the run channel to the inside edge first then to the outside edge.

FRONT DOOR



REAR DOOR



3. Install the window glass.
4. **Driver's and/or Front Passenger's Windows Only** - Reset the power window control unit. Refer to the service information.

END