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Sent on	09	10	2026	Expires on	09	24	2026
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From	Technical Information & Support Group
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Subject	Request for Info: 2026-2027 Passport Noise from Exhaust (ACTION REQUIRED)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for info: 2026-2027 Passport Exhaust Making Noise (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 2026-2027 Passports with a customer complaint of a noise coming from the exhaust while driving. The noise can be described as rattling, grinding, scraping, whining, humming, buzzing, etc. 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. Dealer must confirm a noise coming from exhaust.
2. Capture the noise in a shot video and send to [TIS](#) (note the specific time the noise occurs) .
3. Note customer contention of how the noise was heard, at what speed, and the road condition.
4. No prior exhaust replacements (18307 muffler).
5. No repair attempts during this visit.
6. No histor of collisions.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com or call us at 800-880-1072 (Monday-Friday, 6am-5pm PST). TIS will contact you to record certain vehicle information and provide you with further instructions.

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
5. RO Number
6. RO Open Date

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-#6 listed above, describe customer contention of how the noise was heard, at what speed, road condition, & attach a video of the noise.
7. DPTS #

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.