



August 12, 2004

Dear Service Manager:

Enclosed is the following service publication:

**Campaign Responsibility Report for the 2004 Noncompliance Recall: Pilot Certification Label.**  
This report list affected vehicles.

Of the 2004 Pilot vehicles reported as delivered to your dealership, those affected are listed in the left-hand column. Please refer to Service Bulletin 04-047 "Noncompliance Recall: Pilot Certification Label" for specific information.

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

**American Honda Motor Co., Inc.  
Parts and Service Communications**

A handwritten signature in cursive script that reads "Dennis Yamazaki".

**Dennis Yamazaki  
Sr. Publications Coordinator  
Parts and Service Communications**

Honda Automobile Division

American Honda Motor Company, Inc., 1919 Torrance Boulevard, Torrance, California 90501-2746 Phone (310) 783-2000

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Sent On 08 10 2004 Expires On 08 27 2004

From Honda Parts and Service National

Subject 2004 Pilot GVWR Recall on Certification Label

DATE: August 10, 2004  
TO: All Sales, Service & Parts Managers  
FROM: American Honda Service Division  
RE: Campaign Announcement and Stop Sale Order

Honda Motor Co., Ltd., announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall specific 2004 Pilots in order to modify a certification label.

**Basic Problem:** The certification label on the driver's doorjamb was misprinted on approximately 1,500 Alabama-built 2004 Pilots. The certification label is located approximately 12 inches below the door latch.

**Stop-Sale Order:** Applies to all Alabama-built 2004 Pilots (VIN starts with 5FNYP18...) in your inventory that list the GVWR as 760KG(1680LBS). These vehicles CANNOT be sold or leased with a known defect.

**NOTE 1:** If the certification label lists the GVWR as 2700KG(5950LBS), the vehicle is not affected, and may be sold.

**NOTE 2:** Only 395 dealerships have been identified as having affected units in their new car inventory, so there is a good chance you will not receive a FedEx package on August 12, 2004. If you have a self-identified affected unit, but have not received a FedEx package by August 13, please call Dennis Yamazaki at 310-783-3481 to arrange for a supply of labels equal to the number of affected units you have on-hand.

**Support Materials:** American Honda will FedEx every affected Honda Dealership a supply of GVWR certification labels equal to 100% of your affected unsold vehicles on August 11, 2004. The supply of labels will be based on American Honda's August 9, 2004, sales records. In addition to the above, your District Sales Manager, or Zone Sales Office, will also provide you with VIN-specific list of affected vehicles.

**Repair Strategy:** The repair is to apply the new three-line GVWR label over the existing GVWR information. Specific installation instructions will be posted on ISIS in the form of a Recall Service Bulletin on August 12, 2004.

**Customer Notification:** Approximately 650 customer owned vehicles are affected by this Recall Campaign. Notification letters will be mailed to all known owners. You will be notified of the exact customer mailing date by IN.

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**Sent On** 08 13 2004 **Expires On** 08 27 2004  
**From** American Honda Service Division  
**Subject** Pilot Recall on GVWR Label Typo.

**DATE:** August 13, 2004  
**TO:** All Service & Parts Managers  
**FROM:** American Honda Service Division  
**RE:** 2004 Pilot Certification Label Recall Campaign Stop Sale Order Update

On August 11, 2004, American Honda FedEx'ed every affected Honda Dealership a supply of GVWR certification labels equal to 100% of affected 2004 Pilots in your unsold vehicle inventory. Unfortunately, the cover letter sent with the supply of labels had a typographical error in its second reference to the supporting service bulletin number.

The correct recall service bulletin number is 04-047. The number listed in the second sentence does not exist. Please disregard the reference to the non-existent number.

Thank you.

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