



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

January 2019

NHTSA Recall 18V-848

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

WHAT IS THE REASON FOR THIS NOTICE?

Honda has decided that certain 2019 model year Pilot vehicles fail to conform to Federal Motor Vehicle Safety Standards (FMVSS) No. 214 – Side impact protection and No. 226 – Ejection mitigation. The upper interior trim panel covering the passenger side center “B” pillar (located between the front and rear passenger door) is held in place by a mounting clip. Improper tooling was used to repair the mounting hole during manufacturing, which can reduce the mounting clip’s ability to hold the upper interior trim panel in place. In the event of a crash necessitating passenger side curtain airbag deployment, the upper interior trim panel could detach and interfere with airbag deployment, increasing the risk of injury.

WHAT WILL HONDA DO?

The dealer will install a bracket on the passenger side center “B” pillar to securely hold the mounting clip for the upper interior trim panel for free.

WHAT SHOULD YOU DO?

Please call any authorized Honda dealer and make an appointment to have the passenger side center “B” pillar bracket installed for free. Once you make an appointment, be advised that the complete repair process may take approximately 30 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

CHECK YOUR VEHICLE FOR OPEN RECALLS

You can check your vehicle’s eligibility for repair under this or any other recall. Please access the ***Honda Recall Lookup*** tool at www.recalls.honda.com and enter your Vehicle Identification Number (VIN).

OWNER INFORMATION

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title information, which indicate that you are the current owner of this vehicle. If this is not the case, or if any of the information is not correct, please complete, sign and return the Information Change Card and we will then update our records. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

DO YOU STILL HAVE MORE QUESTIONS?

Should you have any questions about this recall, please contact your authorized Honda dealer. Should you need additional assistance, you may contact American Honda’s Customer Support & Campaign Center at 1-888-234-2138, Twitter @HondaCustSvc, email or chat by going to <http://owners.honda.com/help/customer-relations>. You may also visit www.recalls.honda.com to use “Ask Dave”, our 24/7 virtual agent.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.