

Safety Recall: 2021 Pilot 20" Continental Tire

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2021	Pilot	ALL	Check the iN VIN status for eligibility.

BACKGROUND

A very limited number of 2021 model year Pilots may be equipped with one or more Continental Cross Contact LX 245/50R20 102H tires that were cured for a time beyond the specification limits. Over-cured tires may develop a break in the sidewall resulting in sudden air loss or a belt edge separation, which could lead to a tread/belt loss.

CUSTOMER NOTIFICATION

Owners of all identified vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. Before selling a vehicle in inventory, always check if it is affected by a safety recall by conducting a VIN status inquiry.

CORRECTIVE ACTION

Inspect the DOT number and mold number on all 4 tires. Then, replace the tire(s) if needed.

PARTS INFORMATION

NOTE

New tires should be purchased only through Tire Rack when replacing a tire using this bulletin.

Part Name	Part Number	Quantity
TIRE (245/50 R20)	42751-CTL-020	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

NOTES

- Required photos must be included when submitting your claim, or the claim may be subject to a debit.
- New tires must be purchased only through Tire Rack when replacing a tire using this bulletin.
- To submit a warranty claim for dealer-installed tire replacement, select the T3 sublet code in the Sublet Information field and enter the total sublet amount.
- For tire handling reimbursement, select the T4 sublet code in a different Sublet Information field. Then multiply the number of replaced tires by \$10.00. Add the total handling amount in the second sublet field.

Sublet Information				
Sublet Code	Work Description	Invoice No.	Rental Days	Sublet Amount
T3	SUBLET TIRE PURCHASE	123456		50.00
T4	TIRE PURCHASE HANDLING	123456		10.00

Inspection Only

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B3	Inspect the DOT and mold numbers of all four tires. (Photos of DOT and mold numbers of all tires. No tire replacement).	0.2 hr	6TX00	U8Y00	A20097A	42751-CTL-020

Inspection and Tire Replacement

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B4	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance one (1) new tire. (Includes inspection and photos of the DOT and mold numbers of all tires.)	0.5 hr	6TX00	U8Y00	A20097B	42751-CTL-020
4215B5	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance two (2) new tires. (Includes inspection and photos of the DOT and mold numbers of all tires.)	0.8 hr	6TX00	U8Y00	A20097C	42751-CTL-020
4215B6	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance three (3) new tires. (Includes inspection and photos of the DOT and mold numbers of all tires.)	1.1 hr	6TX00	U8Y00	A20097D	42751-CTL-020
4215B7	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance four (4) new tires. (Includes inspection and photos of the DOT and mold numbers of all tires.)	1.4 hr	6TX00	U8Y00	A20097E	42751-CTL-020

Skill Level: Repair Technician

INSPECTION

1. Inspect the last 4 digits of the DOT number on all 4 tires as shown.
 - If the last 4 digits are 2920, take a photo of the DOT number. Then, go to step 2.
 - If the last 4 digits are not 2920, the REPAIR PROCEDURE does not apply.

NOTE

Photos of both DOT and mold numbers of all 4 tires must be submitted with the warranty claim.



2. Inspect the mold number on all 4 tires as shown.
 - If the mold number is S-421920 or S-421921, take a photo of the mold number. Then, go to REPAIR PROCEDURE.
 - If the mold number is not S-421920 or S-421921, the REPAIR PROCEDURE does not apply.

NOTE

- The S- may or may not be present on the tire.
- Photos of both DOT and mold numbers of all 4 tires must be submitted with the warranty claim.



REPAIR PROCEDURE

1. Replace any tire(s) that have both a DOT number 2920 and a mold number S-421920 or S-421921.
2. Once the tire is removed, drill a 3/8" hole in the sidewall above the serial number.



3. Replaced tires are to be sent to AHM WPI for destruction. Ship tires to the address below.

American Honda – WPI

Building 500, Rollup Door #4

1919 Torrance Blvd.

Torrance, CA 90501

NOTE

Photos of both DOT and mold numbers of all 4 tires must be submitted with the warranty claim.

END