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Sent on	11	30	2021	Expires on	01	18	2022
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Stop Sale/Safety Recall: 2016-20 Multi-Model Honda Hood Latch Striker Inspection						

DATE: November 30, 2021

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2016-20 Multi-Model Honda Hood Latch Striker Inspection

On November 29, 2021, American Honda notified NHTSA of a stop sale and safety recall for certain 2019 Passport, 2016-2019 Pilot, and 2017-2020 Ridgeline units for improperly adjusted front hoods. Under certain conditions, the hood striker can be damaged and may ultimately lead to the hood opening while driving, increasing the risk of a crash. Refer to your eResponsibility report or perform an iN VIN status **inquiry to determine which units in your inventory are affected.**

Failure to inspect and repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

BACKGROUND

Due to an improper hood to grill gap setting during manufacturing, the hood latch may experience a higher than expected load under certain driving conditions. Strong air pressure forced through this gap may cause the hood to vibrate, which over time, may cause the area surrounding the hood latch striker to crack and potentially dislodge, presenting a risk for the hood to open while driving.

REPAIR

Reinforce the hood latch. In very rare instances, hood replacement may be necessary. Please refer to the Service Bulletin for the specific repair procedure.

PARTS

Parts will be available through normal ordering but will be limited to one piece per order due to the low expectancy of hood replacements needed.

TOOLS

One air riveter will be allocated to each dealer with a scheduled delivered by November 30, 2021.

SERVICE BULLETIN

Service bulletin 21-086, *Safety Recall: Hood Vibration at Highway Speeds* was posted to the Service Information System (SIS) as of November 30, 2021. It includes inspection, repair, parts, and warranty information related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by mid-January 2022.

As always, be sure to perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.