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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Stop Sale/Safety Recall: 2020-2022 Multi-Model Door Mirrors
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DATE: March 17, 2023

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2020-2022 Multi-Model Door Mirrors

On March 16, 2023, American Honda notified NHTSA of a **stop sale** and **safety recall** for certain model year 2020-2022 Odyssey, 2020-2022 Passport, 2020-2021 Pilot, and 2020-2021 Ridgeline units due to door heater pad/mirror glass which may detach from the mirror assembly. A detached mirror may impair rear visibility, potentially increasing the risk of a crash or injury. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

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

BACKGROUND

Due to improper manufacturing, the heater pad/mirror glass may not adhere properly to the back plate of the door mirror assembly and detach. A detached mirror may impair rearward visibility which is noncompliant with FMVSS 111.

REPAIR

Repair procedures are currently unavailable at launch. We will notify you when repair procedures become available.

PARTS

Parts are currently unavailable at launch. We will notify you when parts become available.

TOOLS

There are no special tools needed for this recall.

SERVICE BULLETIN

Placeholder Service Bulletin 23-029, *Safety Recall: 2020–22 Multi-Model Door Mirror Glass Stop Sale* has posted to the Service Information System (SIS) as of March 17, 2023.

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification by mid-May 2023.

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