

View Message

Sent on 04 20 2015 **Expires on** 05 05 2015
From Parts and Service Division
Subject Request for Visit: 2015 Pilot Outer Door Handle Sticking

Message PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2015 Pilot Outer Door Handle Sticking

Print this iN message and provide a copy to the Shop Foreman and all Service Consultants.

Background

American Honda (AHM) is investigating certain 2015 Pilots with a customer reporting one or more door handles sticking during operation. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirement:

1. First time complaints only with no previous repairs.
2. Must be able to duplicate concern.

Action Required

If you have or know of such a vehicle, please call the Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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