

View Message

Sent on 02 19 2015 **Expires on** 03 05 2015
From Parts and Service Division
Subject Request for Visit: 2009-2013 Pilot Vibration When Braking (Zone 7)

Message **PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
Re: Request for Visit: 2009-2013 Pilot Vibration When Braking (Zone 7)

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

Background

American Honda (AHM) is investigating certain 2009-2013 Pilots with a complaint of vibration when braking, and the technician found the front lower control arm compliance bushings need to be replaced. To fully understand the cause of this occurrence, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

1. Vehicle must be manufactured BEFORE 05/2014. (Refer to the FMVSS certification label on the B-Pillar)
2. Must be able to duplicate.
3. First time complaints only with no previous repairs.
4. Zone 7 only.

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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