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Sent on 01 07 2016 Expires on 01 21 2016

From Parts and Service Division

Subject Request for Parts: 2016 Pilot Front Bearing Noise

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2016 Pilot Front Bearing Noise

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this *iN* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2016 Pilots with a customer complaint of front bearing noise coming from the front while driving. The noise can be described as howling or moaning. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Must be able to duplicate the noise.
2. Mileage must be less than 30,000 miles.
3. No previous repair relating to the front bearing, knuckle or the axle.

Action Required

If you have or know of such a vehicle, please call 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.