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Sent on 04 12 2017 **Expires on** 04 26 2017

From Parts and Service Division

Subject Request for Parts: 2016-2017 Pilot Front Seat Bottom Heaters Inop

Message PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2016-2017 Pilot Front Seat Bottom Heaters Inop

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

Background

American Honda (AHM) is investigating certain 2016-2017 Pilots with a customer complaint of the seat bottom heater not working. 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 requirement:

1. No previous repair to the seat heaters.

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.