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Sent on	07	31	2018	**Expires on**	08	14	2018
From	Parts and Service Division						
Subject	Request for Visit: 2016-2018 Pilot 2nd Row Seats False Latching						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016-2018 Pilot 2nd Row Seats False Latching

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 Motor Co., Inc. (AHM) is investigating certain 2016-2018 Pilots with a customer complaint of the 2nd row seats false latching. 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 requirements:
1. Trim must be EX-L, Touring or Elite.
2. No previous repair to the 2nd row seats.

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.