

## View Message

**Sent on** 05 24 2019 **Expires on** 06 14 2019

**From** Parts and Service Division

**Subject** Request for Info: 2019 Passport & Pilot Steering Pulls at PDI (Zone 3)

### PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Info: 2019 Passport & Pilot Steering Pulls at PDI

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 2019 Passports & Pilots with the steering found off center or pulling during the pre-delivery inspection (PDI). To better understand the cause of this condition, AHM would like to collect specific information 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. No repair has been attempted for this issue.

### 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.