

**November 14, 2019**

Version 2

## Product Update: 2019 Passport Owner's Guide Important Handling Information Update

Supersedes 19-105, dated September 27, 2019, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	Passport	ALL	Check the iN VIN status for eligibility

### REVISION SUMMARY

- **CUSTOMER NOTIFICATION** was updated
- **CORRECTIVE ACTION** was updated
- A note was added to step 3 in the **REPAIR PROCEDURE**

### BACKGROUND

The IMPORTANT HANDLING INFORMATION section is missing from the SAFETY INFORMATION section on page 3 of the owner's guide.

### CUSTOMER NOTIFICATION

**Owners of affected vehicles will be sent a notification of this campaign along with an update sticker and instructions. Refer to CORRECTIVE ACTION.**

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used inventory. Update their owner's guides before they are sold.

### CORRECTIVE ACTION

**All affected owners were sent the update sticker and instructions with their customer notification. Apply the update sticker to the affected page in the owner's guide if the VIN status inquiry shows incomplete.**

**CUSTOMER INFORMATION:**The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## WARRANTY CLAIM INFORMATION

### NOTE

This update can be done on the service drive by the service advisor or a porter.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8410D7	Apply the owner's guide update sticker on page 2.	0.2 hr	6CG00	W6H00	A19105A	77500-TG7-A03ZB

## PARTS INFORMATION

Part Name	Part Number	Quantity
Important Handling Information Sticker	00X31-TLA-5000	1 (includes 50 stickers)

### NOTE

Stickers were sent to your dealership's service manager. Additional stickers can be ordered through normal parts ordering.

## TOOLS REQUIRED

Part Name	Quantity
Clipboard, commercially available (minimum letter size)	1

## PROCEDURE

### NOTES

- Wash and dry your hands thoroughly before starting this procedure.
  - You can watch a video of this procedure by clicking [HERE](#).
1. Remove the owner's guide from the *Owner Information Kit* in the glove box.



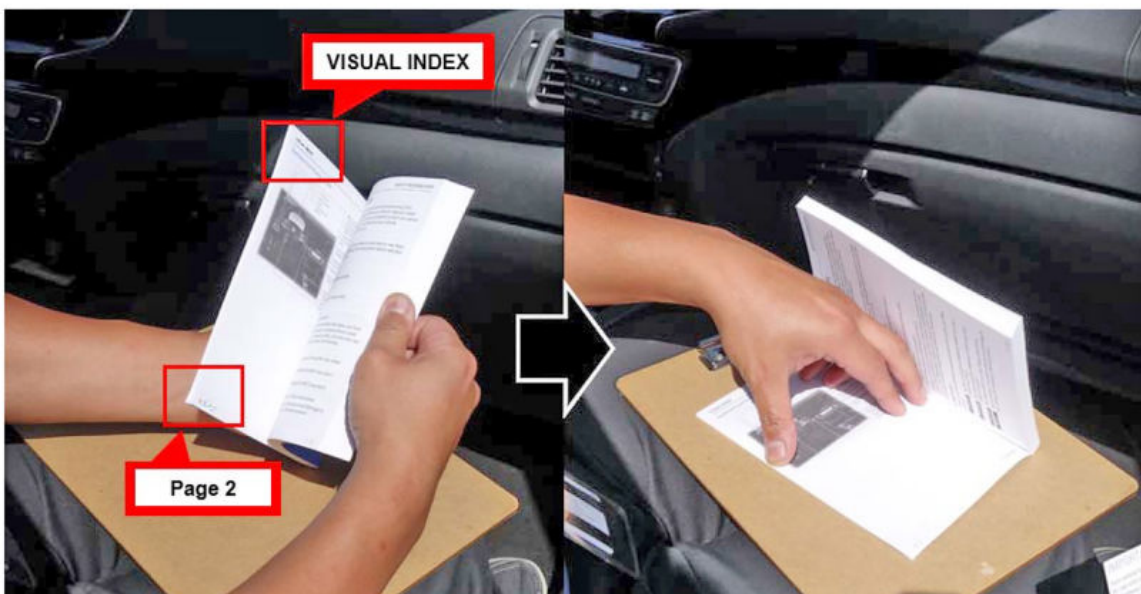
### NOTE

If the owner's guide is not in the vehicle, inform the customer of the update and ask the customer to return with the owner's guide.

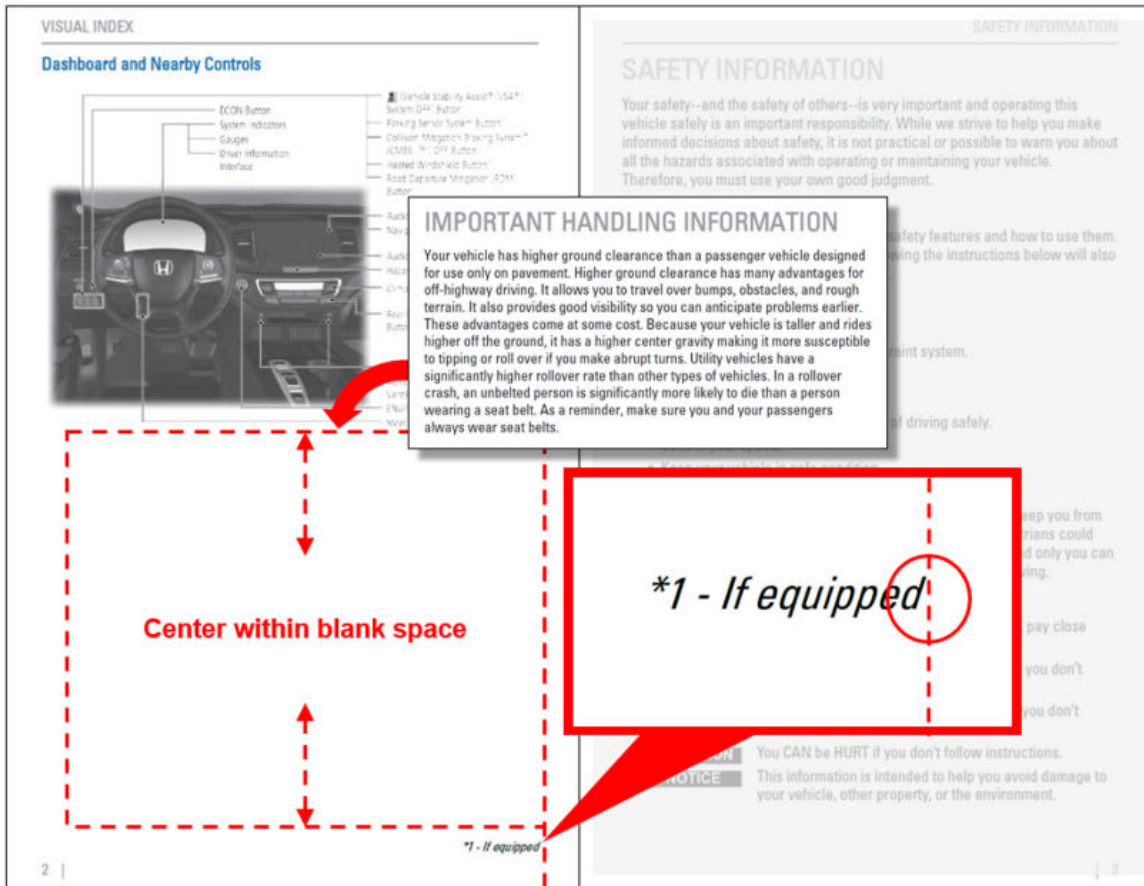
2. Lay the clipboard on your lap.
3. Go to VISUAL INDEX on page 2, and lay the owner's guide on the clipboard as shown.

### NOTES

- The IMPORTANT HANDLING INFORMATION section is missing from the SAFETY INFORMATION section on page 3. However, you will apply the update sticker on page 2.
- To avoid creasing the cover or the pages, do not bend them excessively.



4. **Align the IMPORTANT HANDLING INFORMATION sticker.** Before removing the adhesive backing from the sticker, align the right edge to the *d* of the *\*1 - If equipped* in the lower-right corner of page 2. The sticker should align as shown.

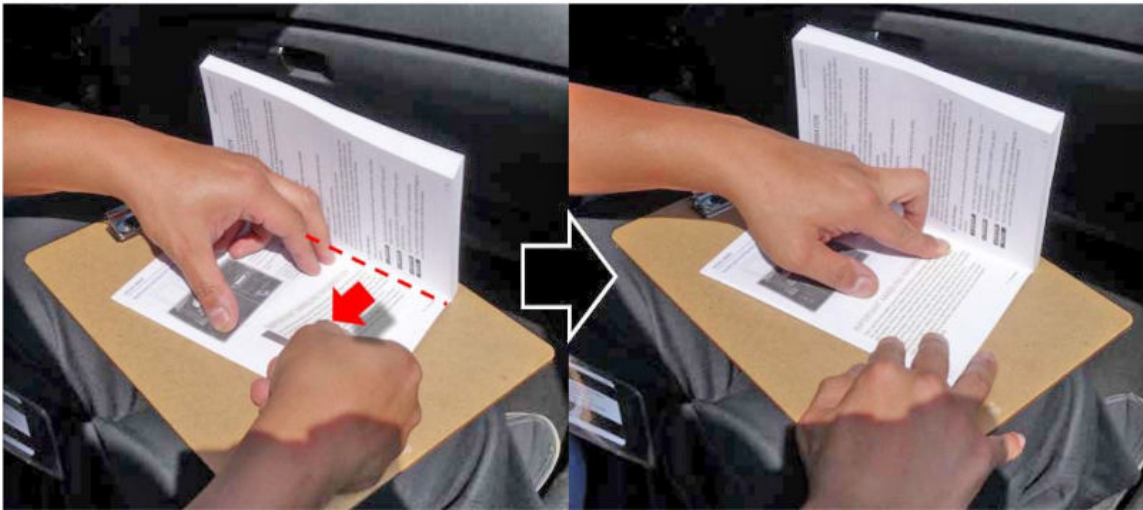


5. **Attach the sticker.** Remove the adhesive backing, and attach the sticker along the *d* of the \*1 - *If equipped*.

**NOTE**

It is OK to touch the adhesive side of the sticker if necessary.

6. Using even pressure, slowly attach the sticker, working from the inside edge of the page to the outside. Be careful not to create air bubbles under the sticker or creases on the page.



The updated page should look like this:

<p><b>VISUAL INDEX</b></p> <p><b>Dashboard and Nearby Controls</b></p> <p><b>IMPORTANT HANDLING INFORMATION</b></p> <p>Your vehicle has higher ground clearance than a passenger vehicle designed for use only on pavement. Higher ground clearance has many advantages for off-highway driving. It allows you to travel over bumps, obstacles, and rough terrain. It also provides good visibility so you can anticipate problems earlier. These advantages come at some cost. Because your vehicle is taller and rides higher off the ground, it has a higher center gravity making it more susceptible to tipping or roll over if you make abrupt turns. Utility vehicles have a significantly higher rollover rate than other types of vehicles. In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a seat belt. As a reminder, make sure you and your passengers always wear seat belts.</p> <p style="text-align: right;">*1 - If equipped</p>	<p style="text-align: right;"><b>SAFETY INFORMATION</b></p> <p><b>SAFETY INFORMATION</b></p> <p>Your safety--and the safety of others--is very important and operating this vehicle safely is an important responsibility. While we strive to help you make informed decisions about safety, it is not practical or possible to warn you about all the hazards associated with operating or maintaining your vehicle. Therefore, you must use your own good judgment.</p> <p><b>Important Safety Information</b></p> <p>This guide explains many of your vehicle's safety features and how to use them. Please read this information carefully. Following the instructions below will also help to keep you and your passengers safe.</p> <ul style="list-style-type: none"> <li>■ <b>Important Safety Precautions</b> <ul style="list-style-type: none"> <li>• Always wear your seat belt.</li> <li>• Secure all children in the proper restraint system.</li> <li>• Be aware of airbag hazards.</li> <li>• Don't drink and drive.</li> <li>• Pay appropriate attention to the task of driving safely.</li> <li>• Control your speed.</li> <li>• Keep your vehicle in safe condition.</li> <li>• Do not leave children unattended in the vehicle.</li> </ul> </li> </ul> <p>Engaging in cell phone conversation or other activities that keep you from paying close attention to the road, other vehicles, and pedestrians could lead to a crash. Remember, situations can change quickly, and only you can decide when it is safe to divert some attention away from driving.</p> <ul style="list-style-type: none"> <li>■ <b>Safety Messages</b></li> </ul> <p>When you see the following messages throughout this guide, pay close attention.</p> <p><b>⚠ DANGER</b> You WILL be KILLED or SERIOUSLY HURT if you don't follow instructions.</p> <p><b>⚠ WARNING</b> You CAN be KILLED or SERIOUSLY HURT if you don't follow instructions.</p> <p><b>⚠ CAUTION</b> You CAN be HURT if you don't follow instructions.</p> <p><b>NOTICE</b> This information is intended to help you avoid damage to your vehicle, other property, or the environment.</p>
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7. Insert the owner's guide back in the *Owner Information Kit*, and place it back into the glove box.

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