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| Sent on | 01 | 31 | 2020 | Expires on | 02 | 14 | 2020 |
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| From | Parts and Service Division |
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| Subject | Request for Parts: 2019 Passport Front Brake Judder |
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2019 Passport Front Brake Judder

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 with a customer complaint of pulsation in the brakes when applying brakes at highway speeds, coming to a stop, etc. To better 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. Must be able to duplicate the issue.
2. Brake disks have not been turned previously.
3. No repair has been attempted for this issue.

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.