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Sent on	06	07	2022	Expires on	06	21	2022
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From Technical Information & Support Group

Subject Request for Visit: 2019-2021 Passport/Pilot/Ridgeline Headlight Moisture

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Visit: 2019-2021 Passport/Pilot/Ridgeline Headlight Moisture **(ACTION REQUIRED)**

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 searching for certain 2019-2020 Passports, Pilots & 2021 Ridgelines with a customer complaint of moisture in the headlight. To better understand the cause of this condition, AHM would like to inspect the vehicle before you attempt a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Moisture must be visible.
2. No repair has been attempted for this issue.
3. No crash or external damage to the headlight.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com. TIS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g., 2020)
2. Model Name (e.g., Accord)
3. Issue (e.g., Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.