

Sent on 11 12 2022 Expires on 11 18 2022

From Technical Information & Support Group

Subject Request for Parts: 2020-2022 Pilot Driver's 3rd Row Seat Headrest Won't Stay Up

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Parts: 2020-2022 Pilot Driver's 3rd Row Seat Headrest Won't Stay Upright
(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 2020-2022 Pilots with a customer complaint of the driver's side 3rd row headrest not staying upright. 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 requirements:

1. For 2020MY, the VIN must be AFTER 5FNYP6...LB000116.
2. All 2021MY & 2022MY VINS are accepted.
3. Driver's side 3rd row seat headrest mechanism and rear seat frame have not been replaced previously.
4. No repair has been attempted for this issue.

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.