INTERACTIVE NETWORK

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Sent on	03	14	2023	**Expires on**	05	01	2023
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Update: 2023 Pilot 2WD Accessory Trailer Hitch Towing Load Label						

DATE: March 14, 2023

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2023 Pilot 2WD Accessory Trailer Hitch Towing Load Label

On March 14, 2023, American Honda is announcing a **product update** for certain model year 2023 2WD Pilot units that may have an incorrect towing load label affixed to a Honda genuine accessory trailer hitch. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

BACKGROUND

An incorrect towing information label may have been attached to the rear bumper panel of the accessory trailer hitch kit intended for U.S. vehicles. The towing load value is incorrect for US 2WD vehicles which may cause the customer to load and tow a trailer heavier than recommended in the owner's manual.

REPAIR

For 2WD vehicles that have a Honda genuine accessory trailer hitch installed, replace the trailer hitch cover panel.

PARTS

Parts are available through the normal parts ordering system. Please verify that you have a vehicle with the affected trailer hitch before ordering as most vehicles are not expected to require the repair.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service Bulletin 23-028, *Product Update: 2023 Pilot 2WD Replacement for Incorrect Accessory Trailer Hitch Label*, has posted to the Service Information System (SIS) as of March 14, 2023. It includes parts, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification in mid-April 2023.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.