

March 14, 2023

Version 2

Product Update: 2023 Pilot 2WD Replacement for Incorrect Accessory Trailer Hitch Label

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2023	Pilot (2WD Only)	Sport 2WD, EXL 2WD, Touring 2WD	Check the iN VIN status for eligibility.

BACKGROUND

The Honda Genuine accessory trailer hitch towing capacity information label is incorrect for some 2WD vehicles.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

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 vehicle inventory. Repair these vehicles before they are sold.

CORRECTIVE ACTION

Make sure the vehicle has a Honda Genuine accessory trailer hitch. If it does, make sure it does not already have the updated hitch cover panel with the correct towing capacity label and warning labels installed.

If it does have a Honda Genuine accessory trailer hitch, and it does not have the updated hitch cover panel with the correct towing capacity label installed, follow the bulletin instructions and replace the hitch cover panel.

NOTE:

- The possibility of repairs is very low compared to the population of vehicles assigned to this campaign.
- If the vehicle is not equipped with a Honda Genuine accessory trailer hitch, or it already has the updated trailer hitch panel and warning labels, submit a Campaign Status Change Request Form to the Campaign department, campaign_change_request@ahm.honda.com. You can find the updated PDF copy of this form on the iN; select **Service > Service Library > Campaign Status Change Form**. You need to do this to prevent the same vehicle from returning with an open campaign.

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.

PARTS INFORMATION

Part Name	Part Number	Quantity
Black Trailer Hitch Panel (Sport 2WD)	08L92-T90-100B	1
Silver Trailer Hitch Panel (EXL, Touring 2WD)	08L92-T90-100C	1

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8111R5	Replace the hitch cover panel (includes inspection).	0.7 hr	6WT00	ODJ00	A23028A	08L92-T90-100
A	If the vehicle is equipped with HFA kick sensor - Add.	0.1 hr	6WT00	ODJ00	A23028B	08L92-T90-100

NOTE: Due to part number variation for 2WD model trim, you may add the trim part number to the template.

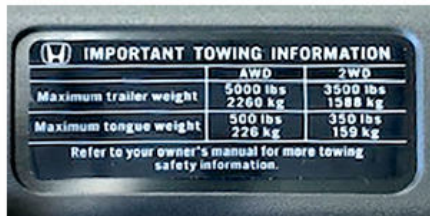
INSPECTION PROCEDURE

1. Inspect the trailer hitch towing capacity label.

INCORRECT ❌



CORRECT ✅



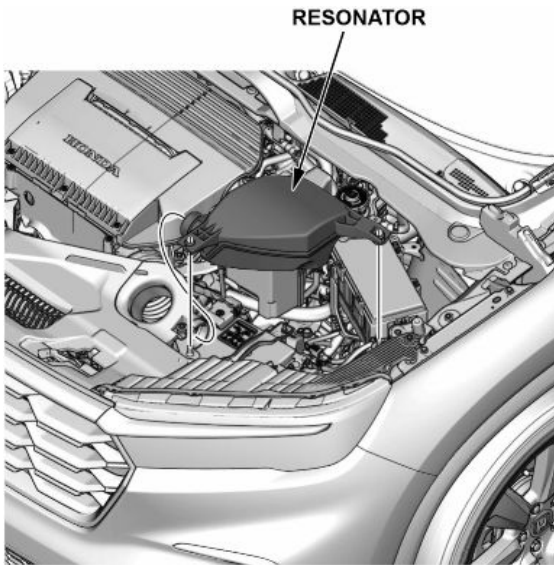
Does the label have the towing capacity for both AWD (5000 lbs) and 2WD (3500 lbs)?

YES - This bulletin does not apply.

NO - Go to the REPAIR PROCEDURE.

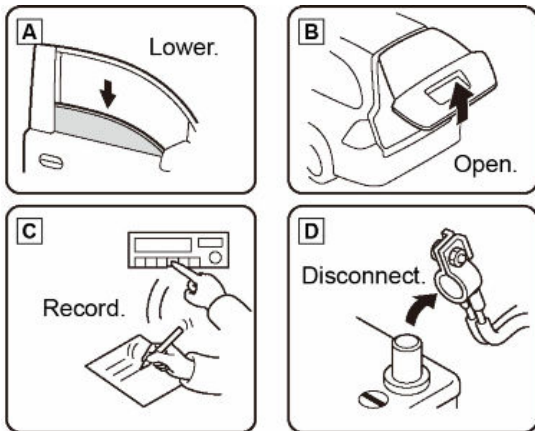
REPAIR PROCEDURE

1. Remove the resonator.



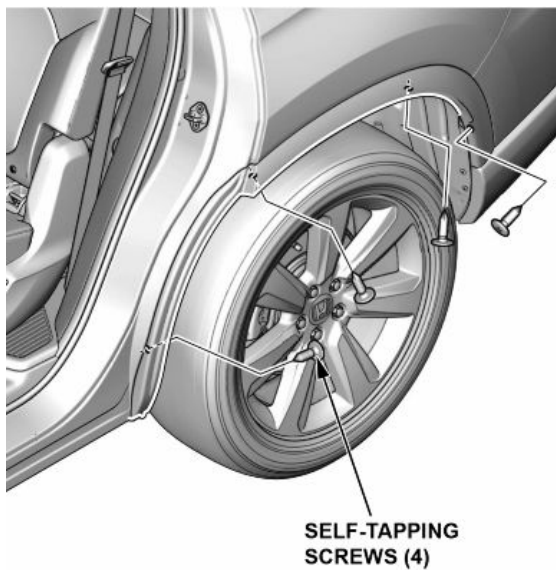
2. Disconnect the negative cable from battery.

NOTE: With the driver's door open, turn the vehicle to OFF (LOCK) mode, then wait at least 3 minutes before disconnecting the 12 volt negative battery cable.

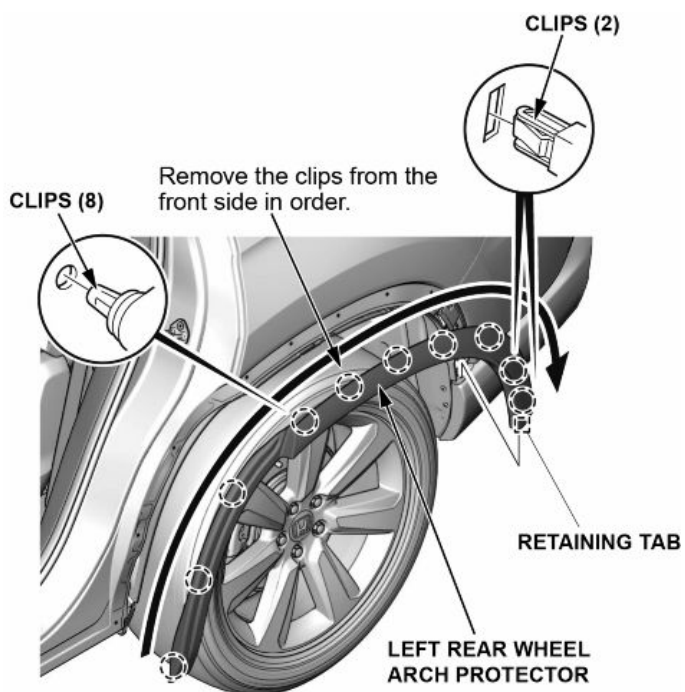


3. Open the left rear door.

4. Remove the self-tapping screws.

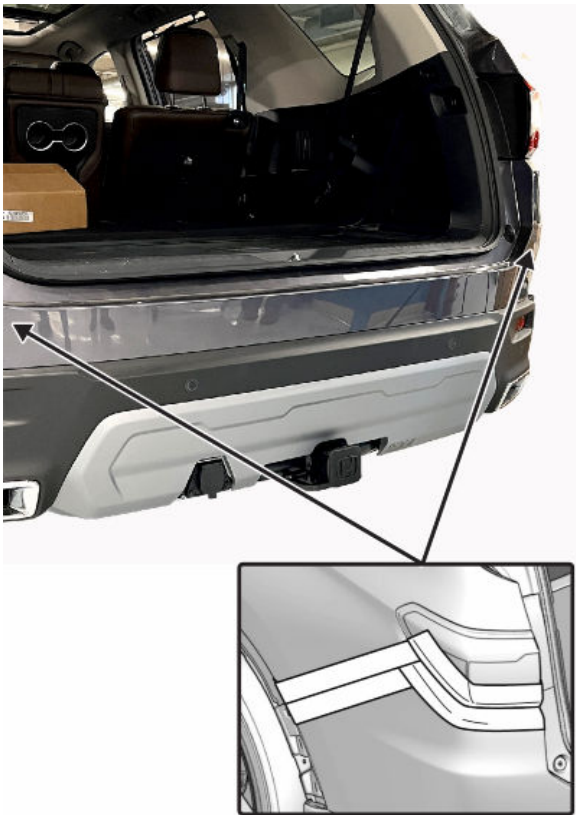


5. Remove the left rear wheel arch protector.

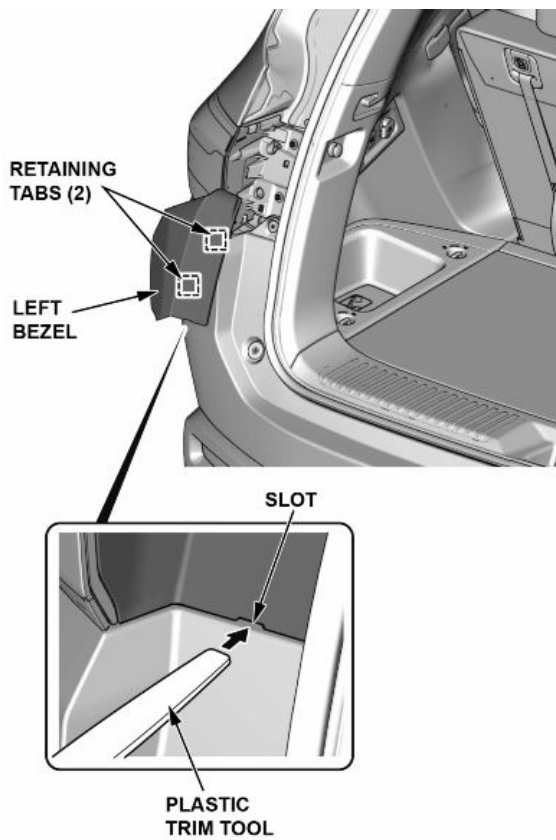


6. Repeat step 4 thru 5 on the opposite side.

7. Attach masking tape to protect the vehicle.

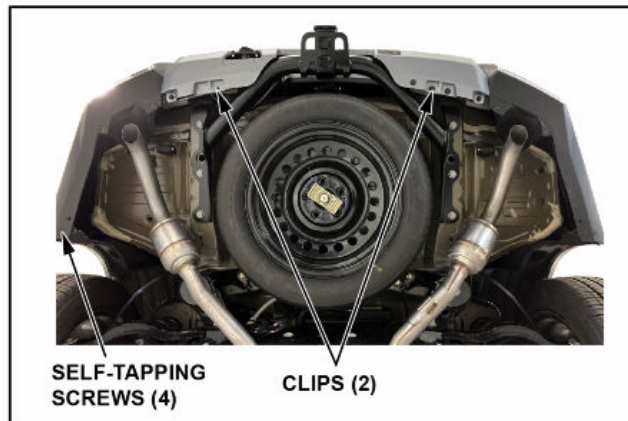
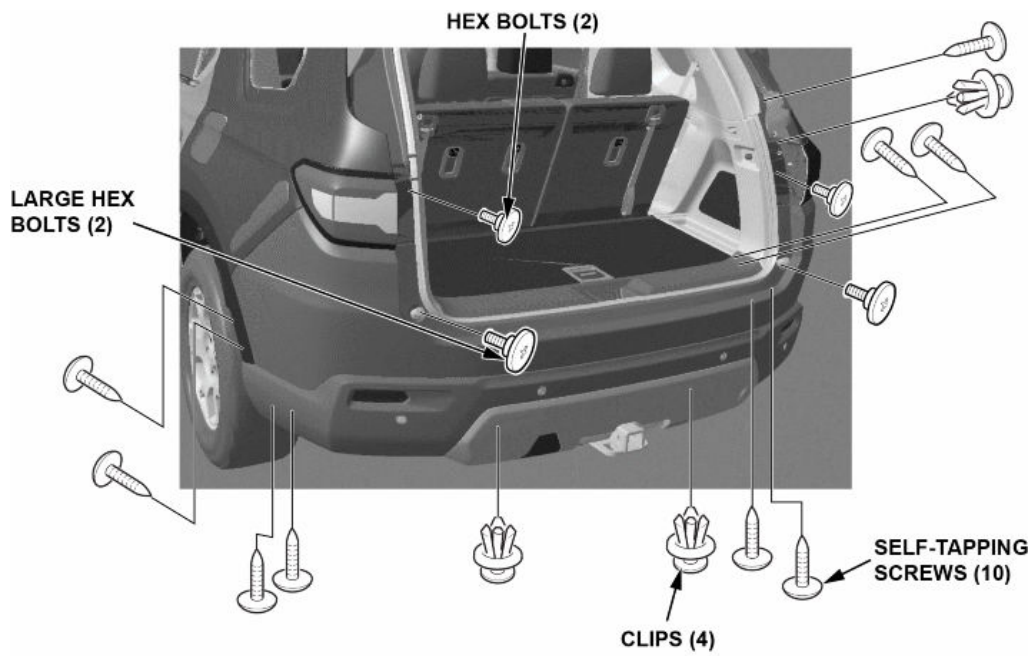


8. Remove the left bezel.



9. Repeat step 8 on the other side.

10. Remove the clips, hex bolts, and self-tapping screws.

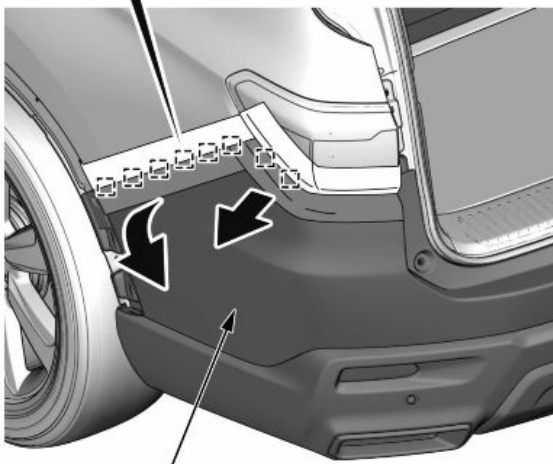
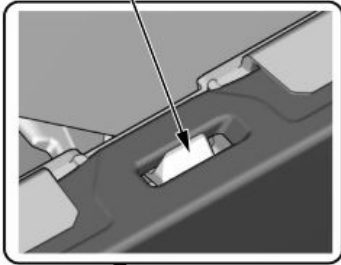


11. Remove the retaining tabs.

NOTE:

- Release the retaining tabs starting from the outside working in.
- Make sure to release the retaining tabs in the correct orientation.

RETAINING
TABS (8)



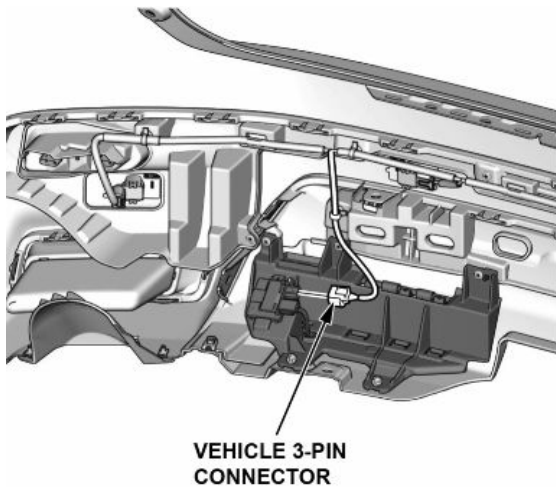
REAR BUMPER

12. Repeat step 11 on the opposite side.

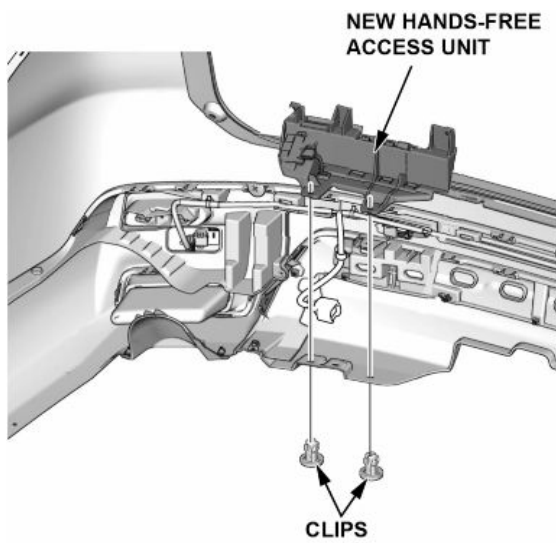
13. Remove the rear bumper.



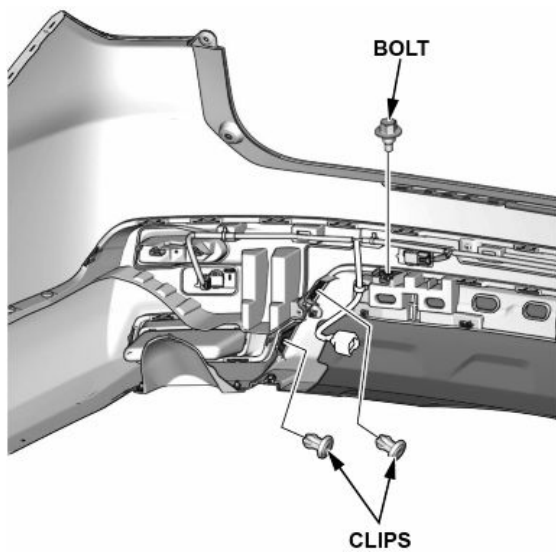
14. Unplug the vehicle connector (if equipped).



15. Remove the 2 clips if vehicle is equipped with Hand-Free Access power tailgate.

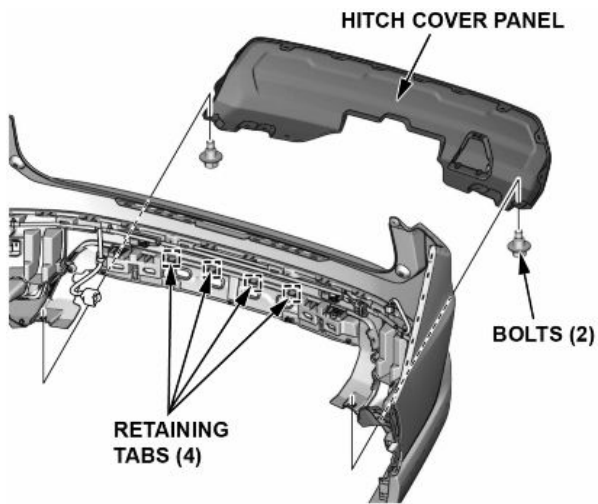


16. Remove the bolts and clips.



17. Repeat step 16 on the opposite side.

18. Remove the hitch cover panel and discard .



19. Install the replacement hitch cover panel in reverse order.

20. Install all the removed parts and reconnect all the vehicle connectors.

21. Do the function check of the backup sensor and HFA power tailgate (if equipped).

END