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Sent on	03	29	2024	Expires on	04	12	2024
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From	Technical Information & Support Group
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Subject	Request for Parts: 2023-2024 Pilot Head Cover Leak (ACTION REQUIRED)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023-2024 Pilot Head Cover Leak (ACTION REQUIRED)**

This message is solely directed to Honda dealership personnel; please handle it 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 2023-2024 Pilots with a customer concern of an oil leak or a dealer noticing an oil leak from the head cover during routine maintenance. 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. Must confirm oil leak from Bank 1 rear head cover gasket area (oil control valve holder area) by performing borescope inspection (do not clean area suspect of oil leak).
(click [HERE](#) for borescope inspection procedure)
2. Below DTCs may be stored associated with this condition:
 - a. P2096 (Post Catalyst Fuel Trim System Too Lean [Bank 1])
 - b. P2270 (Rear Secondary Heated Oxygen Sensor Circuit Signal Stuck Lean)
3. Vehicles with previous repair attempts are accepted as long as the cylinder head assembly has not been replaced.
4. Vehicle has not been in a collision.

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, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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. 2024)
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
5. Confirm that the vehicle meets qualifiers #1-#5 listed above & attach the photo from #2
6. Attach borescope photos of mounting hole A (1) & bolt hole #6 (2)
7. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.