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Sent on	04	09	2025	Expires on	04	23 2025
From	Technical Information & Support Group					
Subject	Request for Parts: 2023-2025 Pilot Lower Door Garnish Issues (ACTION REQUIRED)					

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Parts: 2023-2025 Pilot Lower Door Garnish Issues (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 2023-2025 Pilots with a customer complaint of the lower door garnish being visibly loose, deformed, warped or mis-set. Customer may also notice visible gaps between the door surface and the garnish. The issue could also be discovered during PDI. 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. Lower door garnish issue (75332-T90-A11/21, 75312-T90-A11/21, 75333-T90-A11/21, or 75313-T90-A11/21) MUST be visibly confirmed.
2. No previous replacements of the door garnish that is currently having an issue.
3. Issue must NOT be caused by side skid plate (08F04-T90-100).
4. Vehicle has not been involved in a collision.
5. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, click [HERE](#) for next steps.

After completing the requested action, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com, to submit the requested photos.

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 and send photos.
6. DPTS#

For any questions contact TIS at (800) 880-1072 (Monday-Friday, 7am-5pm PST).

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

Thank you.