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Sent on	07	07	2025	Expires on	07	21	2025
From	Technical Information & Support Group						
Subject	Request for Visit: 2019-2025 Passport & Pilot Taillight Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2019-2025 Passport & Pilot Taillight Inop (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 2022-2025 Passport Blacks, TrailSports & 2019-2022 Pilots with a customer complaint of the taillight and/or brake light being inoperative. Vehicles may also have the A6 10A or C27 7.5A fuse blown. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Taillight or brake light MUST be consistently inop (capture 1 close-up and 1 wide-angle photo of the _____ inop taillight or brake light condition).
2. Moisture must NOT be present inside the taillight lens.
3. Side marker and turn signal inop conditions are NOT accepted.
4. No previous replacements, unless replaced for the same issue.
5. Vehicle has not been involved in a collision.
6. No repair has been attempted for this issue during the current visit.

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-#6 and attach 2 photos of the taillight or brake light inop _____ condition.
6. DPTS#

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.