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**From** Technical Information & Support Group

**Subject** Request for Parts: 2025 Pilot CEL On with DTC P0420/P0430 Stored (ACTION REQ'D)

## PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: **Request for Parts: 2025 Pilot CEL On with DTC P0420/P0430 Stored (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 2025 Pilots with customer complaint of Check Engine Light (CEL) on with DTC P0420 [Catalyst System Efficiency Below Threshold (Bank 1)] and/or P0430 [Catalyst System Efficiency Below Threshold (Bank 2)] stored. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle.

### Qualifiers

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

1. Must have DTC P0420 and/or P0430 stored.
2. Prior clearing of DTC code is ok, if confirmed through HDS ([Email](#) All DTC Check printout).
3. Previous repair attempts are ok if replaced parts are still available at the dealership.

### 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](mailto:tis@ahm.honda.com), or call us at 800-880-1072 (Monday-Friday, 6am-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. 2025)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name & Number
2. Dealer City & State
3. Your Name
4. Best Phone Number to be Reached
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#3 listed above and attach All DTC Check printout
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.