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Sent on	02	07	2020	Expires on	03	25	2020
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Stop Sale/Safety Recall: 2020 Passport, Pilot Certification Label						

DATE: February 7, 2020

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2020 Passport, Pilot Certification Label

On February 6, 2020, American Honda notified NHTSA of a **stop sale** and **safety recall** for certain 2020 Passport and Pilot vehicles due to improperly manufactured certification labels. **Refer to your eResponsibility report or do an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

BACKGROUND

Due to a printing error, the ink on the certification label may rub off when wiping the label with alcohol, gasoline, kerosene, engine oil, window cleaner, car wax, or any other household cleaners. If the label information is wiped away, the operator may not be able to refer to the information, possibly resulting in the vehicle being overloaded, which can increase the risk of a crash.

REPAIR

Replace the certification label with an updated label.

PARTS

VIN-specific replacement labels have been shipped, "Attn: Service Manager", directly from the factory to your dealership and once received they need to be reviewed against your vehicle inventory or the list of vehicles assigned. Should a label become lost at any time, the DPSM must be notified immediately for support of reprint from the factory. If a vehicle has already been sold, the dealer must contact the customer and schedule an appointment for replacement of the vehicle's label as soon as possible. Any unused or damaged replacement labels must be returned to the DPSM.

DEALER-TO-DEALER TRANSFERS

For any dealer-to-dealer transfer, the original dealer must repair the vehicle prior to transfer. If the vehicle is not available, the label must be sent to the new dealer in the most secure way, physical transfer preferred, or with a tracking number to the new dealership.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletin 20-017, *Safety Recall: 2020 Passport and Pilot Certification Label*, has been posted to the Service Information System (SIS) as of February 7, 2020. It includes repair and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by mid-March 2020.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.