

Safety Recall: 2020 Passport and Pilot Certification Label

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2020	Passport	ALL	Check the iN VIN status for eligibility.
2020	Pilot	ALL	Check the iN VIN status for eligibility.

BACKGROUND

On certain 2020 Passport and Pilot vehicles built between November 2019 and January 2020, due to a printing error, the ink on the certification label may rub off when wiping it with alcohol, gasoline, kerosene, engine oil, window cleaner, wax or any other household cleaners. If the label information can be wiped away, the operator may not be able to refer to it, possibly resulting in the vehicle being overloaded, which can increase the risk of a crash.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. These vehicles must be repaired before they are sold.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Replace the certification label.

PARTS INFORMATION

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.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

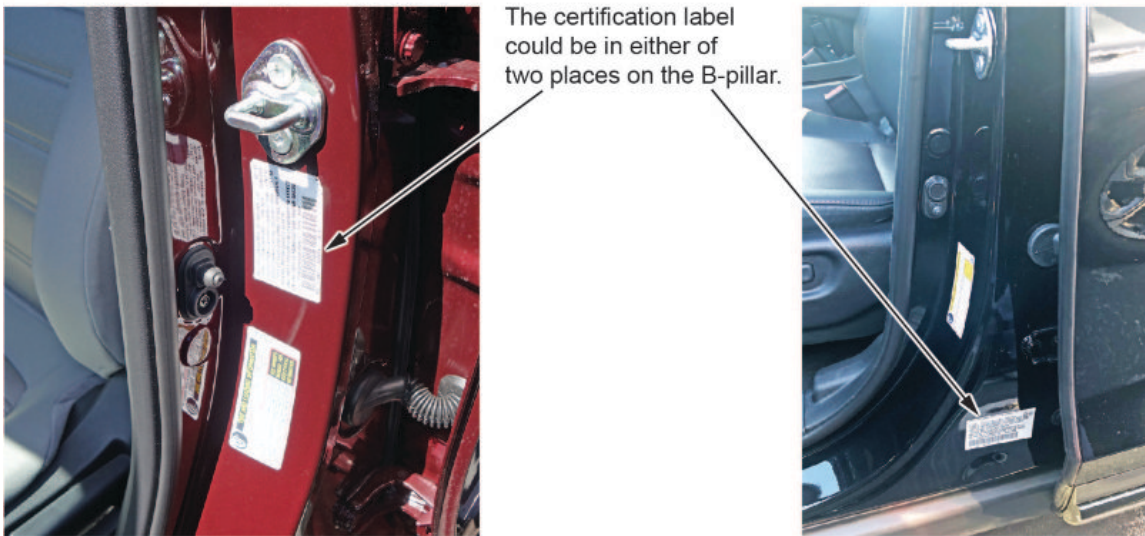
NOTE

This update can be done on the service drive by the service advisor or a porter.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8150A2	Remove and replace the certification label.	0.2 hr	6LU00	B6T00	A20017A	42762-TG7-A23
A	Compensation for photo upload.	0.1 hr				

REPAIR PROCEDURE

1. Open the driver's door, and locate the certification label. Some vehicles will have the certification label placed at the base of the B-pillar while others will be placed just below the striker in the doorjamb.



2. Make sure the VIN on the dashboard matches the one on the new certification label. Also, make sure the VIN and manufacture date on the new label matches the old label.



- Before removing the old certification label, take a photo of the old and new label next to each other. Attach the photo to the warranty claim.



- Use a plastic tool to remove the label. Be careful not to scratch or damage the paint.

NOTE

Applying heat with a heat gun may make the label easier to remove.



5. After the label is removed, using isopropyl alcohol on a lint-free cloth, thoroughly clean the area where the new label will be attached. Make sure there is no residue from the old label, and allow the alcohol to dry.



6. Apply the new certification label in the same location as the old label. Make sure the label is applied in the same orientation as the removed label.

NOTE

Make sure the label is properly applied to the body, and make sure there are no wrinkles, tears, or bubbles.



7. As a secondary check, have someone else make sure the VIN on the new certification label matches the one on the dashboard.
8. Permanently destroy the old certification label removed from the vehicle.

END