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Sent on	11	21	2020	Expires on	01	09	2021
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Stop Sale/Safety Recall: 2021 Pilot Continental Tires						

DATE: November 21, 2020

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2021 Pilot Continental Tires

On October 27, 2020, Continental Tire the Americas, LLC (CTA) formally notified NHTSA of a safety recall related to certain improperly manufactured tire(s) that may cause the sidewalls to crack, burst or lose tread while driving, increasing the risk of a crash. The total population of tires, affecting multiple vehicle manufacturers and the aftermarket, is 11,728.

On November 20, 2020, after an internal investigation of production records, American Honda notified NHTSA of a stop sale and safety recall for 214 model year 2021 Pilot units that were potentially affected by this defect. Refer to your eResponsibility report or do an iN VIN status inquiry to determine which units in your **inventory are affected by this range**.

Please note that American Honda is only recalling affected vehicles that were originally built with possibly one or more of these affected tires. CTA is handling the replacement of any aftermarket tires with this defect separately and directly with dealers. Click [here](#) for information from CTA related to the handling of aftermarket tires, including the identification of customers and the submission of claims regarding these parts.

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

BACKGROUND

Affected vehicles may be equipped with one or more tires that were cured for a time beyond the specification limits. Over cured tires may develop a break in the sidewall resulting in sudden air loss or a belt edge separation, which could lead to a tread/belt loss. Either condition can cause a loss of vehicle control, increasing the risk of a crash or injury.

REPAIR

Tires will require an inspection and photograph claim submission to verify that they are affected, and will be replaced as necessary.

PARTS

New replacement tires will be made available through your authorized Honda Tire Center (TireRack Wholesale Solutions: 877-327-8473). American Honda expects only a small quantity of tires will be affected by this recall.

TOOLS

There are no special tools needed for this recall.

SERVICE BULLETIN

Service bulletin 20-097, *Safety Recall: 2021 Pilot 20" Continental Tire* has been posted to the Service Information System (SIS) as of November 21, 2020. It includes parts, inspection, repair, and warranty information related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by early January 2021.

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.