

March 12, 2021

Version 3

Safety Recall: 2019–20 Passport, 2019–21 Pilot 20” Continental Tire

Supersedes 20-097, dated December 11, 2020. See REVISION SUMMARY.

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2019–20	Passport	ALL	Check the iN VIN status for eligibility.
2019–21	Pilot	ALL	Check the iN VIN status for eligibility.

REVISION SUMMARY

This service bulletin has been extensively changed; American Honda recommends you read this entire bulletin.

BACKGROUND

A very limited number of 2019–20 Passports and 2019–21 Pilots may be equipped with one or more Continental Cross Contact LX 245/50R20 102H 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.

CUSTOMER NOTIFICATION

Owners of all identified 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.

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. Before selling a vehicle in inventory, always check if it is affected by a safety recall by conducting a VIN status inquiry.

CORRECTIVE ACTION

Inspect the DOT number and mold number on all 4 tires. Then, replace the tire(s) if needed.

PARTS INFORMATION

NOTE: New tires must be purchased through Tire Rack when replacing a tire using this bulletin.

Part Name	Part Number	Quantity
TIRE (245/50 R20)	42751-CTL-020	1

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

NOTES:

- Required photos must be included when submitting your claim, or the claim may be subject to a debit. The photos must be clear; retake any unclear photos before submitting.
- New tires must be purchased through Tire Rack when replacing a tire using this bulletin.
- To submit a warranty claim for dealer-installed tire replacement, select the T3 sublet code in the Sublet Information field and enter the total sublet amount.
- For tire handling reimbursement, select the T4 sublet code in a different Sublet Information field. Then multiply the number of replaced tires by \$10.00. Add the total handling amount in the second sublet field.

Sublet Information				
Sublet Code	Work Description	Invoice No.	Rental Days	Sublet Amount
T3	SUBLET TIRE PURCHASE	123456		50.00
T4	TIRE PURCHASE HANDLING	123456		10.00

Upload files File Attachments

Inspection Only 2021 Pilot

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B3	Inspect the DOT and mold numbers of all four tires. (Photos of DOT and mold numbers of all tires. No tire replacement).	0.2 hr	6TX00	U8Y00	A20097A	42751-CTL-020

Inspection and Tire Replacement, 2021 Pilot

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B4	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance one (1) new tire. (Includes inspection and photos of the DOT, mold numbers, and location of all tires).	0.5 hr	6TX00	U8Y00	A20097B	42751-CTL-020
4215B5	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance two (2) new tires. (Includes inspection and photos of the DOT, mold numbers, and location of all tires).	0.8 hr	6TX00	U8Y00	A20097C	42751-CTL-020
4215B6	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance three (3) new tires. (Includes inspection and photos of the DOT, mold numbers, and location of all tires).	1.1 hr	6TX00	U8Y00	A20097D	42751-CTL-020
4215B7	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance four (4) new tires. (Includes inspection and photos of the DOT, mold numbers and location of all tires).	1.4 hr	6TX00	U8Y00	A20097E	42751-CTL-020

Inspection Only 2019-20 Passport and Pilot

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B3	Inspect the DOT and mold numbers of all four tires. (Photos of DOT and mold numbers of all tires. No tire replacement).	0.2 hr	6TX00	UA200	A20097F	42751-CTL-020

Inspection and Tire Replacement, 2019-20 Passport and Pilot

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B4	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance one (1) new tire. (Includes inspection and photos of the DOT, mold numbers, and location of all tires).	0.5 hr	6TX00	UA200	A20097G	42751-CTL-020
4215B5	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance two (2) new tires. (Includes inspection and photos of the DOT, mold numbers, and location of all tires).	0.8 hr	6TX00	UA200	A20097H	42751-CTL-020
4215B6	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance three (3) new tires. (Includes inspection and photos of the DOT, mold numbers, and location of all tires).	1.1 hr	6TX00	UA200	A20097J	42751-CTL-020
4215B7	Remove the wheel assembly from the vehicle and mount on the machine. Mount and balance four (4) new tires. (Includes inspection and photos of the DOT, mold numbers and location of all tires).	1.4 hr	6TX00	UA200	A20097K	42751-CTL-020

Skill Level: Repair Technician

INSPECTION

1. Inspect the last 4 digits of the DOT number and the mold number on all 4 tires. The tire must display one of the pairs of DOT number and mold number listed below:
 - DOT number 1719 with mold number 412681 or 412688
 - DOT number 2719 with mold number 412689 or 408205
 - DOT number 2920 with mold number S - 421920 or S - 421921
 - DOT number 3119 with mold number 408204
 - DOT number 3319 with mold number 412692
 - DOT number 3819 with mold number 412692
 - DOT number 3919 with mold number 412692

Do the last 4 digits of the DOT number and the mold number correspond to one of the pairs listed above?

YES — Go to REPAIR PROCEDURE.

NO — This service bulletin does not apply.

NOTE:

- Above the DOT and mold number of each tire, mark its location on the vehicle. For example: Left Front: LF, Left Rear: LR, Right Front: RF, Right Rear: RR.
- Clear photos of the DOT, location, and mold numbers of all 4 tires must be submitted with the warranty claim.
- The number may or may not be preceded by "S -".



DOT NUMBER



MOLD NUMBER

REPAIR PROCEDURE

1. Replace any tire(s) that have the affected DOT and mold numbers.
1. Once the tire is removed, drill a 3/8" hole in the sidewall above the serial number.



2. Replaced tires are to be sent to AHM WPI for destruction. Ship tires to the address below.

American Honda – WPI

Building 500, Rollup Door #4

1919 Torrance Blvd.

Torrance, CA 90501

NOTE: Clear photos of the DOT numbers, mold numbers, and location of all 4 tires must be submitted with the warranty claim.

END