



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 2, 2021

Mr. Jeff Chang  
Honda (American Honda Motor Co.)  
1919 Torrance Blvd  
Torrance, CA 90501

NEF-107JK  
21V-932

**Subject:** Hood May Open While Driving

Dear Mr. Chang:

This letter serves to acknowledge Honda (American Honda Motor Co.)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HONDA/PASSPORT/2019  
HONDA/PILOT/2016-2019  
HONDA/RIDGELINE/2017-2020

**Mfr's Report Date:** November 29, 2021

**NHTSA Campaign Number:** 21V-932

**Components:**

LATCHES/LOCKS/LINKAGES:HOOD:LATCH  
STRUCTURE:BODY:HOOD

**Potential Number of Units Affected:** 724,826

**Problem Description:**

Honda (American Honda Motor Co.) is recalling certain 2019 Passport, 2016-2019 Pilot, and 2017-2020 Ridgeline vehicles. The hood latch striker may become damaged and separate from the hood, which can result in the hood opening while driving.

**Consequence:**

A hood that opens while driving can obstruct the driver's view and increase the risk of a crash.

**Remedy:**

Dealers will either repair the hood latch striker, or replace the hood if necessary, free of charge. Owner notification letters are expected to be mailed January 17, 2022. Owners may contact Honda customer service at 1-888-234-2138. Honda's number for this recall is PBV.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Honda (American Honda Motor Co.)'s contact for this recall will be Jennifer Kruger who may be reached by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement