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Sent on 05 17 2016 Expires on 05 31 2016

From Parts and Service Division

Subject Request for Parts: 2015-2016 Fit & 2016 Pilot Front Seat Heaters Inop

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2015-2016 Fit & 2016 Pilot Front Seat Heaters Inop

*This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.*

Background

American Honda (AHM) is investigating certain 2015-2016 Fits & 2016 Pilots with a customer complaint of the seat bottom heater not working. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. No previous repair to the seat heaters.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.