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Sent on 09 28 2015 Expires on 10 12 2015

From Parts and Service Division

Subject Request for Parts: 2016 Pilot RR Suspension Noise - Loose RR Stabilizer Link Nut

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2016 Pilot Rear Suspension Noise from Loose Rear Stabilizer Link Nut

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

Background

American Honda (AHM) is investigating certain 2016Pilots with a customer complaint of a noise coming from the rear suspension when going over a bump. The noise can be described as rattling or clunking. 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. First time complaint only.
2. Must be able to duplicate the noise.
3. No previous repairs relating to the rear suspension.
4. Must diagnose one or more loose nuts on the rear stabilizer arm link (upper or lower nut) as the source of the rattling or clunking noise.

Action Required

If you have or know of such a vehicle, please call the 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.