



**Safety Improvement Campaign: Pilot SRS Unit**

(Supersedes 03-066, dated September 30, 2003, to update the information marked by the black bars)

**BACKGROUND**

The 2003 Pilot received a top crash-test rating of five stars in front- and side-impact crash testing conducted by the National Highway Traffic Safety Administration (NHTSA). However, in a test condition different than NHTSA's, deployment of the front airbags occurred later than normal. Honda is conducting a safety improvement campaign to enhance the deployment of the front airbags by replacing the SRS unit.

**CORRECTIVE ACTION**

Replace the SRS unit.

Also, check for any other open campaigns (timing belt tensioner product update, water pump safety recall), and complete them at the same time. To check for open campaigns on a vehicle, use the iN VIN status inquiry or check your campaign responsibility reports.

**PARTS INFORMATION**

SRS Unit: P/N 77960-S9V-A73, H/C 7620891

**WARRANTY CLAIM INFORMATION**

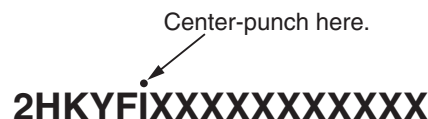
Operation Number: 751100  
 Flat Rate Time: 0.7 hour  
 Failed Part: P/N 77960-S9V-A72  
 H/C 7184989  
 Defect Code: 5CP00  
 Symptom Code: P1100  
 Template ID: 03-066B  
 Skill Level: Repair Technician

**CUSTOMER NOTIFICATION**

All owners of affected vehicles were sent a notification of this safety improvement campaign. An example of this notification is at the end of this service bulletin.

**REPAIR PROCEDURE**

1. Replace the SRS unit:
  - Refer to page 23-114 of the *2003–2004 Pilot Service Manual*, or
  - Online, enter keyword **SRS REPLACE** and select **SRS Unit Replacement** from the list.
2. Center-punch a completion mark above the sixth character of the engine compartment VIN.



*Example of Customer Letter*

October 2003

**Safety Improvement Campaign:  
Pilot SRS Control Unit**

Dear Pilot Owner:

This notice is sent to inform you of a safety improvement for your vehicle.

**What is the reason for this notice?**

Your 2003 Pilot received a top crash-test rating of five stars in front- and side-impact crash testing conducted by the National Highway Traffic Safety Administration (NHTSA). However, in a test condition different than NHTSA's, deployment of the front airbags occurred later than normal. Honda is conducting a safety improvement campaign to enhance the deployment of the front airbags by reprogramming the SRS control unit.

**What should you do?**

Call any authorized Honda dealer, and make an appointment to have your vehicle updated. The dealer will reprogram your vehicle's SRS control module. This work will be done *free of charge*. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

**Who to contact if you experience problems.**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
 Honda Automobile Customer Service  
 Mail Stop 500-2N-7A  
 1919 Torrance Blvd.  
 Torrance, CA 90501-2746



**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.

**What to do if you feel this notice is in error.**

Our records show that you are the current owner or lessee of a 2003 Pilot involved in this campaign. If this is not the case, or the name/address information is incorrect, please fill out and return the included, postage-paid *Information Change Card*. This will help us update our records.

**If you have questions.**

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call Automobile Customer Service at (800) 999-1009, and select Option 2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.  
Honda Automobile Division**