



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



January 6, 2025

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██████████
San Antonio, TX ██████████

NEF-109 jm
Ref. No. 11607020

██████████:

Thank you for the letter about your model year (MY) 2022 Honda Pilot vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We examined our database and other relevant information for evidence of any safety defect trends related to abnormal brake noises and engines stalling in the MY 2022 Honda Pilot vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into NHTSA's database, where it will be used with other reports and relevant information to identify any safety defect trends. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Please note that recalls are very specific with regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. According to the VIN of your MY 2022 Honda Pilot, it is not affected by the defect identified in NHTSA Safety Recall Campaign No. 23V458. The defect in Recall 23V458 addresses a problem with a tie rod fastener failure which can cause the brake master cylinder to separate from the booster assembly, resulting in a loss of brakes. The brake noise you are experiencing with your vehicle is not related to the recall.

While researching your problems we located a Honda Warranty Extension (Bulletin No. 23-010) that may be of interest to you (enclosed). In certain MY 2021 through MY 2022 Honda Pilot vehicles the vehicle may not restart automatically after coming to a stop and engaging idle stop due to excessive cylinder pressure and/or low cranking torque. The warranty extension covers the condition described above for 10 years from the original date of purchase with no mileage limitations. Please note that the issuance of a warranty extension by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer warranty

extensions to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate special coverage programs. Thus, the manufacturer remains responsible for all aspects of warranty extensions including the nature and scope of the repair and the vehicle make, model and years at issue.

Your request for a repurchase of your vehicle does not fall under our jurisdiction. We encourage you to continue to work with Honda and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Honda district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Texas Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

Additionally, we entered your vehicle identification number (VIN) into our VIN Look Up Tool, which searches for open recalls through a direct link to the manufacturer's database. We identified that NHTSA Safety Recall Campaign No. 23V431 is still incomplete on your vehicle (report enclosed). We recommend that you contact Honda and your dealer to schedule the recall remedy as soon as possible.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,




Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosures

January 6, 2023

Version 1

Warranty Extension: Engine Does Not Auto Restart After Entering Auto Idle Stop

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2021–22	Passport (with 9AT)	ALL (with Idle Stop)	Check the iN VIN status for eligibility.
2021–22	Pilot (with 9AT)	ALL (with Idle Stop)	Check the iN VIN status for eligibility.
2021–23	Ridgeline (with 9AT)	ALL (with Idle Stop)	Check the iN VIN status for eligibility.

BACKGROUND

Under certain circumstances, after coming to a stop and engaging idle stop, the vehicle may not restart automatically due to excessive cylinder pressure and/or low cranking torque. Typically, the customer can immediately restart the vehicle by selecting Park and pressing the ENGINE START/STOP button.

NOTE: If 23-008 Product Update: PGM-FI Idle Stop Software Update is applicable to the VIN, the PGM-FI software must be updated first before the warranty extension applies.

Honda is extending the warranty coverage for valve adjustment to 10 years from the original date of purchase with no mileage limitation.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to verify eligibility.

CORRECTIVE ACTION

Adjust the valves.

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.

2022

Honda Pilot**VIN: 5FNYP5H28NB** [REDACTED]

Recall data refreshed on Nov 12, 2024

1 Unrepaired Recalls

associated with this VIN

Jun 15, 2023**Manufacturer Recall Number** ZEM**NHTSA Recall Number** 23V-431**Recall Status** Recall Incomplete**Summary**

American Honda Motor Co., Inc. (Honda) is recalling certain 2019-2022 model year Pilot and 2019-2023 model year Passport vehicles. The Media Oriented Systems Transport (MOST) communication coaxial cable was improperly designed and manufactured, resulting in deformed terminals and potentially causing poor, or lost, connections intermittently between the audio display unit and the vehicle cable connector.

Safety Risk

If the MOST communication is lost for more than 20 seconds, the rearview camera function will fail when the vehicle is in the reverse gear, increasing the risk of a crash or injury.

Remedy

Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will install an improved MOST cable harness between the existing display audio and vehicle terminal connections and a straightening cover over the vehicle cable connector to properly connect the audio display unit. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA. For additional questions, owners may contact American Honda's Customer Support & Campaign Center at 1-888-234-2138.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.