



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

# ODI RESUME

**Investigation:** EA25004  
**Prompted By:** PE22005  
**Date Opened:** 03/26/2025  
**Investigator:** Stefanie Oldenburg    **Reviewer:** Sharon Yukevich  
**Approver:** Tanya Topka  
**Subject:** No Restart After Auto Start/Stop Engages

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Honda (American Honda Motor Co.)  
**Products:** 2016-2025 Honda Pilot, 2018-2025 Honda Odyssey, 2019-2025 Honda Passport, 2020-2025 Honda Ridgeline, 2015-2025 Acura TLX, 2016-2025 Acura MDX  
**Population:** 2,209,466 (Estimated)

**Problem Description:** The complaints allege that the engine fails to restart on its own from a complete stop at a traffic light or road intersection with the Auto Start/Stop function engaged. Some of the complainants allege that a jump start was required for the vehicle to continue on the journey.

## FAILURE REPORT SUMMARY

	ODI		EWR D&I	Other	Total	EWR Field Reports
<b>All Incidents:</b>	1,348		0	0	1,348	CONF
<b>Crashes/Fires:</b>	4		0	0	4	0
<b>Injury Incidents:</b>	2		0	0	2	0
<b>Number of Injuries:</b>	2		0	0	2	0
<b>Fatality Incidents:</b>	0		0	0	0	0
<b>Number of Fatalities:</b>	0		0	0	0	0

**Description of Other:**

## ACTION/SUMMARY INFORMATION

**Action:** Open this Engineering Analysis (EA)

**Summary:**

On June 3, 2022, the Office of Defects Investigation (ODI) opened Preliminary Evaluation PE22005 after the agency received VOQs and several field reports concerning the Auto Idle Stop (AIS) feature on 2016-2019MY Honda Pilot vehicles. The complaints allege that the engine fails to restart on its own from a complete stop at a traffic light or road intersection with the AIS function engaged. The subject vehicles are equipped with a 3.5L engine with a 9-speed automatic transmission.

On January 6, 2023, Honda released service bulletins 23-008 and 23-009. These service bulletins address the failure to restart issue in the 2016-2019MY Honda Pilot vehicles, as well as the 2015-2020 Acura TLX, 2016-2020 Acura MDX, 2019-2022 Honda Passport, and 2020-2023 Honda Ridgeline vehicles.

The repair outlined in the service bulletins is a two-stage countermeasure to remedy the issue. The first stage is a Programmed Fuel Injection (“PGM-FI”) software update. The second stage is only deployed if the software update fails to remedy the issue. The second stage, depending on the model and model year, consists of replacement of the starter assembly, starter relays, and a valve adjustment. Additionally, Honda extended the warranty coverage to 10 years with unlimited mileage for vehicles requiring the second stage component replacement.

ODI continues to receive complaints of the AIS failure to restart, with many complainants alleging the campaign countermeasures had been completed. NHTSA has reviewed Honda's Information Request Letter responses involving warranty claims, lawsuits, and consumer complaints in addition to ODI's own data.

This Engineering Analysis is being opened to further consider the potential safety defect, including gathering additional data regarding Honda’s service campaign efficacy. ODI is additionally expanding the scope to encompass all vehicles addressed in Honda’s service bulletins 23-008 and 23-009 as well as newer model year vehicles, which are substantially similar to the vehicles covered by the service campaign. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).