

DATE: January 6, 2023

TO: All Acura Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: **EXPANSION**-Product Update and Warranty Extension: 2016-2020 MDX PGM-FI Software Update

Today, January 6, 2023, Acura is announcing a **product update** and **warranty extension** for certain 2016-2020 MDX vehicles to update the PGM-FI software that may affect the idle stop operation and starter under certain conditions.

Acura is extending the warranty coverage for valve adjustment and starter replacement related to this condition to 10 years from the original date of purchase with no mileage limitation. **Perform an iN VIN status inquiry to determine which units in your inventory are affected.**

BACKGROUND

During development, the idle stop enable criteria was mis-set allowing idle stop to improperly engage while battery health is low. Under certain circumstances, after coming to a stop and engaging idle stop, the vehicle may not automatically restart. In most cases, the client can immediately restart the vehicle by selecting Park and pushing the Start button.

REPAIR

If Service Bulletin 23-001 is applicable to the VIN, PGM-FI software must be updated first before the warranty extension applies. Please note that the software update will resolve nearly all these issues. In very rare instances, starter replacement may be necessary **on vehicles which qualify**. **Any Warranty Extension claims submitted prior to an approved Product Update claim will be debited.**

PARTS

The software will be available at launch. Replacement starters under the warranty extension will also be available at launch.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETINS

Service Bulletins 23-001, *Product Update: 2016-20 MDX PGM-FI Idle Stop Software Update* and 23-002, *Warranty Extension: 2016-20 MDX Engine Does Not Auto Restart After Entering Auto Idle Stop* have been posted to the Service Information System (SIS) as of January 6, 2023. They include software, repair, parts, and warranty information related to these campaigns.

CLIENT NOTIFICATION

Acura expects to complete client notifications early March 2023.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.

DATE: January 6, 2023

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update and Warranty Extension: 2016-2023 Multi-Model PGM-FI Software Update

Today, January 6, 2023, Honda is announcing a **product update** and **warranty extension** for certain 2016-2023 Passport, Pilot and Ridgeline vehicles to update the PGM-FI software that may affect the idle stop operation and starter under certain conditions.

Honda is extending the warranty coverage for valve adjustment and starter replacement related to this condition to 10 years from the original date of purchase with no mileage limitation. **Perform an iN VIN status inquiry to determine which units in your inventory are affected.**

BACKGROUND

During development, the idle stop enable criteria was mis-set allowing idle stop to improperly engage while battery health is low. Under certain circumstances, after coming to a stop and engaging idle stop, the vehicle may not automatically restart. In most cases, the client can immediately restart the vehicle by selecting Park and pushing the Start button.

REPAIR

If Service Bulletin 23-008 is applicable to the VIN, PGM-FI software must be updated first before the warranty extension applies. Please note that the software update will resolve nearly all these issues. In very rare instances, starter replacement may be necessary **on vehicles which qualify**. **Any Warranty Extension claims submitted prior to an approved Product Update claim will be debited.**

PARTS

The software will be available at launch. Replacement starters under the warranty extension will also be available at launch.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETINS

Service Bulletins 23-008, *Product Update: 2016-23 Multi-Model PGM-FI Idle Stop Software Update*, 23-009, *Warranty Extension: 2016-23 Multi-Model Engine Does Not Auto Restart After Entering Auto Idle Stop* and 23-010, *Warranty Extension: Multi-Model Engine Does Not Auto Restart Valve Adjustment for Auto Idle Stop* have been posted to the Service Information System (SIS) as of January 6, 2023. They include software, repair, parts, and warranty information related to these campaigns.

CUSTOMER NOTIFICATION

Honda expects to complete customer notifications by early March 2023.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.