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Sent on 10 02 2013 **Expires on** 10 09 2013
From Parts and Service Division
Subject Request for Visit: 2011-2013 MDX Immobi No Start

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2011-2013 MDX Immobi No Start

Print this *iN* message and provide a copy to the Shop Foreman and all Service Consultants.

Background

American Honda (AHM) is investigating certain 2011-2013 MDXs with a complaint of an intermittent engine start followed by immediate engine shut off caused by the Immobilizer System. To fully understand the cause of this condition, AHM would like to inspect the vehicle or 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. Must be able to duplicate the issue at least once before contacting the TRS Group.
2. Using HDS, check the Status Log within the Immobilizer section. If any of the counts are over 10, record the status log number & the counts. (Refer to ISIS, Keyword "Status Log")
3. Customer may or may not have noticed the green Immobilizer Indicator flashing at the time of the incident.

Action Required

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

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