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Sent on 08 04 2015 **Expires on** 08 12 2015
From Parts and Service Division
Subject Request for Visit: 2016 Pilot Android Display Audio Screen Inop

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016 Pilot Android Display Audio Screen Inop

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this i/N message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2016 Pilots with a customer complaint of the Android Display Audio screen going blank and is inoperative even after a key cycle. To fully understand the cause of this condition, AHM would like to inspect the vehicle in a specific condition prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. EX and above trims accepted.
2. First time & repeat complaints are accepted.
3. Must be able to duplicate the issue.

Action Required

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