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Sent on	02	03	2017	Expires on	02	17	2017
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From	Parts and Service Division
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Subject	Request for Visit: 2016-2017 Pilot Automatic Idle Stop Inop (Zone 5)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Visit: 2016-2017 Pilot Automatic Idle Stop Inop

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

Background

American Honda (AHM) is investigating certain 2016-2017 Pilots with a customer complaint of the automatic idle stop inoperable. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. The following 2 INHIBITED flags must be set on the HDS.
 - Idle Stop Inhibit (Battery Management System)
 - Idle Stop Inhibit (Battery Deterioration)
2. No repair has been attempted for this 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.