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Sent on	03	16	2017	Expires on	03	24	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 4)
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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 1 INHIBITED flag must be set on the HDS.
Idle Stop Inhibit (Battery Management System)
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.