

## Looking for Failed 12-Volt Batteries

### AFFECTED VEHICLES

2016 Pilot

We're currently looking into a no-start issue requiring 12-volt battery replacement. To fully understand what's causing it, we need to collect failed batteries from vehicles that meet these criteria:

- The test results from the GR8 battery diagnostic station read **Replace**.  
**NOTE:** When testing a battery for a battery-related issue such as no-start, **always** use the GR8 instead of the ED-18 battery tester. It offers more thorough testing.
- The battery is still in the vehicle.
- The battery is original equipment. You can tell if it is by the label on top of the case. If it's **black/white**, that battery is original equipment. If it's **blue/white**, that battery is a Honda replacement.
- The vehicle is from a customer, not dealer inventory.

If you have or know of such a vehicle, call **Technical Research & Support** at **800-880-1072**. They'll need certain vehicle info from you and will give you further instructions.