

View Message

Sent on	05	10	2018	Expires on	05	24	2018
From	Parts and Service Division						
Subject	Request for Visit: 2018 MDX Auto Idle Stop Inop (Zone 1)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2018 MDX Auto Idle Stop Inop (Zone 1)

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2018 MDXs a client complaint of the auto idle stop inoperative. 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 requirements:

1. Trim must be Advanced.
2. Manufactured date on the driver's side door jamb must be on or after 8/2017.
3. Battery has not been charged with GR8 during the current visit.
4. No vehicle resets or ECU updates have been performed.
5. No DTCs are stored (P or B codes)
6. Confirm pin fits on the BMS couple are okay.
7. Confirm that the auto idle stop is still inoperative after confirming the following conditions.
(Click [HERE](#) to review list of conditions).

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.