

Send Tech Line Snapshots When Calling for Auto Idle Stop System Issues

AFFECTED VEHICLES

Year	Model	Trim
2018	Odyssey with 10-speed A/T	ALL
2016-18	Pilot with 9-speed A/T	ALL

Until recently, Tech Line had only two categories for auto idle stop system issues. That made it hard for our engineering staff to understand what was specifically inhibiting the system.

To help with this, Tech Line has added more categories to match what's listed in the service information. As a result, when calling them for an auto idle stop issue, you must now send a snapshot. Tech Line needs it for troubleshooting and won't be able to help unless you do.

Our engineering staff will then use this categorized info to address market issues and ultimately generate system improvements.