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<b>Sent on</b>	11	28	2018	<b>Expires on</b>	12	28	2018
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	12V Battery Collection Program - 2016-2019 Pilot Touring & Elite
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**PRIORITY/ACTION REQUIRED**

To: Honda Service Manager  
 From: Technical Research and Support  
 Re: 12V Battery Collection Program – 2016-2019 Pilot Touring & Elite

**Print this iV message and provide a copy to the Shop Foreman and all Service Advisors.**

**The qualifiers from the previous battery collection has changed. Please read carefully.**

American Honda Motor Co, Inc. (AHM) has been collecting batteries from certain models under certain conditions. If you have replaced an OEM battery on a qualified vehicle, please follow the procedure below.

**Qualifiers:** AHM is collecting if the vehicle meets the following requirements this time:

Model Year: 2016 - 2019

Model: Pilot Touring & Elite

Battery Part #: 31500-TZ7-Axxx (Must be OEM battery)

**Action Required:**

Please contact Kyle Matsuoka, Technical Research & Support (TRS) Group at 800-880-1072. Kyle will need to record certain vehicle information and provide you with further instructions.

**Process Information:**

1. TRS will provide you a six digit tracking number (ie. 43346-1.) Fill out an adhesive warranty tag and write the six digit tracking number into the complaint section of the tag (click [here](#) for example). Affix the warranty parts identification tag to the battery.
2. If the battery surface is dirty and the label will not adhere properly, clean the surface and wrap clear packaging tape around the label (click [here](#) for example). For tracking purposes, it is important that the battery is not lost during transportation.
3. Once you tagged the battery properly, set the battery aside from the core return pile. **Do not mix the battery with the normal core returns. \*Note: You will receive core credit for the batteries collected through this program.**
4. AHM will notify Interstate that a battery has been marked for collection from your dealership. They will collect this battery separately from the Core Return.