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Sent on	07	30	2019	Expires on	08	13	2019
From	Parts and Service Division						
Subject	Request for Visit: 2015-2017 TLX AWD No Auto Re-Start After Auto Idle Stop						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Research & Support Group
 RE: Request for Visit: 2015-2017 TLX AWD No Auto Re-Start After Auto Idle Stop

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2015-2017 TLX AWDs with a client complaint of a no auto re-start condition after going into an auto idle stop. Customer should have been able to re-start the vehicle by placing the gear into the Park position and pressing the Start button. To better 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. AWD only.
2. Client clearly describes the no auto re-start condition after going into an auto idle stop.
3. 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.