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Sent on	10	28	2019	Expires on	11	11	2019
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From	Parts and Service Division
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Subject	Request for Visit: 2019-2020 Odyssey, Passport & Pilot Auto Idle Stop Inop
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Visit: 2019-2020 Odyssey, Passport & Pilot Auto Idle Stop Inop (Zone 6)

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2019-2020 Odysseys, Passports & Pilots with a customer complaint of the auto idle stop inop. 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. The following model years & trims are accepted.
 - a. For 2019 & 2020 Pilot, Touring, Elite & Black Edition.
 - b. For 2019 & 2020 Passport, all trims.
 - c. For 2019 Odyssey, Touring & Elite.
 - d. For 2020 Odyssey, all trims.
2. Must be able to duplicate the auto idle stop inop condition; intermittent failure does not qualify.
3. iHDS Data List shows the Battery Management System Inhibiting Auto Idle Stop.
4. Battery passes the GR8 test.
5. Vehicle has not been involved in a collision.

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.