

December 9, 2020

Version 1

Warranty Extension: 2016–18 HR-V Keyless Start System Error with DTC B12C5

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2016-18	HR-V	EX, EX-L	Check the iN VIN status for eligibility.

BACKGROUND

The vehicle may not start upon first press of the ENGINE START/STOP button. Also, MID displays the error message KEYLESS START SYSTEM ERROR, and DTC B12C5 (Engine Start/Stop Switch Failure) is stored.

American Honda is extending the warranty for the keyless start system on these vehicles to 9 years from the original date of purchase or 125,000 miles, whichever comes first.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this warranty extension.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

CORRECTIVE ACTION

Replace the ENGINE START/STOP switch.

PARTS INFORMATION

Part Name	Part Number	Quantity
Engine Start/Stop Switch Assembly	35881-T4N-H03	1

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
7251C1	Replace the ENGINE START/STOP SWITCH. (Includes clearing DTC's.)	0.3 hr.	6S100	V9200	A20116A	35881-T4N-H01

Skill Level: Repair Technician

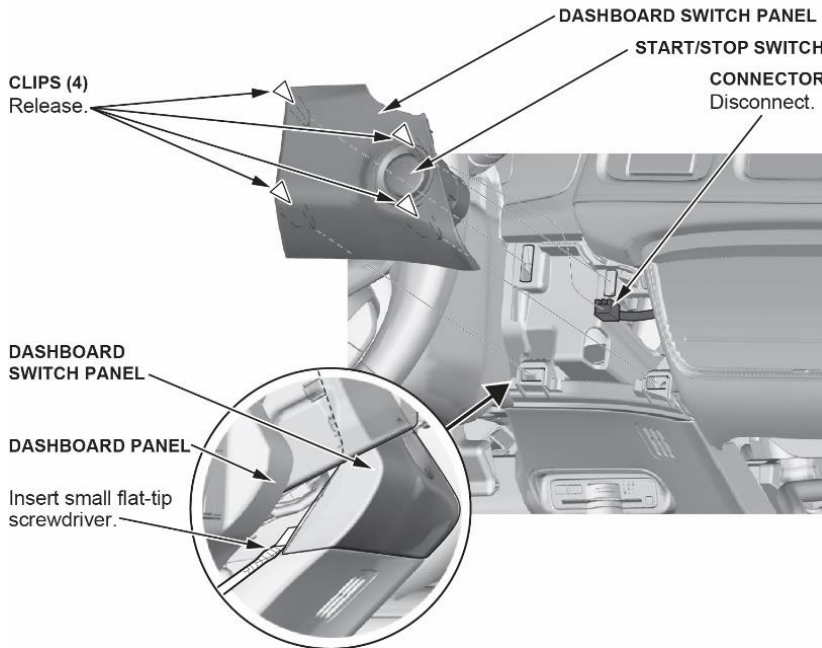
CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

REPAIR PROCEDURE

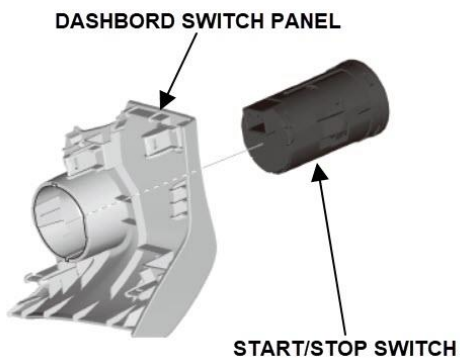
1. Adjust the steering column to the full tilt up position, and full telescopic out position.
2. Remove the dashboard switch panel.

NOTE

Remove the dashboard switch panel by inserting the tip of a small flat-tip screwdriver as shown. Be careful not to damage the switch panel or dashboard.



3. Disconnect the ENGINE START/STOP switch harness connector.
4. Remove the ENGINE START/STOP switch assembly from the dashboard switch panel.



5. Install the new ENGINE START/STOP switch assembly into dashboard switch panel.
6. Reinstall all removed parts in the reverse order of removal.
7. Clear all DTCs using the i-HDS.
8. Confirm that the ENGINE START/STOP switch works.

END