

December 9, 2020

Version 1

Warranty Extension: 2016-17 Pilot and 2017 Ridgeline Keyless Start System Error with DTC B12C5

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2016-17	Pilot	ALL	Check the iN VIN status for eligibility.
2017	Ridgeline	ALL	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-TG7-A04	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 DTCs.)	0.3 hr.	6S100	Y9300	A20117A	35881-TG7-A01

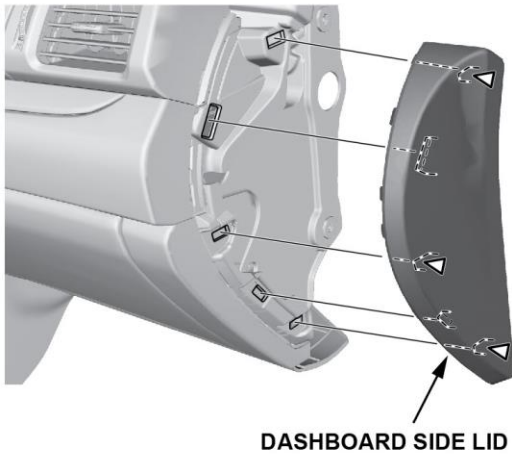
Skill Level: Repair Technician

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. Remove the passenger's dashboard side cover.

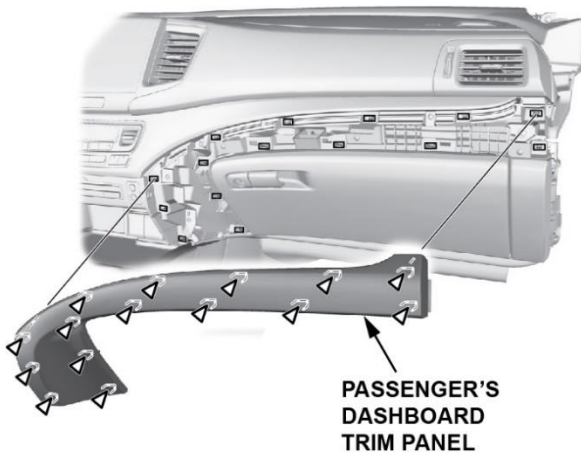
PASSENGER'S SIDE



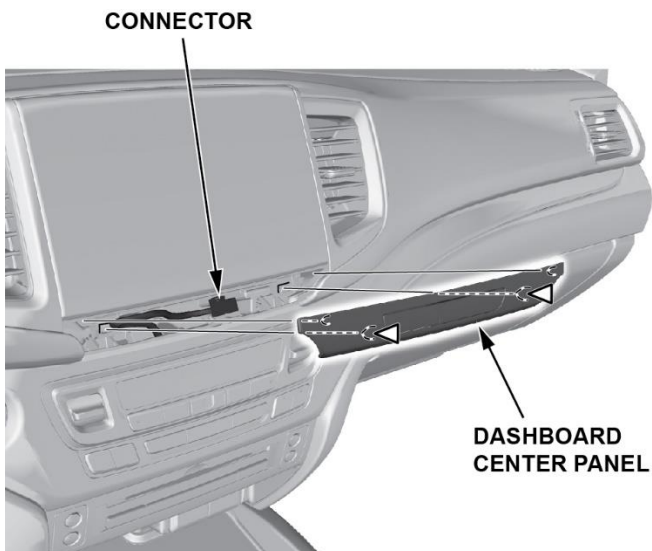
2. Remove the passenger's dashboard trim panel.

NOTE

Handle this panel carefully. It is thin and can be brittle, especially in cold temperatures.



3. Remove the dashboard center panel, and then disconnect the connector.



- Carefully pull back the right side of the driver's dashboard lower cover to expose the screws for the dashboard center middle trim.

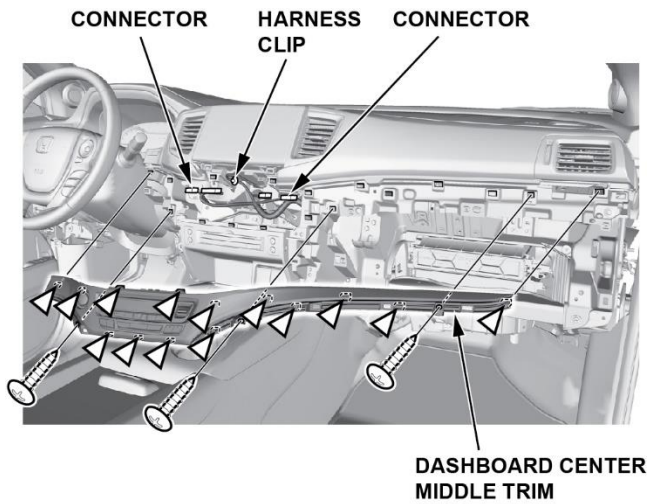
NOTE

Disconnect the humidity/in-car temperature sensor.



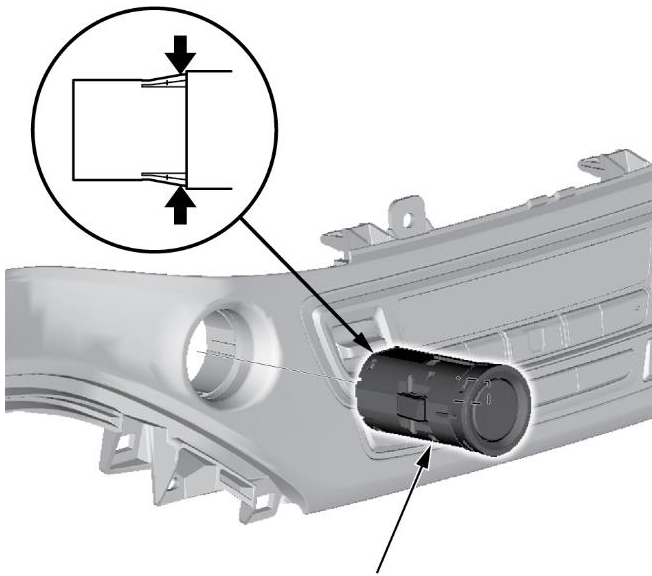
DRIVER'S DASHBOARD LOWER COVER
Do not completely remove.

- Remove the screws holding in the dashboard center middle trim, then remove it.



- Disconnect all harness connectors.

7. Remove the ENGINE START/STOP switch assembly from the dashboard center middle trim.



ENGINE START/STOP SWITCH

8. Install the new ENGINE START/STOP switch assembly.
9. Reinstall all removed parts in the reverse order of removal.
10. Clear all DTCs using the i-HDS.
11. Confirm that the ENGINE START/STOP switch works.

END