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Sent on	12	09	2020	Expires on	02	25	2021
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From	Brad Ortloff, Manager Auto Campaign Administration Dept.
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Subject	Warranty Extension: 2015-2018 Multi-Model Keyless Start System Error
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DATE: December 9, 2020

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager Auto Campaign Administration Dept.

Re: Warranty Extension: 2015-2018 Multi-Model Keyless Start System Error

Today, December 9, 2020, American Honda is announcing a warranty extension for certain 2015-17 Fit, 2016-18 HR-V, 2016-17 Pilot, and 2017 Ridgeline vehicles. This warranty extension covers the engine start/stop switch to address concerns of difficulty in starting or stopping the engine. American Honda is extending the warranty coverage of the engine start/stop switch to 9 years from the original date of purchase or 125,000 miles, whichever comes first.

BACKGROUND

The engine start/stop switch may not have been manufactured to proper specifications. As a result, silicone contained in the contact rubber inside the switch begins to form a film, causing a conduction failure that results in the warning light turning on. If the vehicle continues to be used in this condition, the engine can become hard to start or stop.

REPAIR

Replace the engine start/stop switch.

PARTS

Parts are available through normal ordering.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletins 20-098, *Warranty Extension: 2015-17 Fit Keyless Start System Error with DTC B12C5*; 20-116, *Warranty Extension: 2016-18 HR-V Keyless Start System Error with DTC B12C5*; and 20-117, *Warranty Extension: 2016-17 Pilot and 2017 Ridgeline Keyless Start System Error with DTC B12C5* have been posted to the Service Information System (SIS) as of December 9, 2020. They includes parts, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification in mid-January 2021.

As always, be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaigns.