

June 20, 2024

Version 1

HondaLink Remote Engine Start Command Not Responding

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2025	Pilot	Black Edition	5FNYG1***SB000037 thru 5FNYG1***SB019400

SYMPTOM

When initiating a remote engine start command using the HondaLink application, the vehicle does not start, and an error message "Remote Command Failed" is returned.

POSSIBLE CAUSE

The Telematics Control Unit (TCU) settings were not properly registered at the factory.

CORRECTIVE ACTION

Perform the TCU registration.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105C4	Telematics Control Unit Registration	0.3 hr	03214	03217	A24089A	8B100-T90-A01

Skill Level: Repair Technician

INSPECTION PROCEDURE

- Verification is not required; customer contention is sufficient.
 - **Optional:**
 - Request to see the customer attempt the remote engine start using HondaLink and watch for a failure message.
 - Customer may provide a screen shot of the failure message.
1. Are there any starting system or telematics DTCs?
Yes - proceed with normal troubleshooting.
No - proceed with REPAIR PROCEDURE.

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. Perform the Telematics System Registration.
 - Steps 1–3, *Telematics System Registration*, [\(Click Here\)](#)

NOTE: Step 1 of the Telematics System Registration procedure will have you do the Keyless Access System Registration. After clicking the link, do the *When Replacing the PCM, the TCM, the VSA Modulator-Control Unit, the Telematics Control Unit, or Registration of the Remote(s)* procedure, then go back to the Telematics System Registration and complete steps 2 and 3.

2. Using the customer's phone, verify that the remote engine start option on HondaLink starts the engine.