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Sent on	07	15	2025	Expires on	07	29	2025
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From	Technical Information & Support Group
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Subject	Request for Visit: 2023-2025 Ody/Passport/Ridgeline Auto Idle Stop No Restart
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors

From: Technical Information & Support Group

RE: **Request for Visit: 2023-2025 Odyssey/Passport/Ridgeline Auto Idle Stop No Restart****(ACTION REQUIRED)**

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

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2023-2025 Odysseys, Passports, and Ridgelines with a customer complaint of a no auto re-start condition after going into an auto idle stop. The push button ignition may or may not restart the engine. 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 requirements:

1. Odysseys must have a manufactured date on the driver's door jamb AFTER 11/2022.
2. Passports and Ridgelines must have a manufactured date on the driver's door jamb AFTER 10/2022.
3. Previous battery replacement accepted but the "no restart after auto idle stop" condition must have happened with the current battery.
4. Must be able to duplicate.
5. Must be able to provide an ALL DTC Check printout, a photo of the battery test strip from current visit, & a photo of the top of the battery (e-mail all 3 to [TIS](mailto:tis)).
6. No previous replacement of the alternator (31100), battery sensor (38920), starter (31200), or starter relay (39794).
7. No front-end collisions.
8. No repair attempts during this visit.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2024)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be reached.
4. Current Mileage
5. Confirm that the vehicle meets qualifiers #1-8 and send All DTC Check and photos.
6. DPTS#

As a gesture of appreciation to dealer personnel who identifies and reports a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.