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Sent on	10	03	2025	Expires on	10	17	2025
From	Technical Information & Support Group						
Subject	Request for Visit: 2023-2025 Pilot Auto Idle Stop No Restart (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2023-2025 Pilot 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 Pilots 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. Must be able to duplicate the no auto re-start condition after going into an auto idle stop.
2. Previous battery replacement accepted but the "no restart after auto idle stop" condition must have happened with the current battery.
3. 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](#)).
4. No previous replacement of the starter (31200) or battery sensor (38920).
5. No front-end collisions.
6. 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, to submit the requested photos. For any questions contact TIS at (800) 880-1072 (Monday-Friday, 7am-5pm PST).

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 #1-6 and send All DTC Check and photos.
6. DPTS#

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

Thank you.