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| Sent on | 11 | 05 | 2018 | Expires on | 11 | 16 | 2018 |
| From | Parts and Service Division | | | | | | |
| Subject | Request for Parts: 2016 Pilot 12V Battery Failure | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2016 Pilot 12V Battery Failure

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

Background

American Honda Motor Co.(AHM) is investigating certain 2016 Pilots with a customer complaint of a no-start condition that requires the 12V battery to be replaced. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Touring or Elite trims only.
2. Battery test indicates the battery replacement is needed.
3. Battery must still be in the vehicle.
4. Battery must be OEM. (Remove the top of the battery case to find Black/White label. Blue/White label is a Honda Replacement). Click [HERE](#) for example.
5. No dealer inventory vehicle.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.