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<b>Sent on</b>	01	28	2020	<b>Expires on</b>	02	10	2020
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	Request for Visit: 2016 Pilot No Auto Re-Start After Auto Idle Stop (Zone 4)
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Visit: 2016 Pilot No Auto Re-Start After Auto Idle Stop (Zone 4)

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., Inc. (AHM) is investigating certain 2016 Pilot Tourings or Elites with a customer complaint of a no auto re-start condition after going into an auto idle stop. Customer should have been able to re-start the vehicle by placing the gear into the Park position and pressing the Start button. 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 requirement:

1. Touring or Elite trim only.
2. Customer clearly describes the no auto re-start condition after going into an auto idle stop.
3. Must be able to duplicate the issue.
4. Battery must pass the GR8 test.
5. No repair has been attempted for this issue including the battery & the starter replacement.

**Action Required**

If you have or know of such a vehicle, please call the 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.