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Sent on							01	28	2020	Expires on			02	10	2020
From							Parts and Service Division								
Subject							Request for Visit: 2015-2017 MDX & TLX AWD No Auto Re-Start After Auto Idle Stop								

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Research & Support Group
 RE: Request for Visit: 2016 MDX & 2015-2017 TLX AWD No Auto Re-Start After Auto Idle Stop (Z4)

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2016 MDXs & 2015-2017 TLX AWDs with a client 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. AWD only for 2016-2017 TLX.
2. Client 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.