



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
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NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
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Investigation: PE 22-005
Date Opened: 06/03/2022
Investigator: Lemeola Kamanya **Reviewer:** Sharon Yukevich
Approver: Stephen Ridella
Subject: No Restart After Auto Start/Stop Engages

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Honda (American Honda Motor Co.)
Products: 2016-2020MY Honda Pilot
Population: 194,731 (Estimated)

Problem Description: The complaints allege that the engine fails to restart on its own from a complete stop at a traffic light or road intersection with the Auto Start/Stop function engaged. Some of the complainants allege that a jump start was required for the vehicle to continue on the journey.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	221	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	0	Confidential	Confidential

*Description of Other: Early Warning Reporting (EWR) Field Reports

ACTION / SUMMARY INFORMATION

Action: Open a Preliminary Investigation (PE).

Summary:

The Office of Defects Investigation (ODI) has received 221 complaints and several field reports alleging an issue with the Auto Start/Stop feature on 2016-2019MY Honda Pilot vehicles. The complaints allege that the engine fails to restart on its own from a complete stop at a traffic light or road intersection with the Auto Start/Stop function engaged. Some of the complainants allege that a jump was required for the vehicle to restart. The subject vehicles are equipped with a 3.5L engine coupled with a 9-speed automatic transmission.

To help improve fuel efficiency, the Pilot Touring and Elite vehicles are equipped with Auto Start/Stop capability. When the system is enabled by the driver and certain operating conditions are met, the Auto Start/Stop system will automatically shut off the engine when the vehicle comes to a complete stop. The engine is automatically restarted when the driver releases the brake pedal after a stop.

ODI met with Honda on various occasions on this issue. Honda indicated that per the information provided from NHTSA complaints and TREAD (Transportation Recall Enhancement, Accountability and Documentation) reports, they have found a correlation with customers' allegations for the Auto Start/Stop failure to restart the vehicle when the system is activated. Honda also indicated other Honda models (Honda Odyssey, Acura TLX & Acura MDX) with the 3.5L engines equipped with the 9-speed automatic transmissions experience the same failure mode.

ODI is opening this Preliminary Evaluation (PE) to determine the scope and severity of the potential problem as well as to fully assess the potential safety related issues.

The ODI reports cited above is available to review online at NHTSA.gov under the identification numbers:

11460988, 11460883, 11460447, 11459660, 11458735, 11458381, 11457155, 11456934, 11455403 11455401,
11453319, 11453093, 11452332, 11452321, 11451808, 11451347, 11450957, 11450663 11450345, 11449116,
11447644, 11447349, 11446934, 11445511, 11442641, 11442620, 11442535 11442468, 11441844, 11441660,
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11433774, 11433769, 11432995, 11432947 11432684, 11431787, 11431074, 11430682, 11430372, 11429701,
11429333, 11429157, 11428453 11428450, 11428196, 11428155, 11427940, 11426998, 11426596, 11426261,
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11271053.