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20 (\* *pro hac vice* motions to be filed)

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23 **UNITED STATES DISTRICT COURT**  
24 **CENTRAL DISTRICT OF CALIFORNIA**

25 HAMID BOLOOKI, individually and  
26 on behalf of all others similarly situated,

27 Plaintiff,

28 v.

HONDA MOTOR COMPANY  
LIMITED, and AMERICAN HONDA  
MOTOR CO., INC.,

Defendants.

Case No.: 2:22-cv-04252

**CLASS ACTION COMPLAINT**

**JURY TRIAL DEMANDED**

1 Plaintiff Hamid Bolooki, individually and on behalf of the other members of the  
2 below-defined Florida and nationwide classes (collectively, the “Class”), hereby  
3 alleges against Defendants Honda Motor Company Limited and American Honda  
4 Motor Co., Inc. (collectively, “Honda” or “Defendants”), upon personal knowledge as  
5 to himself and his own acts, and as to all other matters upon information and belief,  
6 based upon the investigation made by the undersigned attorneys, as follows:

7 **I. NATURE OF THE CASE**

8 1. Plaintiff seeks damages and equitable relief, individually and on behalf of  
9 all other Class members, for Honda’s sale and lease of Class Vehicles with an Idle Stop  
10 (also referred to as “Auto Start/Stop” or “Auto Idle-stop”) feature that is unreliable and  
11 exposes occupants of the Class Vehicles to great risk of bodily harm and injury.

12 2. The Class Vehicles, as that term is used herein, are the 2016-2020 model  
13 year Honda Pilot, Honda Odyssey, Acura TLX, and Acura MDX vehicles equipped  
14 with the Idle Stop feature.

15 3. As explained in more detail below, the Idle Stop feature automatically  
16 shuts off a Class Vehicle’s engine when the brake pedal is fully applied and the vehicle  
17 reaches idling revolutions per minute (“RPM”). When working properly, the Idle Stop  
18 feature automatically restarts the engine when the driver releases the brake pedal or  
19 when the vehicle sits for an extended period of time with auxiliary systems running (air  
20 conditioning, etc.).

21 4. The Idle Stop feature in the Class Vehicles, however, is subject to sudden  
22 and unexpected failure (the “Idle Stop Defect”). Specifically, although the Idle Stop  
23 feature automatically activates and shuts down the Class Vehicles’ engines when the  
24 brake pedal is fully applied and the vehicle is at idle, the Idle Stop feature will  
25 oftentimes not automatically restart the engine when a driver takes releases the brake  
26 pedal. The vehicle will, suddenly and without notice, become inoperable and  
27 undriveable wherever it rests, whether at a red light or stop sign, in the middle of an  
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1 intersection while making a left-hand turn, or on an entrance ramp to a highway.

2 5. Going back to 2015, Class Vehicle owners have filed with NHTSA or  
3 posted online hundreds of complaints regarding the Idle Stop Defect. Two recurring  
4 themes in these complaints are the dangers that the Idle Stop Defect poses and Honda's  
5 failure to address the issue.

6 6. Despite having longstanding knowledge of the Idle Stop Defect, Honda  
7 has continued selling Class Vehicles with the Idle Stop feature, without disclosing that  
8 defect to purchasers and lessees.

9 7. In fact, Honda has admitted the Idle Stop Defect in service records and in  
10 a service message sent to its dealerships, where it acknowledged that the "auto idle stop  
11 [may become] inoperative,"<sup>1</sup> but it offers no remedy. To this day, Honda has taken no  
12 action to correct the root cause of the Idle Stop Defect.

13 8. Despite notice and knowledge of the Idle Stop Defect from the numerous  
14 consumer complaints it received, warranty claims and customer complaints submitted  
15 by dealers, pre-sale durability testing, National Highway Traffic Safety Administration  
16 ("NHTSA") complaints, and its own internal records, Honda has not recalled the Class  
17 Vehicles to repair the Idle Stop Defect, extended the warranty of Class Vehicles,  
18 offered its customers a suitable repair or replacement free of charge, reimbursed  
19 consumers who incurred out-of-pocket expenses to repair the Idle Stop Defect, or  
20 compensated consumers for the diminished value caused by the Idle Stop Defect.

21 9. Each purchaser or lessee of a Class Vehicle unwittingly paid for a vehicle  
22 with an undisclosed and significant safety defect. Each of these purchasers and lessees  
23 were damaged in that they paid more for their Class Vehicles than they would have  
24 paid had they known about the Idle Stop Defect or in that they would not have  
25 purchased or leased their Class Vehicles at all had they been informed of the defect

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27 \_\_\_\_\_  
28 <sup>1</sup> <https://static.nhtsa.gov/odi/tsbs/2018/MC-10142619-9999.pdf> (last visited June 17, 2022).

1 **II. JURISDICTION AND VENUE**

2 10. This Court has diversity jurisdiction over this action under 28 U.S.C. §§  
3 1332(a) and (d) because the amount in controversy for the Class exceeds \$5,000,000  
4 and Plaintiff and one or more of the other Class members are citizens of a different  
5 state than Defendant.

6 11. This Court has personal jurisdiction over American Honda Motor  
7 Company, Inc. because it is a California corporation with its corporate headquarters  
8 located in this district.

9 12. This Court has personal jurisdiction over Honda Motor Company Ltd.  
10 because Honda Motor Company Ltd has purposefully availed itself of the privilege of  
11 doing business within California, including by marketing and selling the Class  
12 Vehicles, and exercising jurisdiction over Honda Motor Company Ltd. does not offend  
13 traditional notions of fair play and substantial justice.

14 13. Venue is proper in this district under 28 U.S.C. § 1391 because American  
15 Honda Motor Company, Inc. resides within this district and a substantial part of the  
16 events and omission giving rise to Plaintiff's claims occurred within this district.

17 **III. PARTIES**

18 **A. PLAINTIFF**

19 14. Hamid Bolooki is domiciled in Miami, Florida.

20 15. Mr. Bolooki owns a 2016 Honda Pilot equipped with the Idle Stop feature.  
21 Mr. Bolooki purchased his Pilot new from Braman Honda in Miami, Florida.

22 16. A little more than two years after purchasing his Pilot, Mr. Bolooki's  
23 vehicle began stalling due to the Idle Stop Defect. When stopped, the Pilot's engine  
24 will shut off, and when the accelerator is pressed, the engine will not automatically  
25 restart, as is intended with the Idle Stop feature. Even by continually pressing the  
26 vehicle's start button, the vehicle will not immediately restart.

27 17. Mr. Bolooki and his family have experienced the Idle Stop Defect over  
28

1 twenty times

2 18. The Idle Stop Defect has endangered Mr. Bolooki and his family. It has  
3 caused Mr. Bolooki and his family to be unexpectedly immobile in the middle of city  
4 traffic, with vehicles driving around their stranded automobile, making egress  
5 dangerous, if not impossible.

6 19. Mr. Bolooki has presented his vehicle for repair to Braman Honda in  
7 Miami, Florida. Braman informed Mr. Bolooki that Honda was aware of the Idle Stop  
8 Defect. The dealership, however, was unable to fix the problem. Mr. Bolooki's vehicle  
9 continues to suffer from the Idle Stop Defect.

10 20. Prior to purchasing his 2016 Pilot, Mr. Bolooki spoke with a sales  
11 representative at Braman Honda, saw commercials for the 2016 Pilot that promoted the  
12 vehicle's safety, and saw a Monroney sticker on the vehicle at the time of purchase.  
13 Honda did not disclose the Idle Stop Defect through any of these avenues.

14 21. Honda failed to disclose the Idle Stop Defect to Mr. Bolooki before he  
15 purchased his vehicle, despite Honda's knowledge of the defect, and Mr. Bolooki,  
16 therefore, purchased his Pilot with the incorrect understanding that it would be a safe  
17 and reliable vehicle.

18 22. Had Honda disclosed the Idle Stop Defect, Mr. Bolooki would not have  
19 purchased his 2016 Pilot, or certainly would have paid less for it.

20 23. The acts and actions complained of herein rise to the level of separate and  
21 independent torts.

22 **B. DEFENDANTS**

23 **1. Honda Motor Company, Ltd.**

24 24. Defendant Honda Motor Company, Ltd. ("HML") is a Japanese  
25 corporation, with its principal place of business at 2-1-1, Minami-Aoyama Minato-Ku,  
26 107-8556 Japan, and the parent of American Honda Motor Company, Inc.

27 25. HML through its various entities (including American Honda Motor  
28

1 Company), designs, manufacturers, markets, distributes, and sells Honda automobiles  
2 across the United States.

3  
4 **2. American Honda Motor Company, Inc.**

5 26. Defendant American Honda Motor Company, Inc. (“HMA”) is a  
6 California corporation with its principal place of business in Torrance, California.

7 27. HMA is the United States sales and marketing subsidiary of, and is wholly  
8 owned by, HML, and is responsible for distributing, marketing, selling, and servicing  
9 Honda vehicles in the United States.

10 **IV. FACTUAL ALLEGATIONS**

11 28. Each of the Class Vehicles is equipped with a 3.5L engine, coupled with  
12 a 9-speed automatic transmission, and all are equipped with the Idle Stop feature.

13 29. The Idle Stop feature is automatically activated whenever the Class  
14 Vehicles are turned on. In other words, it is not a feature that Class Vehicle drivers  
15 choose to activate; rather, it turns on by default.

16 30. The Idle Stop feature can be deactivated by the user, but since the feature  
17 automatically reactivates with each ignition cycle, it must be manually deactivated  
18 upon each use.

19 31. When operating as intended, the Idle Stop feature automatically shuts off  
20 a vehicle’s engine when the vehicle is stopped and idled, such as at a stop light, and  
21 automatically restarts the engine when the brake pedal is released.

22 32. According to Honda, the Idle Stop feature is intended to help maximize  
23 fuel economy.

24 33. But what Honda fails to inform consumers—and what it has never  
25 informed consumers—is that Idle Stop feature poses a significant safety risk in the  
26 Class Vehicles.

27 34. The Idle Stop Defect causes the Class Vehicle’s engines not to restart  
28

1 when the vehicles' brake pedals are released. Rather than automatically restarting, as  
2 intended, the Idle Stop Defect causes the Class Vehicles to become temporarily  
3 disabled and inoperable. The vehicles must be completely shut off and restarted to  
4 again become drivable, often not restarting for minutes and sometimes requiring to be  
5 jump started.

6 35. The Idle Stop Defect creates a serious safety risk, because it renders the  
7 Class Vehicles unexpectedly inoperable without warning, preventing them from  
8 moving out of the way of oncoming danger or from moving with the flow of traffic.

9 36. The Idle Stop Defect can lead, by way of example, to a Class Vehicle  
10 stalling on train tracks, stalling in stop-and-go traffic on the highway, stalling while  
11 waiting to merge into traffic, or stalling in the middle of an intersection while waiting  
12 at a traffic light or stop sign.

13 37. As shown in consumer complaints set forth in more detail below, many  
14 Class Vehicle drivers have been severely frightened by the Idle Stop Defect and are  
15 seriously concerned about the risk that the defect poses to their future safety:

- 16 • “About once per week, I experience a delay in entering dense traffic  
17 within short interstate merge lanes.”
- 18 • “It stops entirely, often in traffic and then you have to put car in park,  
19 restart engine and then put it in drive and go again. By this time traffic  
20 is already moving around you. Very dangerous and scary on freeway  
21 and at intersections.”
- 22 • “You need to press the ignition button and set the vehicle in park. This  
23 is very dangerous in stop and go traffic. The most recent time it  
24 happened was on the freeway at a crest.”
- 25 • “I was nearly t-boned when trying to make a LH turn at a busy  
26 intersection because the car had to start before accelerating.”
- 27 • “My Honda Pilot stalled in the middle of the intersection, waiting to  
28 turn left, off a busy main highway, with my husband and young  
children inside. When it was safe to turn, took foot off of the brake  
and the car stalled. It took many frantic attempts to get the car to turn

1 back on to be able to move safely out of the intersection. This car has  
2 placed myself and my family in danger now on multiple occasions.”

- 3 • “Most concerning is if you are in the middle of the intersection and  
4 about to make a right turn, while waiting to make the turn, the vehicle  
5 shuts off. Now we are stuck in the intersection with two kids on the  
6 vehicle. Now oncoming traffic is either fast approaching or honking  
7 because we are blocking the lane. We have been almost struck on  
8 several occasions.”
- 9 • “When I moved my foot from the brake to the accelerator, the car shut  
10 off, shifted into neutral and would not start. This was on a major  
11 highway. It took several minutes to start again, while I was stalled in  
12 dangerous traffic.”

13 38. Because of the grave risks the Idle Stop Defect poses, a vehicle that suffers  
14 from the Idle Stop Defect is not fit for its ordinary purpose and does not pass without  
15 objection in the trade, and renders the Class Vehicles substantially less drivable,  
16 useable, safe, and valuable. This is especially true for the Class Vehicles, which were  
17 marketed as safe and reliable family vehicles.

18 39. On May 10, 2018, Honda sent a service message to its dealerships alerting  
19 them about 2018 Honda Pilot and Odyssey vehicles “with a customer complaint of the  
20 auto idle stop inoperative.” Honda did not identify a root cause or appropriate remedy,  
21 only that it “would like to inspect the vehicle prior to you attempting a repair of any  
22 kind.”

23 40. In June 2022, the National Highway Traffic Safety Administration’s  
24 (“NHTSA”) Office of Defects Investigation, after receiving 221 complaints for the  
25 Honda Pilot alone, opened a preliminary investigation into the Idle Stop Defect to fully  
26 assess the defect’s safety related issues. (“ODI PE Report”).

27 41. As stated in the June 2022 ODI PE Report, ODI has met with Honda on  
28 various occasions regarding the Idle Stop Defect.

42. Honda has long known of the Idle Stop Defect through, at least its  
engineering knowledge, internal testing, online complaints, and the presentment of



1 vehicles for repair. The Honda dealership that sold and serviced Mr. Bolooki's Pilot  
2 told him not to bring the car back for service with respect to the Idle Stop Defect.

3 43. As shown below, in the recitation of consumer complaints, consumers  
4 began complaining of the Idle Stop Defect, both posting online and writing to NHTSA,  
5 as early as October 2015.

6 44. Further, as the consumer complaints reveal, consumers were also bringing  
7 Class Vehicles into Honda dealerships for repairs for the Idle Stop Defect as early as  
8 2015.

9 45. As noted above, consumers and Class members have posted hundreds of  
10 complaints with NHTSA documenting their unfortunate experiences with the Idle Stop  
11 Defect.

12 46. For example, on November 10, 2015, the owner of a 2016 Honda Pilot  
13 filed the following complaint with NHTSA:

14 I WRITE TO YOU TO CONVEY MY SAFETY CONCERNS  
15 REGARDING A NEW HONDA 2016 PILOT. MY ATTEMPTS TO  
16 RESOLVE MY CONCERNS WITH AMERICAN HONDA MOTOR  
17 CO., INC. WERE MET WITH TEPID RELUCTANCE AND A  
18 CAVALIER NEGLECTFUL ATTITUDE. 1.AT HIGH SPEEDS (55-75  
19 MPH) THE VEHICLE OVERSTEEERS AND DURING EMERGENCY  
20 AVOIDANCE MANEUVERS BECOMES UNSTABLE. TWICE  
21 WHILE AVOIDING DEAR<sup>2</sup> ON INTERSTATE HIGHWAYS, I HAVE  
22 ALMOST LOST CONTROL AND WAS SERIOUSLY CONCERNED  
23 ABOUT ROLLING THE VEHICLE OVER. I OWN AND HAVE  
24 DRIVEN A 2003 PILOT FOR OVER 180,000 MILES AND NEVER  
25 EXPERIENCED THIS SORT OF ISSUE. I BELIEVE THE  
26 SUSPENSION IS INCORRECTLY DESIGNED AND THAT  
UNEXPECTED AND UNNECESSARY ROLLOVERS ARE  
IMMINENT. 2.THE 'AUTO IDLE OFF' FEATURE TURNS THE  
ENGINE COMPLETELY OFF AT CERTAIN TIMES AND UNDER  
CERTAIN CIRCUMSTANCES. IT TAKES BETWEEN 900 AND 1,300  
MILLISECONDS TO RECOVER POWER TO THE WHEELS WHEN  
THIS HAPPENS. UNLIKE HYBRID VEHICLES (FROM WHICH

27  
28 <sup>2</sup> All typographic and syntactical errors in these consumer complaints are identical to how they originally appeared.

1 THIS FEATURE WAS TAKEN), THERE IS NO ALTERNATIVE  
2 ELECTRICAL MOTOR TO PROVIDE TORQUE TO THE  
3 DRIVETRAIN WHILE THE ENGINE RESTARTS AND AS A  
4 RESULT, THERE IS DELAY IN ACCELERATING. IN THE VAST  
5 MAJORITY OF TIMES, THIS IS OF NO CONSEQUENCE HOWEVER  
6 IN A SMALL FRACTION THIS DELAY INCREASES THE RISK OF  
7 COLLISION. ABOUT ONCE PER WEEK, I EXPERIENCE A DELAY  
8 IN ENTERING DENSE TRAFFIC WITHIN SHORT INTERSTATE  
9 MERGE LANES. THIS DELAY OF ABOUT ONE SECOND IS  
10 ENOUGH TO REMOVE MY MARGIN OF ERROR AND INCREASES  
11 THE RISK OF COLLISION DURING A MERGING MANEUVER.  
12 WHILE THERE IS A SWITCH TO DEFEAT THIS FEATURE, IT  
13 RESETS EVERY TIME THE VEHICLE IS TURNED OFF AND  
14 REMEMBERING TO OVERRIDE IT EVERY TIME IS  
15 INCONSISTENT WITH HUMAN MEMORY AND PERFORMANCE.<sup>3</sup>

16 56. On November 19, 2015, the owner of a 2016 Honda Pilot filed the  
17 following complaint with NHTSA:

18 TL\* THE CONTACT OWNS A 2016 HONDA PILOT. THE CONTACT  
19 STATED THAT THE VEHICLE WOULD NOT START. THE  
20 VEHICLE HAD TO BE TOWED TO A HONDA DEALER WHERE  
21 THE FAILURE COULD NOT BE DIAGNOSED. THE VEHICLE WAS  
22 TAKEN BACK TO THE DEALER AND THE FAILURE RECURRED  
23 SIX DAYS LATER. WHEN THE FAILURE RECURRED, THE  
24 TRANSMISSION FAILURE WARNING INDICATOR  
25 ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER  
26 WHERE IT COULD NOT BE DIAGNOSED OR REPAIRED. THE  
27 VEHICLE WAS GIVEN BACK TO THE CONTACT, BUT THE  
28 VEHICLE STALLED A FEW DAYS LATER AND ALL THE  
WARNING INDICATORS ILLUMINATED. THE MANUFACTURER  
WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE  
WAS 900.<sup>4</sup>

57. On February 16, 2017, the owner of a 2016 Honda Pilot filed the following  
complaint with NHTSA:

VEHICLE HAS ELECTRONIC, KEYLESS PUSH BUTTON START.

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<sup>3</sup> NHTSA ID 10789635

<sup>4</sup> NHTSA ID 10794816

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IT ALSO HAS A FUEL, EMISSIONS FEATURE WHERE IT SHUTS DOWN WHEN THE BRAKE IS DEPRESSED, IT DOESN'T IDLE AT STOPLIGHTS AND AUTOMATICALLY STARTS WHEN LIFTING OFF THE BRAKE. I WAS DRIVING THE VEHICLE WHEN I APPROACHED A RED LIGHT. DEPRESSED BRAKE AND VEHICLE LIGHT SHOWED IDLE ASSIST AND VEHICLE ENGINE SHUT OFF. WHEN THE LIGHT TURNED GREEN, I LIFTED MY FOOT OFF THE BRAKE AND ONTO THE GAS. THE VEHICLE DID NOT START. ALL DASH LIGHTS DISPLAYED AND ALL ERROR CODES ALTERNATED ON DISPLAY. IT ALSO SHOWED VEHICLE WAS IN PARK. I TRIED TO RESTART IT AGAIN BY DEPRESSING THE BRAKE AND PUSHING THE ENGINE START BUTTON. VEHICLE WOULD NOT START AND DIALS WERE TWITCHING. TRIED SEVERAL TIMES TO START VEHICLE. THE POLICE ARRIVED AND WANTED TO PUSH THE VEHICLE TO THE SIDE OF THE ROAD SINCE IT WAS BLOCKING THE LEFT HAND LANE ON A 55 MILE AN HOUR ROAD. COULD NOT GET VEHICLE IN NEUTRAL. CALL HONDA DEALERSHIP SERVICE DEPARTMENT TO ASK HOW TO PUT VEHICLE IN NEUTRAL. THEY STATED THEY DIDN'T KNOW HOW. TOW TRUCK ARRIVED AND HAD TO DRAG VEHICLE ONTO FLAT BED TOW TRUCK. TOW TRUCK DELIVER VEHICLE TO DEALER. DEALER CHARGED BATTERY TO RESTART VEHICLE. THEY RAN DIAGNOSTICS AND STATED IT HAD NO ERROR CODE. THEY COULD NOT REPRODUCE ENGINE STOP AND STATED THERE WAS NO REPORT OF THIS HAPPENING TO ANOTHER VEHICLE. AFTER I STATED I WAS NERVOUS TO DRIVE THE VEHICLE AGAIN, THEY STATED THEY COULD KEEP VEHICLE AND DRIVE IT FOR SEVERAL DAYS TO SEE IF IT HAPPENED AGAIN. DRIVING CONDITIONS: CLEAR DAY, 30 DEGREES FAHRENHEIT. DRIVING APPROXIMATELY 9 MINUTES, 55 MILES PER HOUR. 14,000 MILE, LESS THAN ONE YEAR OLD.<sup>5</sup>

58. On May 25, 2017, the owner of a 2016 Honda Pilot filed the following complaint with NHTSA:

ENGINE STOPS WON'T RESTART MULTIPLE WARNING LIGHT FLASHING GIVING APPEARANCE OF COMPUTER FAILURE. SECOND INCIDENT. FIRST INCIDENT DEALER SAID NO

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<sup>5</sup> NHTSA ID 10955344

1 PROBLEM AFTER CHECKING BATTERY. SECOND INCIDENT IN  
2 TRAFFIC WHEN FAILURE OCCURRED (5/25/17 APPROX 8 A.M)  
3 BLOCKING INTERSECTION. FORTUNATELY WE WERE  
4 SLOWING TO STOP AT LIGHT. VIDEO OF DASH AVAILABLE  
TOO LARGE TO UPLOAD.<sup>6</sup>

5 59. On January 12, 2018, the owner of a 2018 Honda Odyssey filed the  
6 following complaint with NHTSA:

7 OUR 2018 HONDA ODYSSEY ELITE HAS A FEATURE CALLED  
8 IDLE STOP. THE FEATURE HAS MANY CRITERIA THAT MUST  
9 BE MET BEFORE IT WILL ACTIVATE. IT SHOULD JUST TURN  
10 OFF THE ENGINE WHEN THE CRITERIA HAVE BEEN MET IN AN  
11 EFFORT TO CONSERVE FUEL IN LIEU OF IDLING. WE ARE  
12 SEEING A RANDOM ISSUE WHEN THIS FEATURE ACTIVATES  
13 WHERE THE VEHICLE WILL SHUT OFF THE CAR ENTIRELY  
14 AND PLACE IT IN PARK. WE MUST MANUALLY START OUR  
15 VEHICLE AGAIN THEN PLACE IT BACK IN DRIVE TO PROCEED.  
16 WE'VE HAD IT HAPPEN THREE TIMES. ALL HAVE TAKEN  
17 PLACE AT STOP LIGHTS FOLLOWING A COMPLETE STOP. THE  
18 MOST RECENT OCCURRENCE TOOK PLACE AT A STOP LIGHT  
AFTER LEAVING THE HIGHWAY. I'M CONCERNED WE WILL BE  
REAR ENDED DUE TO OUR VEHICLE BEING DISABLED AT AN  
INTERSECTION. IT'S CURRENTLY AT THE DEALERSHIP FOR  
THE FIFTH TIME (MULTIPLE ISSUES WITH THIS VEHICLE) TO  
HOPEFULLY FIND A SOLUTION.<sup>7</sup>

19 60. On July 17, 2018, the owner of a 2016 Honda Pilot filed the following  
20 complaint with NHTSA:

21 THE CAR STALLS INTERMITTENTLY WHEN AUTO IDLE STOP  
22 IS ENGAGED AND CAR IS STATIONARY. INSTEAD OF THE  
23 ENGINE STARTING UP AGAIN AFTER TAKE FOOT OFF THE  
24 BRAKE AND PRESS THE GAS PEDAL, THE CAR STALLS  
25 COMPLETELY AND HAVE TO PUT THE CAR IN PARK, PRESS  
THE BRAKE PEDAL AND PUSH THE START BUTTON TO GET IT  
ON AGAIN. SOMETIMES HAVE TO TRY SEVERAL TIMES  
BEFORE CAR RESTARTS. DEALER HAS BEEN UNABLE TO FIND

26 \_\_\_\_\_  
27 <sup>6</sup> NHTSA ID 10991579

28 <sup>7</sup> NHTSA ID 11062395

1 ANYTHING OR REPLICATE PROBLEM. FIRST REPORTED TO  
2 DEALER OCT. 2017, DID SOFTWARE UPDATE, BUT HAPPENED  
3 AGAIN JUNE AND JULY.<sup>8</sup>

4 61. On April 25, 2018, the owner of a 2016 Honda Pilot filed the following  
5 complaint with NHTSA:

6 ABOUT 4 MONTHS AGO I WAS AT A STOPLIGHT, MY ENGINE  
7 SHUT DOWN, AS IT WAS SUPPOSED TO WITH THE ‘AUTO IDLE  
8 STOP’ FUNCTION. IT IS SUPPOSED TO START BACK UP WHEN  
9 YOU TAKE YOUR FOOT OFF THE BRAKE, BUT THIS TIME THE  
10 CAR STALLED. IT STALLED MANY TIMES AFTER THIS AND IT  
11 WAS ALWAYS UNEXPECTED AND SCARY. I TOOK IT INTO MY  
12 DEALER ON JUNE 6, 2018 AND THEY SAID THEY COULD SEE  
13 THAT THEY COULD SEE IN THE COMPUTER THAT IT STALLED  
14 A FEW TIMES, BUT COULD NOT REPRODUCE THE PROBLEM  
15 WHILE TEST DRIVING IT. THEY DID A RESET ON THE  
16 ELECTRONICS. THAT DID NOTHING. I STALLED A WHILE  
17 AFTER I LEFT THE SHOP. I STALLED MANY MORE TIMES  
18 AFTER THAT. IT DOES HAVE AN OVERRIDE TO THIS ‘AUTO  
19 IDLE STOP’ SYSTEM, BUT YOU HAVE TO ALWAYS REMEMBER  
20 TO PUSH THE BUTTON AND IF I FORGOT AND THE CAR WAS IN  
21 ‘AUTO IDLE STOP’ MODE AND I PUSHED THE BUTTON, MANY  
22 TIMES THE CAR WOULD STALL. I NOW ALSO HAVE A  
23 PROBLEM STARTING THE CAR. WHEN I PUSH THE START  
24 BUTTON, MANY TIMES THE ENGINE WON’T START. I HAVE TO  
25 PUSH IT 3-4 TIMES TO GET IT TO START. THIS MAKES MY  
26 STALLING EVEN MORE DANGEROUS, AS IF IT WAS NOT  
27 DANGEROUS ENOUGH, BECAUSE IT WILL TAKE ME MUCH  
28 LONGER TO START THE CAR FROM A STALL. I CAN IMAGINE  
BEING IN SITUATIONS WHERE I WOULD HAVE TO BE ABLE TO  
GET OUT A SITUATION QUICKLY AND IF I STALL I WOULD NOT  
BE ABLE TO. IF I AM ON A FREEWAY AND STALL IN HEAVY  
TRAFFIC, OR STALLING ON TRAIN TRACKS IF I AM IN HEAVY  
TRAFFIC AND I HAPPEN TO BE THE CAR LEFT ON THE TRACKS  
AND CAN’T START. OR IF A CAR OR OBJECT IS HEADING  
TOWARDS ME AND WILL CRASH INTO ME AND I CAN AVOID  
IT BE SPEEDING AWAY. IF I STALL I CAN’T. HERE IS A THREAD  
FROM A HONDA PILOT FORUM WITH MANY OWNERS WITH

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<sup>8</sup> NHTSA ID 11111894

1 THE SAME PROBLEM.

2 [HTTPS://WWW.PILOTEERS.ORG/FORUMS/114-2016-THIRD-](https://www.piloteers.org/forums/114-2016-third-generation-pilot/157005-elite-shuts-off-stop-light.html)  
3 [GENERATION-PILOT/157005-ELITE-SHUTS-OFF-STOP-](https://www.piloteers.org/forums/114-2016-third-generation-pilot/157005-elite-shuts-off-stop-light.html)  
4 [LIGHT.HTML](https://www.piloteers.org/forums/114-2016-third-generation-pilot/157005-elite-shuts-off-stop-light.html) NOT ONE OF THEM HAS HAD IT FIXED BY THERE  
5 REPAIR SHOP. MY CAR HAS BEEN IN THE SHOP FOR THE 2ND  
6 TIME SINCE AUGUST 8, 2018.<sup>9</sup>

6 62. On August 13, 2018, the owner of a 2016 Honda Pilot filed the following  
7 complaint with NHTSA:

8 THE CAR CONTINUALLY STALLS AT RED LIGHTS AND OTHER  
9 FULL STOPS AFTER THE “AUTO-SHUTOFF” ENGAGES. THE CAR  
10 FAILS TO RESTART AND RESULTS IN DANGEROUS  
11 SITUATIONS IN HIGH TRAFFIC AREAS IN THE CITY. THE CAR  
12 CAN NOT BE MOVED EASILY BECAUSE IT BECOMES  
13 COMPLETELY UNRESPONSIVE, EVEN DISABLING THE  
14 FLASHERS. IT HAS HAPPENED REPEATEDLY.<sup>10</sup>

13 63. On October 18, 2018, the owner of a 2016 Honda Pilot filed the following  
14 complaint with NHTSA:

15 VEHICLE TURNS OFF COMPLETELY WHEN AUTO OFF  
16 FEATURE ENGAGES WHILE IN A STOPPED CONDITION. ON  
17 TWO OCCASIONS, VEHICLE REFUSED TO RESTART FOR  
18 SEVERAL MINUTES. THE FIRST TIME, THE VEHICLE  
19 RESTARTED AFTER 2-3 MINUTES, THE SECOND TIME IT  
20 HAPPENED, CAR WOULD NOT RESTART UNTIL 10-15 MIN  
21 AFTER THE OCCURRENCE. DURING BOTH OCCURRENCES, I  
22 WAS IN A STOP CONDITION WITH FOOT ON THE BRAKE,  
23 VEHICLE IN DRIVE. DEALER SAYS BATTERY TESTS FINE AND  
24 CANNOT REPLICATE THE ISSUE, BUT I KNOW THERE ARE  
25 OTHERS EXPERIENCING SAME PROBLEM. THIS IS A MAJOR  
26 SAFETY ISSUE. ONLY OUT OF SHEAR LUCK, IT HAPPENED TO  
27 ME WHILE AT A RESIDENTIAL GATE KEY PAD PUNCHING IN  
28 THE CODE, AND THEN TODAY WHILE IN THE DRIVE THRU OF  
A FAST FOOD PLACE. IF THIS WOULD HAPPEN ON A BUSY  
STREET, AT A BUSY INTERSECTION, WHILE SITTING IN  
STANDSTILL TRAFFIC ON INTERSTATE, ETC, IT COULD BE

27 <sup>9</sup> NHTSA ID 11120858

28 <sup>10</sup> NHTSA ID 11119604

1 EXTREMELY DANGEROUS.<sup>11</sup>

2 64. On September 23, 2018, the owner of a 2016 Honda Pilot filed the  
3 following complaint with NHTSA:

4 AUTO STOP MALFUNCTION FIRST YEAR OF OWNING THE  
5 PILOT ELITE, THE AUTO STOP FUNCTION WORKED AND  
6 WOULD RESTART AFTER COMING TO A STOP. BY THE SECOND  
7 YEAR, AFTER COMING TO A STOP IN CITY TRAFFIC AND  
8 ENGINE IS SUPPOSED TO COME BACK ON, IT STALLS AND  
9 SHUTS OFF AND NEEDS TO BE SHIFTED TO NEUTRAL AND  
10 THEN RESTART ENGINE. HAVE TAKEN THE CAR FOR  
11 SERVICES SINCE HAVING THIS ISSUE AND REPORTING THE  
12 ISSUE TO THE DEALERSHIP AND THEY ARE UNABLE TO FIX  
13 THE ISSUE OR REPLICATE THE PROBLEM. NOW INTO YEAR 3  
14 OF OWNERSHIP THE AUTO STOP FUNCTION HAS GOTTEN  
15 WORSE BECAUSE NOW WHEN IT SHUTS OFF AFTER AUTO  
16 STOPPING, IT TAKES A COUPLE OF MINUTES BEFORE YOU ARE  
17 ABLE TO RESTART THE CAR. THIS IS VERY UNSAFE AT AN  
18 INTERSECTION WHEN THE LIGHT TURNS GREEN. ONLY WAY  
19 AROUND THIS ISSUE IS TO DISABLE THE AUTO STOP  
20 FUNCTION AT THE BEGINNING OF THE DRIVE WHICH  
21 DEFEATS THE PURPOSE OF HAVING SUCH A FUNCTION AND  
22 WE AREN'T ABLE TO PERMANENTLY DISABLE THE  
23 FUNCTION. I HAVE REPORTED THIS PROBLEM EACH AND  
24 EVERY TIME I HAVE TAKEN IT IN TO THE DEALERSHIP FOR  
25 SERVICE AND THEY HAVE RUN DIAGNOSTICS AND SAID THEY  
26 WEREN'T ABLE TO REPLICATE THE ISSUE.<sup>12</sup>

20 65. On September 22, 2018, the owner of a 2016 Honda Odyssey filed the  
21 following complaint with NHTSA:

22 I BROUGHT MY CAR TO A STOP AT A VERY BUSY  
23 INTERSECTION LEADING TO A FOUR LANE ROAD AND THE  
24 CAR WANTED TO LUNGE FORWARD. I HAD TO ALMOST  
25 STAND ON THE BREAK TO STOP THE CAR AND THE ENGINE  
26 ROARED. I TURNED IT OFF. I THEN STARTED THE ENGINE  
AGAIN AND IT DID THE SAME THING. I WAITED A FEW

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27 <sup>11</sup> NHTSA ID 11141274

28 <sup>12</sup> NHTSA ID 11130866

1 MINUTES AND STARTED IT AGAIN. THIS TIME IT WAS OK. I  
2 HAD THIS HAPPEN LAST YEAR AND TOOK IT IN TO HONDA.  
3 THEY COULD FIND NO PROBLEM. THIS COULD CAUSE A CAR  
4 TO GO INTO TRAFFIC IF THE DRIVER WAS NOT PAYING  
ATTENTION.<sup>13</sup>

5 66. On November 28, 2018, the owner of a 2018 Honda Pilot filed the  
6 following complaint with NHTSA:

7 VEHICLE WAS STOPPED IN A PARKING LOT IN “DRIVE” WITH  
8 THE AUTO-IDLE FEATURE IN USE. CAR WOULD NOT RE-START  
9 WHEN FOOT TAKEN OFF BRAKE. RADIO CUT OUT BRIEFLY AS  
10 WELL. DASHBOARD LIT UP WITH MANY ERROR MESSAGES -  
11 ONE OF THEM WAS “COLLISION MITIGATION PROBLEM” OR  
12 SOMETHING SIMILAR. PLACED CAR IN PARK AND PUSHED  
13 START BUTTON NUMEROUS TIMES. ONLY GOT CLICKING  
14 SOUNDS, WITH OCCASIONAL ENGINE TURNOVER NOISE, BUT  
IT WOULDN’T START. TURNED OFF A/C AND RADIO. CAR  
FINALLY STARTED AFTER SEVERAL MORE MINUTES OF  
PUSHING START BUTTON WHILE IN PARK WITH FOOT ON  
BRAKE.<sup>14</sup>

15 67. On June 2, 2018, the owner of a 2018 Acura MDCX filed the following  
16 complaint with NHTSA:

17 STARTER FAILED WITH AUTO START/STOP WHILE STOPPED IN  
18 TRAFFIC. SINCE ENGINE WOULDN’T START, CAR SHIFTED TO  
19 PARK AUTOMATICALLY AND CAN NOT SHIFT TO NEUTRAL  
20 WITH THE ENGINE OFF AND UNABLE TO START. THE  
21 BATTERY WAS FINE AND COULD GO INTO AUX MODE, BUT  
22 STILL WON’T SHIFT TO NEUTRAL. ASIDE FROM QUALITY  
ISSUES RELATED TO STARTER, SIGNIFICANT SAFETY DESIGN  
FLAW.<sup>15</sup>

23 68. On July 17, 2018, the owner of a 2016 Honda Pilot filed the following  
24 complaint with NHTSA:

25 TL\* THE CONTACT OWNS A 2016 HONDA PILOT. WHILE THE  
26

27 <sup>13</sup> NHTSA ID 11130759

<sup>14</sup> NHTSA ID 11154596

28 <sup>15</sup> NHTSA ID 11099303



1 VEHICLE WAS STATIONARY AND WHILE DRIVING VARIOUS  
2 SPEEDS, THE “AUTO IDLE DISABLER” FEATURE ENGAGED ON  
3 SEVERAL OCCASIONS. THE VEHICLE STALLED WITHOUT  
4 WARNING AFTER THE BRAKE PEDAL WAS DEPRESSED AT A  
5 STOP LIGHT. THREE WEEKS LATER, WHILE DRIVING  
6 APPROXIMATELY 15 MPH ON THE FREEWAY, THE “AUTO IDLE  
7 DISABLER” FEATURE ENGAGED AGAIN WHILE IN HEAVY  
8 TRAFFIC AND THE VEHICLE STALLED. THE CONTACT SHIFTED  
9 THE GEAR INTO PARK, DISABLED THE POWER, AND  
10 RESTARTED THE VEHICLE. IN ADDITION, WHILE THE VEHICLE  
11 WAS STATIONARY, ALL OF THE WARNING INDICATORS  
12 ILLUMINATED ON THE INSTRUMENT PANEL. WHILE DRIVING  
13 55 MPH, ON ANOTHER OCCASION, THE VEHICLE FAILED TO  
14 SHIFT GEARS PROPERLY AND THE RPMS RAPIDLY INCREASED  
15 TO 5,000. ALSO, THE REVERSE GEAR SHIFTER BECAME  
16 INOPERATIVE AND THE GEARS WOULD NOT SHIFT WHILE  
17 DRIVING 55 MPH. BIG STAR HONDA (11200 GULF FREEWAY,  
18 HOUSTON, TEXAS 77034) COULD NOT DIAGNOSE AND  
19 DUPLICATE THE FAILURES. THE MANUFACTURER WAS NOT  
20 MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS  
21 APPROXIMATELY 49,000. \*DT \*JS<sup>16</sup>

22  
23 69. On January 20, 2019, the owner of a 2016 Honda Pilot filed the following  
24 complaint with NHTSA:

25 WHEN ENGINE TRIES TO RESTART FROM IDLE STOP THE  
26 ENGINE STALLS AND FAILS TO RESTART. HAS DONE THIS  
27 NUMEROUS TIMES AND THE DEALER CAN NOT REPLICATE  
28 THE ISSUE. IS A DANGER WHILE AT A BUSY INTERSECTION.  
RADIO ALSO TURNS OFF WHEN TRYING TO RESTART. THIS  
HAPPENS ALMOST EVERY TIME THE VEHICLE GOES INTO  
IDLE STOP MODE.<sup>17</sup>

70. On January 11, 2019, the owner of a 2016 Honda Pilot filed the following  
complaint with NHTSA:

THE FIRST INCIDENT WAS ON OCT 7, 2018. WE WERE AT A STOP  
LIGHT WITH THE ENGINE IDLE OPTION ENABLED. WHEN THE

<sup>16</sup> NHTSA ID 11129897

<sup>17</sup> NHTSA ID 11171058

1 LIGHT TURNED GREEN AND THE BRAKE WAS RELEASED, THE  
2 VEHICLE SHOULD HAVE STARTED BACK UP, BUT INSTEAD, IT  
3 STALLED. AFTER THE 2ND TIME IT OCCURRED, WE STARTED  
4 TO DISABLE THE ENGINE IDLE FEATURE AS SOON AS WE  
5 START THE CAR. WE HAVE FORGOTTEN A FEW TIMES AND  
6 THE VEHICLE STALLING HAS HAPPENED AT LEAST 3  
7 ADDITIONAL TIMES. ALL BEING AT RED LIGHTS WITH THE  
8 BRAKE DEPRESSED. WHEN THE FOOT IS REMOVED FROM THE  
9 BRAKE, THE VEHICLE JERKS SLIGHTLY AND THEN STALLS.  
10 ONCE ON NOV. 1, 2018 AND AGAIN MOST RECENTLY ON JAN.  
11 6, 2018. LUCKILY, NO ONE HAS BEEN INJURED YET. IT HAS  
12 BEEN SERVICED REGULARLY AT THE DEALERSHIP DIRECTLY  
13 AND RECEIVED ALL MAINTENANCE RECOMMENDED. THE  
14 MOST RECENT SERVICE, THEY WERE UNABLE TO DUPLICATE  
15 THE ERROR OR IDENTIFY THE ISSUE.<sup>18</sup>

16 71. On January 3, 2019, the owner of a 2016 Honda Pilot filed the following  
17 complaint with NHTSA:

18 I WAS DRIVING IN STOP AND GO TRAFFIC ON A FREEWAY, MY  
19 FOOT WAS ON THE BRAKE AND CAR WAS IN DRIVE, WHEN I  
20 TOOK MY FOOT OFF BREAK AND PUSHED GAS PEDAL THE  
21 CAR WOULD NOT GO. I TRIED TO PUT IT IN PARK AND IT  
22 WOULD NOT GO, I TRIED TO TURN OFF CAR AND IT WOULDN'T  
23 TURN OFF. THE MESSAGE ON THE DASHBOARD SAID TO PUSH  
24 BRAKE AND TURN ON CAR (SAME MESSAGE AS WHEN I  
25 REMOTE START CAR) AFTER 2 SOLID MINUTES, THE CAR  
26 FINALLY DROVE. THE PROBLEM SEEMS TO BE IMPACTED BY  
27 THE ECON MODE WHICH SHUTS OFF ENGINE WHEN BRAKE  
28 PEDAL IS FULLY ENGAGED. YOU ARE ABLE TO TURN THIS  
MODE OFF ON THE GEAR SHIFT BUT HAVE TO DO IT EVERY  
TIME YOU START THE CAR.<sup>19</sup>

72. On April 3, 2019, the owner of a 2016 Honda Pilot filed the following  
complaint with NHTSA:

TL\* THE CONTACT OWNS A 2016 HONDA PILOT. WHILE  
OPERATING THE VEHICLE AND WHILE AT A STOP LIGHT, THE

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<sup>18</sup> NHTSA ID 11166512

<sup>19</sup> NHTSA ID 11165626

1 AUTO IDLE STOP FEATURE ACTIVATED NORMALLY, BUT THE  
2 VEHICLE WOULD NOT IMMEDIATELY RESTART WHEN THE  
3 DRIVER RELEASED THE BRAKE PEDAL AND DEPRESSED THE  
4 ACCELERATOR PEDAL. THE FAILURE OCCURRED ON  
5 SEVERAL OCCASIONS. DURING THE FAILURE, SEVERAL  
6 INSTRUCTIONAL PROMPTS APPEARED, EXPLAINING HOW TO  
7 RESTART THE VEHICLE. ON ONE OCCASION, THE VEHICLE  
8 COULD NOT BE RESTARTED AND WAS TOWED TO STERLING  
9 MCCALL HONDA (22575 HWY 59 NORTH, KINGWOOD, TX  
77339). WHILE AT THE DEALER, THE VEHICLE OPERATED  
NORMALLY AND THE CAUSE OF THE FAILURE WAS NOT  
DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE  
FAILURE. THE FAILURE MILEAGE WAS 29,000.<sup>20</sup>

10 73. On February 13, 2019, the owner of a 2016 Honda Pilot filed the following  
11 complaint with NHTSA:

12 ON 2 OCCASIONS, THE AUTOMATIC IDLE STOP HAS TURNED  
13 OFF THE ENGINE AND NOT ALLOWED THE CAR TO BE TURNED  
14 BACK ON. ONE TIME THE VEHICLE EVENTUALLY RESTARTED,  
15 BUT THE SECOND TIME THE VEHICLE HAD TO BE JUMPED BY  
16 HIGHWAY PATROL. IT WAS AT A BUSY INTERSTATE EXIT  
17 RAMP, STOPPED AT A STOPLIGHT, AND WE WERE UNABLE TO  
18 MOVE THE VEHICLE OUT OF THE WAY. IT WAS A VERY  
19 DANGEROUS SITUATION. WE HAD THE BATTERY TESTED AND  
20 IT WAS GOOD. I CONTACTED HONDA VIA EMAIL AND THEY  
21 JUST RESPONDED THAT THERE WERE NO RECALLS AND TO  
22 CONTACT THE DEALER. THE DEALER SAID THAT THEY ARE  
UNABLE TO PERMANENTLY DISABLE THE FEATURE. NOW, TO  
ENSURE THAT I AM NOT IN ANOTHER DANGEROUS  
SITUATION DUE TO THIS FEATURE, I HAVE TO MANUALLY  
DISABLE IT EVERY TIME I TURN THE CAR ON.<sup>21</sup>

23 74. On June 6, 2019, the owner of a 2016 Honda Pilot filed the following  
24 complaint with NHTSA:

25 AUTO IDLE STOP DOESN'T RESTART. IT STALLS OFTEN  
26 DEPENDING ON THE LENGTH OF THE IDLE. IT HAS BEEN

27 <sup>20</sup> NHTSA ID 11193598

28 <sup>21</sup> NHTSA ID 11179888

1 SLOWING PROGRESSING TO UNRELIABLE. IT STOPS  
2 ENTIRELY, OFTEN IN TRAFFIC AND THEN YOU HAVE TO PUT  
3 CAR IN PARK, RESTART ENGINE AND THEN PUT IN DRIVE AND  
4 GO AGAIN. BY THIS TIME TRAFFIC IS ALREADY MOVING  
5 AROUND YOU. VERY DANGEROUS AND SCARY ON FREEWAY  
6 AND AT INTERSECTIONS. HAD THE BATTERY CHECKED AT  
7 AUTO STORE, TAKE IN FOR REGULAR MAINTENANCE - IT  
8 TESTED STRONG BUT NEEDED A "CHARGE" SHOULD BE  
9 RECHARGING WHEN RUNNING AND ON FREEWAY.<sup>22</sup>

10 75. On June 18, 2019, the owner of a 2016 Acura MDX filed the following  
11 complaint with NHTSA:

12 TL\* THE CONTACT OWNS A 2016 ACURA MDX. ON SEVERAL  
13 OCCASIONS, WHILE STOPPED AT A TRAFFIC LIGHT, THE  
14 VEHICLE STALLED. WHEN THE PUSH TO START BUTTON WAS  
15 PRESSED, THE VEHICLE RESTARTED. THE VEHICLE WAS NOT  
16 DIAGNOSED OR REPAIRED. A DIAGNOSTIC APPOINTMENT  
17 WAS SCHEDULED WITH ACURA OF FREMONT (LOCATED AT  
18 5700 CUSHING PKWY, FREMONT, CA 94538, (510) 431-2500). THE  
19 MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE  
20 APPROXIMATE FAILURE MILEAGE WAS 38,000.<sup>23</sup>

21 76. On May 24, 2019, the owner of a 2016 Honda Pilot filed the following  
22 complaint with NHTSA:

23 THE ENGINE FULLY STOPPED WHILE DRIVING ON THE HWY  
24 WHILE DRIVING ALMOST GOT REAR ENDED. I WAS MOVING  
25 TAPPED THE BREAK AND THE ENGINE STOPPED ( LIKE IN  
26 IDLE) I QUICKLY PUSHED ON THE GAS AND AFTER SECONDS  
27 OF NO RESPONSE IT CAME BACK. ON 9/2/2018 THIS HAPPENED  
28 WHEN I WAS GOING TJRU PAYING TOLL I TOUCHED THE  
BREAK TRYING TO SLOW DOWN IT COMPLETELY DIED, TRIED  
TO PUSH GAS NO RESPONSE DIED AND WENT IN N. HAD TO  
TURN IT ON AND DRIVE AGAIN. AT THAT TIME WENT TO  
DEALER AND THEY DID NOT SEE AN ISSUE. IT IS  
HAPPENING MORE NOW. IT IS FRIGHTENING TO BE UNDER  
THE MERCY OF THE PERSON BEHIND U TO SLOW DOWN IN

<sup>22</sup> NHTSA ID 11218355

<sup>23</sup> NHTSA ID 11220990

1 TIME. THIS IS HORROBLE VERY SCARY AND CAN KILL A  
2 FAMILY!<sup>24</sup>

3 77. On May 21, 2019, the owner of a 2016 Honda Pilot filed the following  
4 complaint with NHTSA:

5 I HAVE A 2016 TOURING PILOT WITH JUST OVER 38,000 MILES.  
6 SINCE ABOUT 25,000 MILES I HAVE FELT THAT THERE WAS AN  
7 ODD HESITATION WITH THE AUTO-OFF FEATURE THAT I'D  
8 NOT NOTICED DURING THE INITIAL PERIOD OF OWNERSHIP.  
9 THE ISSUE ESCALATED TO THE POINT WHICH IT WOULD  
10 ACTUALLY STALL OUT AT AN INTERSECTION AND THE  
11 VEHICLE WOULD NOT TURN BACK ON FOR A FEW MINUTES.  
12 THE DEALERSHIP REPLACED THE BATTERY AND SAID THAT  
13 THEY COULD SEE THE ERROR AND THAT THERE WAS AN  
14 ISSUE CAUSED BY THE BATTERY. A FEW MONTHS LATER THE  
15 ISSUE STARTED TO HAPPEN AGAIN AND STALLED FOR MY  
16 WIFE AGAIN WITH OUR KIDS IN THE CAR AT A BUSY  
17 INTERSECTION. THE CAR WENT BACK INTO THE DEALERSHIP  
18 AND THEY HAVE NOW HAD IT FOR CLOSE TO 6 WEEKS WITH  
19 LITTLE TO NO UPDATE AS TO WHAT IS GOING ON. THIS IS A  
20 HORRIBLY UNSAFE ISSUE AND I KNOW FOR A FACT THAT  
21 MANY PEOPLE ARE HAVING THE SAME ISSUE AS  
22 REFERENCED IN THIS BLOG:  
23 [HTTPS://WWW.PILOTEERS.ORG/FORUMS/114-2016-THIRD-  
24 GENERATION-PILOT/157005-ELITE-SHUTS-OFF-STOP-LIGHT-  
25 5.HTML](https://www.piloteers.org/forums/114-2016-third-generation-pilot/157005-elite-shuts-off-stop-light-5.html) THE FACT THAT HONDA CAN NOT COME UP WITH A  
26 FIX FOR THE ISSUE IS A VERY SCARY THOUGHT. WE AS  
27 CONSUMERS NEED SOMEONE TO HELP HOLD HONDA  
28 ACCOUNTABLE TO PROVIDE A SAFE DRIVING EXPERIENCE  
FOR OUR FAMILIES<sup>25</sup>

78. On June 20, 2019, the owner of a 2016 Honda Pilot filed the following  
complaint with NHTSA:

THIS HAS HAPPENED SEVERAL TIMES AND HONDA HAS BEEN  
UNABLE TO REPLICATE. IT HAS HAPPENED ON THE FREEWAY  
AND ON CITY STREETS. THE CAR IS IN DRIVE AND MY CAR

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<sup>24</sup> NHTSA ID 11209757

<sup>25</sup> NHTSA ID 11208938

1 HAS AN ENGINE IDLE SO THAT WHEN TRAFFIC COMES TO A  
2 HALT THE ENGINE CUTS OUT TO CONSERVE GAS. ON MANY A  
3 OCCASION IT WILL NOT JUST AUTOMATICALLY START BUT  
4 WILL INSTEAD KICK THE VEHICLE INTO PARK. IT IS  
5 EXTREMELY SCARY AS IT WILL THEN NOT START AS IF THE  
6 BATTERY IS DEAD BUT THE BATTERY IS FINE AND HAS BEEN  
7 REPLACED AS HONDA THOUGHT THAT WOULD RESOLVE IT.  
8 THEY ALSO REPLACED ALL THE FUEL INJECTORS AND THIS  
9 ALSO HAS NOT STOPPED THE PROBLEM. I FEEL I AM GOING  
10 TO BE KILLED IN THIS CAR. I HAVE CASE # 08783155 WITH  
11 HONDA AND AFTER HAVING JUST SPOKE TO THEM THEY  
12 ADVISED ME TO FILM PROBLEM!! YES THEY EXPECT ME TO  
13 GET MY PHONE OUT AND FILM WHILE MY VEHICLE HAS  
14 COME TO A HALT IN MOVING TRAFFIC!<sup>26</sup>

15 79. On June 15, 2019, the owner of a 2016 Honda Pilot filed the following  
16 complaint with NHTSA:

17 CAR WAS ENGAGED IN “IDLE-STOP” AT A TRAFFIC LIGHT.  
18 FOLLOWING DRIVER’S LIFTING OF FOOT OFF OF THE BRAKE  
19 PEDAL, CAR SHUT OFF COMPLETELY. ALL DASHBOARD  
20 LIGHTS LIT UP, AND CAR WAS NOT ABLE TO BE TURNED BACK  
21 ON FOR 1-2 MINUTES. CAR WAS IN THE MIDDLE OF A BUSY  
22 STREET, AND A LARGE VEHICLE NEARLY REAR-ENDED THE  
23 DEAD CAR. DRIVER WAS THEREAFTER ABLE TO FOLLOW ON-  
24 SCREEN INSTRUCTIONS FOR RESTARTING VEHICLE, BUT WAS  
25 UNSUCCESSFUL IN SEVERAL INITIAL ATTEMPTS. (IN OTHER  
26 WORDS, CAR WAS NOT STARTING DESPITE DRIVER’S  
27 COMPLYING WITH INSTRUCTIONS. PRIOR TO THIS INCIDENT,  
28 CAR HAD IN SOME INSTANCES VERY MOMENTARILY “CUT  
OUT” FOLLOWING AN “IDLE-START.” DRIVER NOTICED A  
“POPPING” AT THIS TIME. BUT THE PROBLEM, WHICH THE  
MANUFACTURER AND DEALER CLAIM TO KNOW NOTHING  
ABOUT AND ARE “UNABLE TO REPLICATE” DURING SERVICE,  
IS CLEARLY BECOMING WORSE AND MORE DANGEROUS  
OVER TIME. THE BEST THE HONDA DEALERSHIP SERVICE  
DEPARTMENT APPEARS TO BE ABLE TO DO IN DIAGNOSING  
THE PROBLEM IS TO SUGGEST BATTERY RECHARGE OR  
REPLACEMENT, WHICH HAS NOT BEEN AN ISSUE FOR OUR

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<sup>26</sup> NHTSA ID 11221559

1 CAR AND IS APPARENTLY A COMMON SUGGESTION FROM  
2 DEALERSHIPS. THIS IS AN APPARENTLY BIGGER ISSUE THAN  
3 HONDA HAS BEEN WILLING TO ADMIT.<sup>27</sup>

4 80. On July 10, 2019, the owner of a 2016 Honda Pilot filed the following  
5 complaint with NHTSA:

6 WHILE IDOL AT RED LIGHT, THE AUTOMATIC IDOL KICKED  
7 IN FOR POWER SAVE YET JERKED AND ALL RED LIGHT  
8 INDICATORS TURNED ON, INCLUDING PARKING BREAKS, AND  
9 CAR SEIZED UP. NO POWER, NO ABILITY PUT CAR IN PARK OR  
10 DRIVE. ON/OFF SWITCH NO REACTION TO TURN CAR ON OR  
11 OFF. NO BRAKE FUNCTION. I SAT IN AN UNRESPONSIVE  
12 VEHICLE AT VERY BUSY INTERCETION. LUCKILY THE  
13 VEHICLE BEHIND ME WAS STOPPED AND ONLY LAID ON  
14 THEIR HORN FOR 2 RED LIGHT CYCLES RATHER THAN  
15 HITTING ME. I ACTIVATED MY EMERGENCY FLASHERS YET  
16 OTHER DRIVER DID NOT RESPOND. I REPETITIVELY KEPT  
17 PUSHING POWER BUTTON IN EFFORT FOR CAR TO RESPOND  
18 AND RESTART, EVENTUALLY DID AND WAS ABLE TO DRIVE  
19 OFF. HAVE APPT WITH DEALERSHIP IN AM.<sup>28</sup>

20 81. On July 9, 2019, the owner of a 2016 Honda Pilot filed the following  
21 complaint with NHTSA:

22 WHEN MY CAR STOPS WHILE APPLYING THE BREAK PADDLE  
23 COMPLETELY, THE CAR MAY START 'IDLE STOP' WHICH  
24 TURNS OFF THE ENGINE. THE ENGINE MAY RESTART EITHER  
25 BY RELEASING THE BREAK PADDLE OR WHEN AC OR  
26 BATTERY NEEDS THE ENGINE TO TURN BACK ON. WE HAVE  
27 HAD MULTIPLE OCCURENCES WHERE THE CAR WILL  
28 COMPLETELY RESET THE ELECTRICAL SYSTEM SHUTTING  
DOWN ALL THE LIGHTS, DISPLAYS, RADIO AND ENGINE, AND  
IT MAY OR MAY NOT RESTART THE ENGINE. SOMETIMES, IT  
REQUIRES MULTIPLE PRESSES OF THE ENGINE START  
BUTTON WHICH MAY TAKE MULTIPLE SECONDS AT A STOP.  
THIS CREATES A SAFETY HAZARD WHERE CARS BEHIND MAY  
REAR END US WHILE WE TRY TO RESTART. TODAY, IT

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27 NHTSA ID 11220350

28 NHTSA ID 11230891

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HAPPENED TO MY WIFE IN MOTION AFTER THE ENGINE RESTARTED AND SHE WAS IN THE MIDDLE OF AN INTERSECTION. I WONDER IF THIS COULD EVEN HAPPEN ON A RAILWAY... WE REPORTED IT TWICE AND TRIED FIXING IT AT A HONDA SHOP (1ST TEXAS HONDA @ AUSTIN, TX), THEY MADE MULTIPLE CLAIMS INCLUDING BAD BATTERY THAT REQUIRED REPLACING IT (ISSUE STILL REOCCURRED), BLAMING IT ON A POWER CABLE THAT GOES TO AN OPTIONAL TRAILER HITCH CONNECTION THAT IS NOT IN USE, BUT HAVE NOT TRIED TRIED REPLACING THE FAULTY IDLE START/ENGINE MODULE. SEARCHING THRU THE INTERNET, THERE ARE MULTIPLE REPORTS OF THE SAME ISSUE. [HTTPS://WWW.CARCOMPLAINTS.COM/HONDA/PILOT/2016/ENGINE/AUTO\\_IDLE\\_STOP\\_DOES\\_NOT\\_WORK.SHTML](https://www.carcomplaints.com/Honda/Pilot/2016/Engine/Auto_Idle_Stop_Does_Not_Work.shtml) THERE IS NO RECALL OR A ROOT CAUSE ANALYSIS REPORTED BY HONDA TRYING TO RESOLVE THE ISSUE FOR THE OWNERS. NEEDLESS TO SAY, TRYING TO TAKE A VIDEO/PHOTO WHEN IT HAPPENS IS NOT SIMPLE, LARGELY, BECAUSE WE DON'T HOLD OUR PHONES WHILE DRIVING THE CAR AND SECONDLY, IT'S RANDOM EVENT WHEN IT HAPPENS... THE ISSUE REPEATS MULTIPLE TIMES A WEEK, BUT NOT ON EVERY STOP. WORSE AT HOT TEMPERATURES<sup>29</sup>

82. On June 24, 2019, the owner of a 2016 Honda Pilot filed the following complaint with NHTSA:

THE ENGINE IDLE STOP FEATURE NOT WORKING PROPERLY. WHEN THE VEHICLE IS AT A STOP THE ENGINE TURNS OFF LIKE INTENDED. SOMETIMES THE RADIO TURNS OFF AND RESTARTS IMMEDIATELY. RANDOMLY WHEN YOU TAKE YOU FOOT OFF THE GAS THE ENTIRE VEHICLE AND ALL FUNCTIONS TURN OFF. IN ORDER TO TURN THE VEHICLE YOU NEED TO PRESS THE IGNITION BUTTON AND SET THE VEHICLE IN PARK. THIS IS VERY DANGEROUS IN STOP AND GO TRAFFIC. THE MOST RECENT TIME IT HAPPENED WAS ON THE FREEWAY AT A CREST. TOOK IT TO DEALER AND THEY COULD NOT REPLICATE.<sup>30</sup>

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<sup>29</sup> NHTSA ID 11230198  
<sup>30</sup> NHTSA ID 11222280



1 83. On June 24, 2019, the owner of a 2019 Acura MDX filed the following  
2 complaint with NHTSA:

3 THE ENGINE AUTO STOP OR IDLE STOP IS A SAFETY HAZARD.  
4 THE ENGINE SHUTS OFF PREVENTING A QUICK  
5 ACCELERATION FROM AN INTERSECTION OR OTHER  
6 HAZARD. THE MANUFACTURE SHOULD OFFER A METHOD TO  
7 PERMANENTLY DISABLE THIS HAZARD.I WAS NEARLY T-  
8 BONED WHEN TRYING TO MAKE A LH TURN AT A BUSY  
INTERSECTION BECAUSE THE CAR HAD TO START BEFORE  
ACCELERATING<sup>31</sup>

9 84. On July 12, 2019, the owner of a 2016 Honda Pilot filed the following  
10 complaint with NHTSA:

11 CAR SHUTS DOWN AND STALLS WHEN IDLE STOP ENGAGES  
12 VERY FREQUENTLY OVER THE PAST YEAR IN THE MIDDLE OF  
13 THE INTERSECTION OR HIGHWAY. HAVE TAKEN IN TO HONDA  
14 DEALERS MULTIPLE TIMES BUT THEY CANNOT RECREATE  
15 THE PROBLEM AND SAY THE BATTERY TESTS OK YET  
RECOMMEND CHANGING THE BATTERY?!<sup>32</sup>

16 85. On July 21, 2019, the owner of a 2016 Acura MDX filed the following  
17 complaint with NHTSA:

18 MY 2016 ACURA MDX. STALLED TWICE. BOTH TIMES IN START  
19 AND STOP TRAFFIC WHEN STOPPED THE CYLINDER  
20 DEACTIVATION ENGAGED, HOWEVER THEN THE POWER  
21 WENT OUT COMPLETELY WITHOUT WARNING, IT TOOK  
22 ABOUT 5-10 MIN THEN THE PUSH TO START WORKED AND THE  
23 CAR RESTARTED. AFTER THE FIRST STALL WE TOOK IT  
ACURA, HOWEVER THEY SAID THERE WAS NOTHING WRONG.  
I AM WRITING THIS REPORT AFTER THE SECOND STALL  
TODAY.<sup>33</sup>

24 86. On August 13, 2019, the owner of a 2019 Honda Pilot filed the following  
25 complaint with NHTSA:

26 \_\_\_\_\_  
27 <sup>31</sup> NHTSA ID 11234618

28 <sup>32</sup> NHTSA ID 11231357

<sup>33</sup> NHTSA ID 11233636

1 WHEN ENGINE AUTO IDLE IS ENGAGED, INSTEAD OF RE-  
2 ENGAGING WHEN FOOT REMOVED FROM BRAKE, THE CAR  
3 STALLS IN ONE OF THREE WAYS. GRADE 1, THE FAN AND  
4 RADIO SHUT OFF BUT THE ENGINE ENGAGES ONCE GAS IS  
5 APPLIED. GRADE 2, THE FAN, RADIO AND ENGINE SHUT OFF  
6 BUT RESTART ONCE GAS IS APPLIED. VARIOUS WARNING  
7 LIGHTS THEN APPEAR ON THE DASH. GRADE 3, EVERYTHING  
8 SHUTS OFF AND THE CAR WILL NOT RESTART UNTIL YOU  
9 SHIFT INTO PARK AND PRESS THE START BUTTON SEVERAL  
10 TIMES. THIS IS VERY DANGEROUS AS IT HAPPENS AT  
INTERSECTIONS WHEN CARS EXPECT YOU TO BE MOVING  
AND YOU'RE STALLED OUT. I HAVE VIDEO OF THESE  
INCIDENTS AND HAVE PROVIDED THEM TO THE HONDA  
DEALER.<sup>34</sup>

11 87. On August 13, 2019, the owner of a 2017 Honda Pilot filed the following  
12 complaint with NHTSA:

13 I JUST PURCHASED MY HONDA CERTIFIED '17 PILOT ELITE  
14 ONE MONTH AGO. I WOULD NOTICE THAT THE CAR WOULD  
15 LAG WHEN USING THE AUTO IDLE STOP FUNCTION, IT WOULD  
16 SPUTTER, AND EVENTUALLY AND NOW MULTIPLE TIMES, IT  
17 WOULD STALL OUT AT A STOP LIGHT OR STOP SIGN WHEN I  
18 WAS IN AUTO IDLE-STOP AND TOOK MY FOOT OFF OF THE  
19 BRAKE TO GO. MY HONDA PILOT STALLED IN THE MIDDLE OF  
20 AN INTERSECTION, WAITING TO TURN LEFT, OF A BUSY MAIN  
21 HIGHWAY, WITH MY HUSBAND AND YOUNG CHILDREN  
22 INSIDE. WHEN IT WAS SAFE TO TURN, TOOK FOOT OFF OF THE  
23 BRAKE AND THE CAR STALLED. IT TOOK MANY FRANTIC  
24 ATTEMPTS TO GET THE CAR TO TURN BACK ON TO BE ABLE  
25 TO MOVE SAFELY OUT OF THE INTERSECTION. THIS CAR HAS  
PLACED MYSELF AND MY FAMILY IN DANGER NOW ON  
MULTIPLE OCCASIONS. TOOK TO DEALERSHIP WHERE THEY  
INFORM THAT THEY HAVE NEVER HEARD OF THIS  
HAPPENING, AND THAT THEY DO NOT KNOW WHAT IS  
WRONG. CAR HAS BEEN TO THE DEALERSHIP TWICE FOR  
SAME ISSUE NOW, IN ONE MONTH.<sup>35</sup>

26 \_\_\_\_\_  
27 <sup>34</sup> NHTSA ID 11243724

28 <sup>35</sup> NHTSA ID 11243735

1 88. On August 14, 2019, the owner of a 2017 Honda Pilot filed the following  
2 complaint with NHTSA:

3 TL\* THE CONTACT OWNS A 2017 HONDA PILOT. WHILE THE  
4 VEHICLE WAS STOPPED WITH THE AUTO IDLE ENGAGED AND  
5 AIR CONDITIONER ACTIVATED, THE BRAKE PEDAL WAS  
6 RELEASED AND THE VEHICLE STALLED. ALSO, THE GEAR  
7 SHIFTER WENT INTO PARK. THE CONTACT HAD TO PRESS THE  
8 ENGINE START BUTTON SEVERAL TIMES FOR THE VEHICLE  
9 TO RESTART. ALL THE WARNING INDICATORS ON THE  
10 INSTRUMENT CLUSTER WERE ILLUMINATED. THE CONTACT  
11 CALLED HONDA OF COVINGTON (100 HOLIDAY SQUARE  
12 BLVD, COVINGTON, LA 70433, (985) 892-0001), BUT THE  
13 VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE  
14 MANUFACTURER WAS NOT CONTACTED. THE FAILURE  
15 MILEAGE WAS 63,500. \*AS THE CONSUMER STATED A  
16 SOFTWARE UPDATE WAS INSTALLED AND A BATTERY  
17 CHECK, BUT THE PROBLEM PERSISTS. \*TR<sup>36</sup>

18 89. On August 26, 2019, the owner of a 2017 Honda Pilot filed the following  
19 complaint with NHTSA:

20 HAVE A 2017 HONDA PILOT TOURING WITH 39K MILES.  
21 USUALLY THE CAR GOES INTO 'ACCESSORY' MODE WHEN  
22 THE AUTO IDLE STOP KICKS IN BUT A COUPLE OF MONTHS  
23 AGO SOMETHING NEW STARTED- I EXPERIENCED A TOTAL  
24 STALL FOR THE FIRST TIME, AND IT HAS HAPPENED 3 MORE  
25 TIMES SINCE. THE CAR TURNED COMPLETELY OFF, BUT IT DID  
26 NOT RESTART AUTOMATICALLY. THE DASHBOARD WAS LIT  
27 UP WITH PROBLEMS. I PUT THE CAR IN PARK AND  
28 FRANTICALLY TRIED TO RESTART IT AS I WAS ON A  
HIGHWAY IN TRAFFIC. ONCE IT WAS RESTARTED, I DISABLED  
AUTO IDLE STOP AND I'VE BEEN DISABLING IT EVER SINCE.  
HOWEVER, THIS IS A MANUAL FIX AND IS NOT ALWAYS  
SOMETHING ONE REMEMBERS TO DO, ESPECIALLY SINCE WE  
HAVE A NEW 16-YEAR-OLD DRIVER ENTERING THE FRAY IN  
OUR HOME SOON. AFTER RESEARCHING THIS EXTENSIVELY  
ONLINE, THERE APPEARS TO BE A KNEE-JERK REACTION  
FROM HONDA TO REPLACE THE BATTERIES IN THESE

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<sup>36</sup> NHTSA ID 11243935

1           AFFECTED VEHICLES, BUT IT IS NOT STOPPING THE ISSUE,  
2           ACCORDING TO MULTIPLE ACCOUNTS. THE NHTSA HAS  
3           MANY DOCUMENTED CASES OF THIS AND IT IS AN OBVIOUS  
4           SAFETY ISSUE, BUT NO RECALL IS YET IN PLACE. CALLED  
5           HONDA USA CUSTOMER SERVICE AT 9:30 AM TODAY AND  
6           VERIFIED THERE ARE NO RECALLS REGARDING THIS  
7           PROBLEM AND IF THE CAR IS OUT OF WARRANTY THAT  
8           THERE WOULD BE NO FINANCIAL RELIEF FOR NECESSARY  
9           PARTS/LABOR RELATED TO THIS ISSUE.<sup>37</sup>

10           90.    On January 11, 2020, the owner of a 2017 Honda Pilot filed the following  
11           complaint with NHTSA:

12           ABOUT 6 MONTHS AGO, WHEN MY CAR HAD LESS THAN 30K  
13           MILES. MY CAR WOULD STALL WHILE THE CAR WAS IN  
14           “AUTO IDLE-STOP MODE”. INITIALLY, I FIRST NOTICED THAT  
15           THE AUTO IDLE-STOP WAS HESITATING WHEN IT WOULD  
16           START UP. THEN THINGS GOT WORSE AND I NOTICED THAT  
17           THE RADIO WOULD TURN OFF AND I’D HEAR ALL OF THE  
18           CHIMES LIKE WHEN I START THE CAR. I BROUGHT MY CAR TO  
19           HONDA TO HAVE THIS FIXED. THEY SAID IT WAS THE  
20           COMPUTER AND CLAIMED THEY FIXED IT. THE PROBLEM  
21           STILL CONTINUES. I ALSO HAD A CONVERSATION WITH THE  
22           SERVICE MANAGER AND HE PROMISED HE WOULD INFORM  
23           HONDA CORPORATE. I NEVER RECEIVED ANY FOLLOW UP. I  
24           GOOGLED THIS PROBLEM AND HAVE FOUND OUT I’M NOT  
25           THE ONLY ONE. THIS IS DANGEROUS BECAUSE SOMETIMES I  
26           NEED TO MAKE A TURN AND MY CAR HAS STALLED AND  
27           ADDS A FEW SECONDS. THERE ARE OTHER PEOPLE  
28           EXPERIENCEING THE SAME PROBLEM:  
29           [HTTPS://WWW.PILOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-  
30           AT-STOP-LIGHT.157005/](https://www.piloteers.org/threads/elite-shuts-off-at-stop-light.157005/)<sup>38</sup>

31           91.    On February 3, 2020, the owner of a 2017 Honda Pilot filed the following  
32           complaint with NHTSA:

33           AUTO ENGINE IDLE STOP: STALLING WHEN ACTIVE<sup>39</sup>

34           

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35           <sup>37</sup> NHTSA ID 11246340

36           <sup>38</sup> NHTSA ID 11298616

37           <sup>39</sup> NHTSA ID 11306743

1 92. On February 4, 2020, the owner of a 2017 Honda Pilot filed the following  
2 complaint with NHTSA:

3 FROM A STOP, AT TIMES WHEN I TAKE MY FOOT OFF THE  
4 BRAKE WITH THE AUTO-ENGINE IDLE SET TO "ON", WHEN I  
5 TRY TO ACCELERATE, THE ENGINE WILL CUT OFF. THE CAR  
6 PUTS ITSELF IN EITHER NEUTRAL OR PARK, THEN I HAVE TO  
7 RESTART THE CAR - DEPRESS BRAKE AND PRESS BUTTON -  
8 AFTER 30 SECONDS TO A MINUTE. I WAS LUCKY NOT TO HAVE  
9 BEEN REAR-ENDED SINCE AT A GREEN LIGHT, OTHER  
10 DRIVERS GO, AND DO NOT EXPECT A DRIVER IN FRONT OF  
11 THEM TO STOP.<sup>40</sup>

12 93. On February 7, 2020, the owner of a 2016 Honda Pilot filed the following  
13 complaint with NHTSA:

14 WHILE STOPPED AT A FREEWAY OFF RAMP. THE CAR  
15 AUTOMATICALLY SHUT OFF THE ENGINE PER THE  
16 START/STOP FEATURE. WHEN THE LIGHT TURNED GREEN THE  
17 CAR DID NOT RESTART AND INSTEAD COMPLETELY SHUT  
18 OFF AND PUT ITSELF INTO PARK. I HAD TROUBLE  
19 RESTARTING WHILE TRAFFIC BUILT UP BEHIND ME. THIS IS  
20 NOT THE FIRST TIME THIS HAS HAPPENED. IT IS A VERY  
21 DANGEROUS AND DISCONCERTING PROBLEM.<sup>41</sup>

22 94. On February 24, 2020, the owner of a 2017 Honda Pilot filed the following  
23 complaint with NHTSA:

24 THE AUTO IDLE FEATURE IN MY CAR MY CAR OFF  
25 COMPLETELY AND THEN WON'T ALLOW IT RESTART  
26 IMMEDIATELY. IT CAUSES A STALL AT LIGHTS. IT OFTEN  
27 TAKES TRYING TO START THE CAR FOR SEVERAL MINUTES  
28 BEFORE IT WILL TURN BACK ON. THIS HAS HAPPENED  
SEVERAL TIMES. IT CAN NEVER BE FIXED BY THE DEALER.  
THEY DON'T KNOW HOW TO REPLICATE THE ISSUE IN THE  
SHOP.<sup>42</sup>

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26 <sup>40</sup> NHTSA ID 11307006

27 <sup>41</sup> NHTSA ID 11307767

28 <sup>42</sup> NHTSA ID 11311010

1 95. On March 1, 2020, the owner of a 2016 Honda Pilot filed the following  
2 complaint with NHTSA:

3 I CAME TO A COMPLETE STOP AT A VERY BUSY  
4 INTERSECTION. THE IDLE START/STOP KICKED IN. WHEN I  
5 WENT TO REMOVE MY FOOT FROM THE BRAKE TO THE GAS  
6 TO GO ACROSS THE BUSY INTERSECTION, MY PILOT  
7 COMPLETELY DIED. THIS LEFT ME STRANDED AT A STOP SIGN  
8 AT A VERY BUSY INTERSECTION FOR OVER 2 HOURS WAITING  
9 FOR A TOW TRUCK. AFTER A COUPLE OF DAYS AT THE  
10 DEALERSHIP, THEY SAID IT WAS ‘JUST A SOFTWARE UPDATE’.  
11 IT IS A KNOWN ISSUE BUT THEY ARE ONLY FIXING IT WHEN  
12 IT AFFECTS A VEHICLE. NO RECALL??!!!! I WOULD LOVE TO BE  
13 ABLE TO UPLOAD MY VIDEO THAT I TOOK WHEN THIS ALL  
14 HAPPENED SO YOU COULD SEE WHAT MY DASH LOOKED LIKE  
15 WHEN I KEPT TRYING TO START MY CAR BACK UP. THE WEEK  
16 PRIOR TO THIS, THE PHOTO SHOWS WHAT NOTICE POPPED UP  
17 ON MY DASH.<sup>43</sup>

18 96. On May 4, 2020, the owner of a 2016 Honda Pilot filed the following  
19 complaint with NHTSA:

20 THE IDLE START/STOP FEATURE CAUSES THE CAR TO STALL  
21 WHEN STOPPED. WHEN THE AT A FULL STOP AND THE  
22 IDLE/STOP KICKS IN THE CAR DOES NOT COME BACK ON AND  
23 SHUTS OFF WITH ALL OF THE LIGHTS IN THE CONSOLE  
24 LIGHTING UP AND MUST BE COMPLETELY SHUT-OFF AND  
25 RESTARTED, “STALL OUT” AT A STOP LIGHT OR STOP SIGN  
26 WHEN I WAS IN “AUTO IDLE-STOP” AND PRESSED ON THE GAS.  
27 I FIRST NOTICED THAT THE AUTO IDLE-STOP WAS  
28 HESITATING WHEN IT WOULD START UP. I ALSO NOTICED  
29 THAT THE RADIO WOULD “CUT OUT”. AFTER THAT, THE  
30 VEHICLE WOULD JUST STALL OUT AND I WOULD HAVE TO  
31 PUSH PARK, PUT MY FOOT ON THE BRAKE AND THEN PUSH  
32 START. TOOK TO THE DEALER DURING MY LAST SERVICE ON  
33 JANUARY 20, 2020 AND THEY COULD NOT DUPLICATE. THE  
34 ISSUE HAS PROGRESSIVELY GOTTEN WORSE AND IS  
35 HAPPENING MORE FREQUENTLY. THE CAR HAS STALLED AT  
36 LIGHTS AND POSES A DANGER TO MY WIFE AND 3 YOUNG

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<sup>43</sup> NHTSA ID 11315393

1 CHILDREN. THE DEALERSHIP WILL NOT LOOK INTO IT ANY  
2 FURTHER BECAUSE THEY CANNOT DUPLICATE THE  
3 PROBLEM. I'VE RESEARCHED FORUMS ONLINE AND OTHER  
4 HONDA PILOT OWNERS HAVE EXPRESSED THEY ARE  
EXPERIENCING THE SAME ISSUE.<sup>44</sup>

5 97. On March 10, 2020, the owner of a 2018 Honda Pilot filed the following  
6 complaint with NHTSA:

7 THE VEHICLE WOULD "STALL OUT" AT A STOP LIGHT OR STOP  
8 SIGN WHEN I WAS IN "AUTO IDLE-STOP" AND PRESSED ON  
9 THE GAS. I FIRST NOTICED THAT THE AUTO IDLE-STOP WAS  
10 HESITATING WHEN IT WOULD START UP. I ALSO NOTICED  
11 THAT THE RADIO WOULD "CUT OUT". AFTER THAT, THE  
12 VEHICLE WOULD JUST STALL OUT AND I WOULD HAVE TO  
PUSH PARK, PUT MY FOOT ON THE BRAKE AND THEN PUSH  
START. THIS HAS HAPPENED SEVERAL TIMES.<sup>45</sup>

13 98. On March 31, 2020, the owner of a 2017 Honda Pilot filed the following  
14 complaint with NHTSA:

15 HONDA PILOT ELITE DOES NOT AUTO RE-START CONDITION  
16 AFTER GOING INTO AN AUTO IDLE STOP. I TRIED TO RE-START  
17 THE VEHICLE BY PLACING THE GEAR INTO THE PARK  
18 POSITION AND PRESSING THE START BUTTON. THIS LEAVES  
ME STRANDED AT A STOP LIGHTS AND SIGNS AND IMPOSES  
RISK TO SELF AND OTHERS.<sup>46</sup>

19 99. On April 9, 2020, the owner of a 2018 Honda Pilot filed the following  
20 complaint with NHTSA:

21 CAR STARTS TO STALL WHEN ACCELERATING AND WHEN I  
22 LET GO OF THE ACCELERATION PEDAL. \*TR

23 100. On April 22, 2020, the owner of a 2016 Honda Pilot filed the following  
24 complaint with NHTSA:

25 WE OWN A 2016 HONDA PILOT ELITE WITH AUTO START/STOP

26 <sup>44</sup> NHTSA ID 11323258

27 <sup>45</sup> NHTSA ID 11317205

28 <sup>46</sup> NHTSA ID 11319867

1 FEATURE. THE VEHICLE HAS APPROXIMATELY 78,000 MILES  
2 AND BEGAN EXHIBITING ISSUES WITH THE AUTO START/STOP  
3 FEATURE. WHEN STOPPED AT ANY LOCATION, THE AUTO  
4 STOP ENGAGES AND TURNS OFF THE ENGINE AND SHOULD  
5 RESTART WHEN YOU LIFT YOUR FOOT OF THE BRAKE; BUT IT  
6 IS NOW TURNING ALL THE POWER TO THE VEHICLE OFF  
7 (RADIO OFF, A/C OFF, DASH LIGHTS OFF). IN SOME CASES THE  
8 DASH WILL FLICKER WITH AND DASH LIGHTS WILL  
9 ELIMINATE FOR A SECOND. AS A RESULT YOU CANNOT MOVE  
10 THE VEHICLE AND ARE STUCK IN A DANGEROUS PLACE  
11 (CAN'T PUT THE VEHICLE IN NEUTRAL, NO POWER). THIS HAS  
12 HAPPENED TO US ON NUMEROUS OCCASIONS; AT STOP  
13 LIGHTS WHERE CARS BEHIND YOU GET FRUSTRATED AND  
14 HONK THEIR HORNS (TAKES SEVERAL MINUTES TO START  
15 BACK UP IF YOU ARE LUCKY) AND MOST CONCERNING IS IF  
16 YOU ARE IN THE MIDDLE OF THE INTERSECTION AND ABOUT  
17 TO MAKE A RIGHT TURN, WHILE WAITING TO MAKE THE  
18 TURN, THE VEHICLE SHUTS OFF ' NOW WE ARE STUCK IN THE  
19 INTERSECTION WITH TWO KIDS IN THE VEHICLE. NOW  
20 ONCOMING TRAFFIC IS EITHER FAST APPROACHING OR  
21 HONKING BECAUSE WE ARE BLOCKING THE LANE. WE HAVE  
22 BEEN ALMOST STRUCK ON SEVERAL OCCASIONS. THE ONLY  
23 WORK AROUND IS TO TURN THE AUTO START/STOP FEATURE  
24 OFF (PUSHING THE BUTTON) WHEN YOU FIRST GET IN THE  
25 VEHICLE, BUT IF YOU FORGET ' WE MIGHT GET KILLED. I  
26 TOOK IT TO THE HONDA DEALER AND THEY CLAIM THEY  
27 HAVE NEVER HEARD OF THIS ISSUE. MY BATTERY TESTED  
28 FINE. I LOCATED NUMEROUS HONDA PILOT POSTS ONLINE  
THAT INDICATE THIS IS A COMMON PROBLEM, DATING BACK  
TO THE 2016, BUT NO ONE IS HELPING THE CONSUMER. I  
DON'T UNDERSTAND WHY THERE IS A DELAY IN REPAIRING  
THIS ISSUE; IT IS NOT JUST A GENERAL INCONVENIENCE, IT IS  
A SAFETY RISK. WE ARE FRUSTRATED AND SCARED. IF WE  
TRADE THE VEHICLE FOR ANOTHER CAR, WHAT HAPPENS TO  
THE NEXT FAMILY THAT PURCHASES THIS VEHICLE ' DO  
THEY SUFFER THE FATAL OUTCOME.<sup>47</sup>

101. On May 5, 2020, the owner of a 2019 Acura TLX filed the following

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<sup>47</sup> NHTSA ID 11321898



1 complaint with NHTSA:

2 I STOPPED(STATIONARY) AT A LIGHT TO MAKE A LEFT TURN  
3 INTO THE FREEWAY. WHILE STATIONARY THE ENGINE WENT  
4 INTO AUTOMATIC IDLE STOP TO SAVE GAS AND ONCE THE  
5 LIGHT TURN GREEN THE CAR WAS NOT ABLE TO TURN ON AT  
6 ALL AND HAD TO CALL AAA. IT WAS GIVING ME ERROR  
7 MESSAGES IN REGARDS FUEL PUMP AND BRAKE SYSTEM ETC.  
8 IN THE DASH. \*TR<sup>48</sup>

9 102. On May 12, 2020, the owner of a 2019 Honda Pilot filed the following  
10 complaint with NHTSA:

11 TL\* THE CONTACT OWNS A 2019 HONDA PILOT. THE CONTACT  
12 STATED WHILE DRIVING 10 MPH, THE BRAKE PEDAL WAS  
13 DEPRESSED AND THE VEHICLE STALLED WITHOUT  
14 WARNING. THE CONTACT STATED THAT THE VEHICLE WAS  
15 UNDRIVABLE. THE VEHICLE WAS NOT TAKEN TO BE  
16 DIAGNOSED NOR REPAIRED. NEITHER THE MANUFACTURER  
17 NOR DEALER WERE NOT NOTIFIED OF THE FAILURE. THE  
18 FAILURE MILEAGE WAS UNKNOWN.<sup>49</sup>

19 103. On May 20, 2020, the owner of a 2018 Honda Pilot filed the following  
20 complaint with NHTSA:

21 THE AUTO ENGINE IDLE FEATURE ENGAGED AT A STOP LIGHT  
22 AS USUAL. WHEN I MOVED MY FOOT FROM THE BRAKE TO  
23 THE ACCELERATOR, THE CAR SHUT OFF, SHIFTED INTO  
24 NEUTRAL AND WOULD NOT START. THIS WAS ON A MAJOR  
25 HIGHWAY. IT TOOK SEVERAL MINUTES TO START AGAIN,  
26 WHILE I WAS STALLED IN DANGEROUS TRAFFIC.<sup>50</sup>

27 104. On June 4, 2020, the owner of a 2016 Honda Pilot filed the following  
28 complaint with NHTSA:

WHEN THE ENGINE IDLE STOP IS ENGAGED THE CAR WILL  
OCCASIONALLY NOT RESTART. IT TAKES MULTIPLE TRIES TO  
RESTART THE VEHICLE. MOST OF THE TIME IT HAPPENS IN

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26 <sup>48</sup> NHTSA ID 11323447

27 <sup>49</sup> NHTSA ID 11324266

28 <sup>50</sup> NHTSA ID 11417954

1 TRAFFIC WHICH IS A POTENTIAL SAFETY HAZARD. \*TR<sup>51</sup>

2 105. On June 8, 2020, the owner of a 2017 Honda Pilot filed the following  
3 complaint with NHTSA:

4 STALLING WHILE AT STOP OR GOING DOWNHILL AT LOW  
5 SPEEDS. \*TR<sup>52</sup>

6 106. On June 12, 2020, the owner of a 2017 Acura TLX filed the following  
7 complaint with NHTSA:

8 TL\* THE CONTACT OWNS A 2017 ACURA TLX. THE CONTACT  
9 STATED THAT AFTER DEPRESSING THE BRAKE PEDAL, THE  
10 VEHICLE STALLED WITHOUT WARNING. THE CONTACT  
11 STATED THAT THE FAILURE RECURRED NUMEROUS TIMES  
12 WHILE THE VEHICLE WAS IDLING. THE VEHICLE WAS TAKEN  
13 TO FIRST ACURA SALES (16 HIGHLAND AVE, SEEKONK, MA  
14 02771) HOWEVER, THE MECHANIC WAS UNABLE TO PROVIDE  
15 A CAUSE FOR THE FAILURE. THE CONTACT WAS INFORMED  
16 THAT THE BATTERY NEEDED TO BE REPLACED. THE VEHICLE  
17 WAS THEN TAKEN TO SPEEDCRAFT ACURA (883 QUAKER LN,  
18 WEST WARWICK, RI 02893, (401)304-3100) HOWEVER, THE  
19 MECHANIC WAS UNABLE TO RETRIEVE A FAULT CODE OR  
20 DUPLICATE THE FAILURE. THE MANUFACTURER WAS MADE  
21 AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS  
22 APPROXIMATELY 33,000.<sup>53</sup>

23 107. On July 1, 2020, the owner of a 2017 Honda Pilot filed the following  
24 complaint with NHTSA:

25 WHEN VEHICLE COMES TO A STOP WITH THE AUTO ENGINE  
26 IDLE SHUT OFF, THE CAR COMPLETELY SHUTS DOWN AND  
27 TAKES A FEW MINUTES TO RESTART. THIS HAPPENED  
28 REPEATEDLY TODAY (7/1//2020) DRIVING AROUND TOWN.  
\*TR<sup>54</sup>

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25 <sup>51</sup> NHTSA ID 11327319

26 <sup>52</sup> NHTSA ID 11327827

27 <sup>53</sup> NHTSA ID 11328479

28 <sup>54</sup> NHTSA ID 11331934

1 108. On July 2, 2020, the owner of a 2017 Honda Pilot filed the following  
2 complaint with NHTSA:

3 IDLE STOP SYSTEM SENSOR FAIL.. WHEN CAN STOPS THE  
4 ENGINE SHUTS OFF BUT I DID NOT CAME BACK ON!! A LOT OF  
5 LIGHTS CAME ON WITH INSTRUCTIONS WHILE I WAS AT A  
6 BUSY LIGHT.. WENT TO THE DEALER AND IT WAS CLOSE TO  
7 \$1,000 FOR THE REPAIR.. THEY SAID ITS A KNOWN ISSUE..  
8 PLEASE DO A RECALL. \*TR<sup>55</sup>

9 109. On July 14, 2020, the owner of a 2017 Honda Pilot filed the following  
10 complaint with NHTSA:

11 MY VEHICLE HAS AN AUTO STOP FUNCTION THAT OCCURS  
12 WHEN I STOP THE CAR. WHEN I PRESS THE ACCELERATOR,  
13 THE ENGINE STARTS BACK UP. PERIODICALLY, I HAVE HAD  
14 AN ISSUE WITH THE VEHICLE NOT STARTING BACK UP. I  
15 HAVE TO PUT THE CAR IN PARK AND PRESS THE START  
16 BUTTON SEVERAL TIMES UNTIL IT STARTS BACK. THIS HAS  
17 PUT ME IN SOME VERY DANGEROUS SITUATIONS. THE  
18 DEALERSHIP HAS NOT BEEN ABLE TO PRODUCE THE SAME  
19 ISSUE. IT HAS BEEN OCCURRING MORE OFTEN AND I AM  
20 CONCERNED FOR MY SAFETY. I HAVE READ NUMEROUS  
21 COMPLAINTS ABOUT THE SAME ISSUE.<sup>56</sup>

22 110. On July 16, 2020, the owner of a 2016 Honda Pilot filed the following  
23 complaint with NHTSA:

24 ENGINE STALLING ON HIGHWAY AND FREEWAYS DURING  
25 STOPS. EXTREMELY DANGEROUS SITUATION ON FREEWAY  
26 WHEN WE HAD TO STOP DUE TO FRONT TRAFFIC AND CAR  
27 COMPLETELY STALLED AND COULD NOT RESTART THE CAR.  
28 ENTIRE FAMILY WAS INSIDE.<sup>57</sup>

ISSUES HAVE NOW OCCURRED TWICE WITHIN AN

55 NHTSA ID 11337102

56 NHTSA ID 11339322

57 NHTSA ID 11339748

1 APPROXIMATELY 4 WEEK PERIOD. FIRST TIME WAS NEAR THE  
2 END OF JUNE AND THE SECOND TIME OCCURRED ON 7/30/20.  
3 AFTER STOPPING ON THE HIGHWAY, ONCE FOR A STOPLIGHT  
4 AND THE OTHER TIME TO TURN OFF HIGHWAY ONTO  
5 ANOTHER ROAD, THE ENGINE STALLED/TURNED OFF. AFTER  
VEHICLE WAS BACK IN PARK, I WAS ABLE TO RESTART THE  
VEHICLE EACH TIME.<sup>58</sup>

6 112. On August 2, 2020, the owner of a 2016 Honda Pilot filed the following  
7 complaint with NHTSA:

8 WHEN STOPPED AT A STOP LIGHT OR STOP SIGN THE  
9 TRANSMISSION CHANGES FROM DRIVE TO NEUTRAL TO  
10 PARK AND SOMETIMES DIES. CAR WON'T RESTART WHEN  
11 FOLLOWING DIRECTIONS ON DISPLAY SCREEN OR ANY  
12 OTHER WAY EXCEPT SITTING AND TRYING TO START IT OVER  
AND OVER AFTER TURNING ON FLASHERS AND WAVING  
TRAFFIC AROUND US.<sup>59</sup>

13 113. On September 14, 2020, the owner of a 2017 Honda Pilot filed the  
14 following complaint with NHTSA:

15 WHEN MY 2017 HONDA PILOT TOURING ENTERS IDLE STOP  
16 MODE, IT HAS BEGUN TO STALL WHEN YOU RELEASE THE  
17 BRAKE TO RE-ENGAGE THE ENGINE. THIS HAPPENED FIRST IN  
18 A PARKING LOT ON 6/17/20 WHEN LEAVING PARKING AREA TO  
19 ENTER MAIN ROAD. VEHICLE SHIFTS INTO NEUTRAL. MUST  
20 PUT IT INTO PARK. THEN HIT START BUTTON. THEN PUT  
21 VEHICLE BACK INTO DRIVE. TOOK IT TO DEALERSHIP (UNDER  
22 WARRANTY) ON 6/23/20. COULD NOT DUPLICATE PROBLEM,  
23 BUT IDENTIFIED CODES: P170B-DOG CLUTCH A ABNORMAL  
24 OPERATION, U0230-GAUGE LOST COMM W/PTG, U1281-GAUGE  
25 LOST COMM W/MICU, U0199-MICU LOST COMM W/MASTER  
26 SWITCH, U0180-CLIMATE CONTROL LOST COMM W/MASTER  
TECHNICIAN NOTED IN REPORT THAT THEY  
INSPECTED THE FREEZE DATA, TRANS HAD NO INPUT SPEED,  
SO CODE MUST HAVE SET DURING AN IDLE STOP. THE  
TECHNICIANS COULD NOT REPLICATE THE PROBLEM, SO

27 <sup>58</sup> NHTSA ID 11342553

28 <sup>59</sup> NHTSA ID 11342856

1 THEY RESET THE CODE AND ASKED ME TO BRING THE  
2 VEHICLE BACK IN IF IT HAPPENED AGAIN. WHILE DRIVING ON  
3 THE FREEWAY ON A BRIDGE CROSSING THE COLUMBIA  
4 RIVER ON 6/23/20, THIS HAPPENED AGAIN. I WAS IN STOP-AND-  
5 GO TRAFFIC IN THE CENTER LANE OF THE BRIDGE. AFTER  
6 ONE OF MANY SHORT IDLE STOPS (ENGINE OFF FOR ABOUT 1  
7 SECOND) I TOOK MY FOOT OFF THE BRAKE AND THE ENGINE  
8 STALLED. SAME ISSUE. SHIFTS TO NEUTRAL. MUST PUT IN  
9 PARK. HIT START BUTTON (TWICE). ENGINE STARTS. SHIFT  
10 BACK INTO DRIVE. TOOK 30-60 SECONDS WHILE TRAFFIC  
11 TRIES TO MANEUVER AROUND ME. LUCKY I WAS IN THE  
12 MIDDLE OF THE QUEUE (NOT BACK) AS TAKING MY FOOT OFF  
13 THE BRAKES WOULD IMPLY TO THE DRIVER BEHIND ME  
14 THAT I WILL BE MOVING AGAIN. DEFINITELY A SAFETY  
15 HAZARD THAT COULD ULTIMATELY LEAD TO  
16 INJURY/DEATH. I RETURNED THE VEHICLE TO THE  
17 DEALERSHIP AGAIN. THEY DID NOT FIND ANY CODES THIS  
18 TIME. TRIED TO RETURN MY VEHICLE TO ME WITHOUT DOING  
19 ANYTHING. I ARGUED PER MY PREVIOUS VISIT THAT THEY  
20 HAD RESET THE CODES AND ASKED ME TO RETURN IF THIS  
21 RECURRED. AWAITING RESOLUTION.<sup>60</sup>

114. On September 30, 2020, the owner of a 2017 Honda Pilot filed the  
following complaint with NHTSA:

18 WHEN I'VE BEEN STOPPED AT A RED LIGHT I'VE TAKEN MY  
19 FOOT OFF THE BRAKE TO HIT THE GAS PEDAL. BEFORE I  
20 TOUGH THE GAS, THE DASHBOARD SHOWS AN "EMISSIONS  
21 SYSTEM PROBLEM" LIGHT AND THE ENGINE DIES. I'VE HAD  
22 TO FRANTICALLY RESTART THE CAR AND WAS ALMOST  
23 REAR-ENDED. IT'S HAPPENED 5 TIMES. I HAD REPORTED THIS  
24 PROBLEM TO DEALER AND THEY WERE OF NO HELP. THEY  
25 SAID THEY CHECKED THE COMPUTER AND THERE WAS NO  
26 HISTORY OF ANY ISSUE. AGAIN, I'M WRITING TO DOCUMENT  
THIS CONCERN AS IT'S DANGEROUS THE HONDA DEALERS  
NEED TO KNOW HOW TO ADDRESS THE PROBLEM. I'VE  
LOOKED ONLINE AND I AM NOT THE ONLY PERSON WHO HAS  
REPORTED THIS ISSUE. WHAT IS THE SOLUTION? THIS

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<sup>60</sup> NHTSA ID 11354935

1           CONDITION IS NOT SAFE AND NEEDS TO BE FIXED.<sup>61</sup>

2           115. On October 17, 2020, the owner of a 2016 Honda Pilot filed the following  
3 complaint with NHTSA:

4           MY CAR WILL DIE AFTER BEING STOPPED (EX. AT A RED  
5 LIGHT, STOP SIGN) AND WILL NOT RESTART RIGHT AWAY.  
6 SOMETIMES IT DOESN'T DIE COMPLETELY. WHEN IT DOES  
7 YOU ARE UNABLE TO PUT THE CAR INTO PARK OR ENGAGE  
8 THE EMERGENCY LIGHTS. THIS HAS HAPPENED WHERE WE  
9 WERE STOPPED AT A RED-LIGHT AND THE CAR DIED AND  
10 WOULD NOT RESTART. A CAR BEHIND US WAS APPROACHING  
11 THE LIGHT AND SAW THAT IT WAS GREEN, QUICKLY CAME  
12 UP BEHIND US HONKING THEIR HORN AND LUCKY WAS ABLE  
13 TO MOVE TO THE OTHER LANE TO AVOID HITTING US. THIS  
14 SEAMS TO HAPPEN WHEN WE FORGET TO TURN OFF THE  
15 AUTO IDLE STOP. THIS IS SOMETHING YOU HAVE TO PUSH  
16 EVERYONE YOU START THE CAR. I TOOK THE CAR TO THE  
17 DEALER THEY PUT IN A NEW TRANSMISSION AND CHANGED  
18 THE TIMING BELT. PREVIOUSLY I HAD THE CARS FUEL  
19 INJECTORS REPLACED. AFTER ALL THIS WORK THE CAR IS  
20 STILL DYING AND IT IS HAPPENING MORE FREQUENTLY. THE  
21 DEALERSHIP SAYS THEY HAVE HEARD OF THIS PROBLEM BUT  
22 DON'T KNOW OF A FIX YET.<sup>62</sup>

23           116. On October 24, 2020, the owner of a 2017 Honda Pilot filed the following  
24 complaint with NHTSA:

25           I HAVE 30,000+ MILES ON MY 2017 PILOT ELITE. ABOUT A YEAR  
26 AGO, I STARTED EXPERIENCING ISSUES WITH THE AUTO IDEL  
27 STOP FEATURE. I FIRST NOTICED THAT THE AUTO IDLE-STOP  
28 WAS HESITATING WHEN THE ENGINE WOULD START UP UPON  
LIFTING MY FOOT OFF OF THE GAS. LATER, IN CONJUNCTION  
WITH THE ENGINE HESITATION, I NOTICED THAT THE RADIO  
WOULD ALSO "CUT OUT" AND THE WHOLE CAR WOULD TURN  
OFF AND BACK BEFORE BEING ABLE TO DRIVE. AFTER THAT,  
THE ISSUE PROGRESSED TO THE VEHICLE COMPLETELY  
STALLING OUT AND I WOULD HAVE TO PUSH PARK, PUT MY

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61 NHTSA ID 11362102

62 NHTSA ID 11364808

1 FOOT ON THE BRAKE AND THEN PUSH START IN ORDER TO  
2 GET THE VEHICLE TO MOVE. THESE STALL OUTS ARE  
3 HAPPENING JUST AS I PULL OUT INTO TRAFFIC, OFTEN  
4 LEAVING ME AND MY FAMILY IN HARM'S WAY. THIS IS NOT  
5 SAFE. UPON TAKING THE VEHICLE TO THE DEALER I GET THE  
6 STANDARD LINE OF "WE CAN'T REPRODUCE THE ISSUE" AND  
7 I AM SENT ON MY WAY ONLY TO LATER CONTINUALLY  
8 EXPERIENCE THE ISSUE. NOT HAPPY WITH HONDA. THE  
9 NHTSA NEEDS TO MAKE THEM ADDRESS THIS ISSUE.<sup>63</sup>

10 117. On November 10, 2020, the owner of a 2017 Honda Pilot filed the  
11 following complaint with NHTSA:

12 WHILE STOPPED THE AUTO STOP ENGAGES TURNS OFF THE  
13 ENGINE AND IF THE AC IS RUNNING AT THAT TIME, INSTEAD  
14 OF THE THE ENGINE RESTARTING WHEN THE GAS PEDAL IS  
15 ENGAGED, THE CAR STALLS AND SHUTS DOWN. DEALER  
16 STATES CANNOT CORRECT THE ISSUE (PERMANENTLY TURN  
17 OFF AUTO STOP). I SEE MULTIPLE COMPLAINTS SO FAR  
18 RELATED TO THIS DESIGN ERROR BUT NO ACTION IN TERMS  
19 OF RECALLS.<sup>64</sup>

20 118. On January 6, 2021, the owner of a 2017 Honda Pilot filed the following  
21 complaint with NHTSA:

22 WHEN THE AUTO STOP START IS ON WHEN STOPPED AT A  
23 TRAFFIC LIGHT OR ANY STOP FOR THAT MATTER THE CAR  
24 SOMETIMES STALLS OUT OR IT HAS A DELAYED RESTART  
25 WHERE THE RADIO AND CAR SOUNDS LIKE IT TURNS OFF AND  
26 THEN BACK ON AND THEN YOU CAN GO. SOMETIMES IT  
27 COMPLETELY STALLS AND YOU HAVE TO PUT THE CAR IN  
28 PARK AND RESTART IT. IT STARTED HAPPENING RANDOMLY  
NOW IT IS HAPPENING MORE OFTEN. IT HAPPENS A LOT WHEN  
I AM DRIVING AROUND TOWN IT HAS NOT HAPPENED WHEN I  
WAS DRIVING ON THE HIGHWAY.<sup>65</sup>

119. On January 12, 2021, the owner of a 2016 Honda Pilot filed the following

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26 <sup>63</sup> NHTSA ID 11366226

27 <sup>64</sup> NHTSA ID 11373973

28 <sup>65</sup> NHTSA ID 11386763

1 complaint with NHTSA:

2 THE AUTOMATIC START SYSTEM TURNS THE CAR OFF AND  
3 ON WHEN STOPPED AT A RED LIGHT OR STOP SIGN FOR  
4 EXAMPLE. THE FEATURE SOMETIMES WITHOUT ANY  
5 WARNING FAILS TO RESTART THE CAR AUTOMATICALLY.  
6 THE DRIVER MUST PUT THE CAR IN PARK, PUSH DOWN ON  
7 THE BRAKE, RESTART THE CAR AND THEN SHIFT INTO PARK  
8 TAKING A CONSIDERABLE AMOUNT OF TIME. THIS IS  
9 DANGEROUS FOR SO MANY REASONS AND IT MUST  
10 MANUALLY BE TURNED OFF BECAUSE IT DEFAULTS TO ON.  
11 WITH NO WARNING YOUR CAR COULD BE TURNED OFF AND  
12 NOT AUTOMATICALLY START WHEN IT'S SUPPOSED TO. THIS  
13 HAS HAPPENED TO ME MULTIPLE TIMES STOPPED AT RED  
14 LIGHT, STOP SIGNS AND IN STOP AND GO TRAFFIC. I WOULD  
15 LIKE TO EITHER HAVE A WARNING IN PLACE OR BE ABLE TO  
16 PERMANENTLY DISABLE THIS DANGEROUS FEATURE.<sup>66</sup>

17 120. On January 21, 2021, the owner of a 2016 Acura MDX filed the following  
18 complaint with NHTSA:

19 IN SEPTEMBER 2020, CAR RANDOMLY TURNED OFF WHEN  
20 STOPPED AT A RED LIGHT (ON BUSY INTERSECTION) DURING  
21 IDLE MODE CAUSING THE CAR BEHIND US TO HIT WHEN  
22 LIGHT TURNED GREEN. NO DAMAGE WAS DONE TO MY CAR  
23 SINCE THE CAR WASN'T MOVING AT WAS HIT AT LOW  
24 SPEED.<sup>67</sup>

25 121. On January 21, 2021, the owner of a 2016 Honda Pilot filed the following  
26 complaint with NHTSA:

27 I WAS STOPPED AT A RED LIGHT AND MY ENGINE TURNED  
28 OFF FROM THE IDLE/STOP FEATURE. HOWEVER, WHEN I  
RELEASED THE BRAKES THIS TIME, THE CAR DID NOT TURN  
ON AS IT NORMALLY DOES. INSTEAD, THE WHOLE VEHICLE  
TURNED OFF AND IT TOOK ME SEVERAL TRIES TO TURN THE  
VEHICLE BACK ON. THIS HAS HAPPENED TO MY WIFE ON  
SEVERAL OCCASIONS. I REPLACED THE CAR BATTERY AND IT  
HAPPENED AGAIN A MONTH AFTER. MY PILOT WOULD NOT

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27 <sup>66</sup> NHTSA ID 11387715

28 <sup>67</sup> NHTSA ID 11389169



1           TURN ON AGAIN AFTER RELEASING THE BRAKES.<sup>68</sup>

2           122. On February 5, 2021, the owner of a 2016 Honda Pilot filed the following  
3 complaint with NHTSA:

4           THE AUTO SHUT OFF FEATURE TURNED THE ENGINE OFF AT  
5 A RED LIGHT - AND WOULD NOT TURN THE CAR BACK ON  
6 ONCE THE BRAKE WAS RELEASED. WE NEEDED TO JUMP THE  
7 PILOT TO GET IT TO TURN OVER AGAIN. AS THIS HAPPENED  
8 AT AN INTERSECTION ON A STATE HIGHWAY, WE WERE VERY  
9 LUCKY TO NOT BE REAR-ENDED! VERY UNSAFE AND THE  
MECHANIC SAID THERE IS NOTHING WRONG WITH  
BATTERY!!<sup>69</sup>

10           123. On March 10, 2021, the owner of a 2016 Honda Pilot filed the following  
11 complaint with NHTSA:

12           TWICE IN THE LAST WEEK MY HONDA PILOT HAS SHUT OFF  
13 WHEN AUTO-IDLING AT A STOP LIGHT. THE CAR SHOULD  
14 REMAIN IN DRIVE BUT WHEN I LOOKED DOWN IT HAD  
15 SHIFTED TO NEUTRAL. THE FIRST MESSAGE ON THE DASH  
16 BRIEFLY FLASHED ‘CRASH MITIGATION PROBLEM’ AND  
17 THEN INSTRUCTED ME TO PUT THE CAR IN PARK AND PUSH  
18 THE ENGINE START BUTTON. AFTER THIS INCIDENT, I  
19 TURNED OFF THE CRASH MITIGATION SYSTEM. A COUPLE  
20 DAYS LATER (TODAY), THE SAME THING HAPPENED. NO  
21 CRASH MITIGATION SYSTEM FLASH BUT INSTRUCTIONS TO  
PUT THE CAR IN PARK AND PRESS THEN ENGINE START  
BUTTON. BOTH TIMES THE ENGINE WAS ON AND IN DRIVE.  
AUTO IDLING WAS ENABLED. I HAVE ONLY OWNED THIS CAR  
FOR TWO MONTHS.<sup>70</sup>

22           124. On March 22, 2021, the owner of a 2017 Honda Pilot filed the following  
23 complaint with NHTSA:

24           WHILE STOPPED AT AN INTERSECTION WITH THE BRAKE  
25 PEDAL DEPRESSED AND THE AIRCONDITIONING ON, THE  
ENGINE WENT INTO IDLE/FUEL SAVING SHUT DOWN MODE AS

26 \_\_\_\_\_  
27 <sup>68</sup> NHTSA ID 11389300

28 <sup>69</sup> NHTSA ID 11394835

<sup>70</sup> NHTSA ID 11400245

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EXPECTED. WHEN THE BRAKE PEDAL WAS RELEASED AND THE ACCELERATOR PRESSED TO MOVE FORWARD AGAIN, THE ENGINE STALLED OUT AND NUMEROUS DASH WARNING LIGHTS ILLUMINATED. I PUT THE CAR IN THE PARK AND WAS ABLE TO RESTART THE CAR, BUT ONLY AFTER SEVERAL ATTEMPTS. FORTUNATELY I WAS IN MY NEIGHBORHOOD AND NOT AT A BUSY INTERSECTION IN HEAVY TRAFFIC. THIS IS THE FIRST OCCURRENCE I'VE HAD. I HAVE NO IDEA WHY THE PROBLEM OCCURS OTHER THAN THE IDLE SWITCH, IF THERE IS SUCH A THING, IS FAILING. I BOUGHT THE CAR NEW IN VA, DEC 2017 AND IT HAS ONLY 18000 MILES, NOW IN FL. I'VE JUST READ NUMEROUS OTHER COMPLAINTS RELATING THE SAME OR SIMILAR SITUATIONS. MANY PEOPLE REPORT THE SITUATION WORSENS WITH TIME AND MOST HAVE HAD NO RESOLUTION FROM THEIR HONDA DEALERSHIPS. ISN'T IT TIME FOR HONDA TO BE TOLD TO FIX THIS PROBLEM BEFORE SOMEONE HAS AN ACCIDENT OR GETS INJURED??<sup>71</sup>

125. On April 7, 2021, the owner of a 2018 Honda Odyssey filed the following complaint with NHTSA:

OUR 2018 HONDA ODYSSEY ELITE HAS INTERMITTENT ISSUES WITH THE AUTO START/STOP FEATURE. AS CONTEXT, THE CAR ENGINE WILL AUTOMATICALLY STOP WHEN THE VEHICLE IS FULLY STOPPED, FOR EXAMPLE AT A RED LIGHT, AND A FEW OTHER CONDITIONS ARE MET (BRAKE PEDAL PRESSURE, BATTERY CHARGE, ELECTRICAL LOAD). OUR VEHICLE WHEN AUTO STOPPED MAY STALL WHEN ATTEMPTING TO RESUME DRIVING. WHEN THE DRIVER RELEASES THE BRAKE PEDAL AND PUSHES THE ACCELERATOR PEDAL, THE CAR FAILS TO AUTO START, OR AUTO STARTS WITH WARNING MESSAGES. WHEN THE CAR FAILS TO START, A VARIETY OF WARNING MESSAGES WILL BE DISPLAYED ON THE DASHBOARD. REMEDIATION VARIES. THE CAR MAY RESPOND TO SHIFTING TO PARK AND PUSHING THE IGNITION START/STOP BUTTON TWICE. AT TIMES, THE CAR MAY NOT RESPOND TO SHIFTING TO PARK AND IGNITION BUTTON ACTIONS. THE ONLY FIX THEN SEEMS TO BE A 'HARD' SHUTOFF THAT REQUIRES OPENING THE DRIVER

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<sup>71</sup> NHTSA ID 11404268

1 DOOR AND PUSHING THE IGNITION BUTTON, CLOSING THE  
2 DOOR, PUSHING THE IGNITION BUTTON, AND SHIFTING TO  
3 DRIVE. WHEN THE SYSTEM PARTIALLY FAILS, THE FRONT  
4 COLLISION WARNING/MITIGATION SYSTEM IS TEMPORARILY  
5 DISABLED. MY CAR IS CURRENT ON ALL RECALLS. I  
6 RECENTLY HAD DEALER SERVICE, AND THEY CONFIRMED  
7 THERE ARE NO KNOWN BULLETINS FOR THIS ISSUE. THE CAR  
8 IS CURRENT ON MAINTENANCE SCHEDULE AND IS  
9 OTHERWISE IN VERY GOOD OPERATION CONDITION. THIS  
10 SITUATION CAR BE QUITE STRESSFUL WHEN AT A BUSY  
11 INTERSECTION, OR WHEN TRYING TO PULL OUT TO MERGE  
12 INTO A MAJOR ROAD FROM A STOP. THIS FAILURE COULD BE  
13 VERY DANGEROUS IF YOU NEEDED TO MOVE THE VEHICLE  
14 QUICKLY, FOR EXAMPLE IF STOPPED NEAR A RAILROAD  
15 CROSSING. THE AUTO START/STOP SYSTEM IS ENABLED BY  
16 DEFAULT TO IMPROVE FUEL ECONOMY. IT CAN BE  
17 MANUALLY DISABLED, HOWEVER IT RESETS WITH EACH  
18 SHUTOFF. I WOULD PERMANENTLY DISABLE IT, HOWEVER,  
19 THAT IS NOT POSSIBLE APPARENTLY FOR EPA REASONS. I  
20 HAVE VIDEOS SHOWING THIS BEHAVIOR.<sup>72</sup>

21 126. On April 15, 2021, the owner of a 2017 Acura MDX filed the following  
22 complaint with NHTSA:

23 TL\* THE CONTACT OWNS A 2017 ACURA MDX. THE CONTACT  
24 STATED THAT WHILE DRIVING AT 45 MPH, THE VEHICLE  
25 STALLED AS THE EMISSION AND PARKING BRAKE WARNING  
26 LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL. THE  
27 CONTACT STATED THAT AFTER EXPERIENCING THE FAILURE,  
28 THE VEHICLE RESUMED NORMAL OPERATION AS THE  
WARNING REMAINED ILLUMINATED ON THE INSTRUMENT  
PANEL. THE CONTACT THEN TOOK THE VEHICLE TO LINDSAY  
ACURA (5880 SCARBOROUGH BLVD, COLUMBUS, OH 43232)  
WHERE THEY WERE UNABLE TO DUPLICATE OR DIAGNOSE  
THE FAILURE. THE MECHANIC CLEARED THE WARNING  
LIGHTS OFF THE INSTRUMENT PANEL. THE CONTACT STATED  
THAT THE FAILURE PERSISTED SOON AFTER THE RETURN OF  
THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF  
THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE

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<sup>72</sup> NHTSA ID 11413718

1 FAILURE MILEAGE WAS UNKNOWN.<sup>73</sup>

2 127. On April 22, 2021, the owner of a 2017 Honda Pilot filed the following  
3 complaint with NHTSA:

4 TL\* THE CONTACT OWNS A 2017 HONDA PILOT. THE CONTACT  
5 STATED THAT WHILE DRIVING 15 MPH, THE VEHICLE SHUT-  
6 OFF WHILE DEPRESSING THE BRAKE PEDAL. THERE WERE  
7 SEVERAL UNKNOWN WARNING LIGHTS ILLUMINATED. THE  
8 POLICE WERE CALLED TO SCENE AS MULTIPLE ATTEMPTS TO  
9 SHIFT THE VEHICLE INTO NEUTRAL OR TO RESTART THE  
10 VEHICLE FAILED. THE CONTACT WAS FINALLY ABLE TO  
11 RESTART THE VEHICLE AND RECEIVED A POLICE ESCORT TO  
12 WEST BROAD HONDA (7014 W BROAD ST, RICHMOND, VA  
23294) HOWEVER, A DIAGNOSTIC TEST WAS STILL PENDING.  
THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER  
WAS NOTIFIED OF THE FAILURE AND A CASE WAS FILED. THE  
FAILURE MILEAGE WAS APPROXIMATELY 68,000.<sup>74</sup>

13 128. On May 6, 2021, the owner of a 2016 Honda Pilot filed the following  
14 complaint with NHTSA:

15 RECURRING PROBLEM WITH IDLE STOP FEATURE CAUSING  
16 CAR ENGINE TO SHUT OFF COMPLETELY (EVEN WHEN  
17 DISABLED), RESULTING IN AN ERROR MESSAGE AND  
18 REQUIRING THE CAR TO BE TURNED OFF AND ON. THIS IS A  
19 SAFETY ISSUE WHILE DRIVING, ESPECIALLY IF IN AN  
INTERSECTION WHILE TURNING.  
20 [HTTPS://WWW.CARPROBLEMZOO.COM/HONDA/PILOT/CAR-  
STALL-PROBLEMS.PHP](https://www.carproblemzoo.com/honda/pilot/car-stall-problems.php)  
21 [HTTPS://WWW.PILOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-  
AT-STOP-LIGHT.157005/PAGE-13](https://www.piloteers.org/threads/elite-shuts-off-at-stop-light.157005/page-13)<sup>75</sup>

22 129. On May 6, 2021, the owner of a 2017 Honda Pilot filed the following  
23 complaint with NHTSA:

24 AFTER EXITING AN INTERSTATE HIGHWAY AND STOPPING AT  
25 A STOP SIGN, THE AUTO-STOP FEATURE ENGAGED. WHEN THE

26 \_\_\_\_\_  
27 <sup>73</sup> NHTSA ID 11408246

28 <sup>74</sup> NHTSA ID 11413337

<sup>75</sup> NHTSA ID 11415456

1 BRAKE WAS RELEASED THE ENGINE STARTED AND THE CAR  
2 MOVED FORWARD A FEW FEET THEN SHUT DOWN  
3 COMPLETELY. THERE WAS A MOMENTARY WARNING TO PUT  
4 THE CAR IN PARK, BUT IT DISAPPEARED WHEN THE  
5 ELECTRICAL SYSTEM COMPLETELY SHUT DOWN AND ALL  
6 SCREENS WENT BLANK. I PRESSED THE BRAKE PEDAL AND  
7 THE START BUTTON, BUT THE ENGINE DID NOT START. I  
8 RELEASED AND PRESSED THE BRAKE AGAIN AND THE CAR  
9 STARTED. THE TRANSMISSION WAS IN PARK AND I HAD TO  
10 PUSH THE DRIVE BUTTON SEVERAL TIMES FOR IT TO  
11 ENGAGE. LUCKILY THERE WAS NO TRAFFIC BECAUSE I WAS  
12 BLOCKING THE EXIT AND THE ROAD. AFTER THE ENGINE  
13 STARTED IT TOOK SOME TIME FOR ALL THE SYSTEMS TO  
14 POWER UP.<sup>76</sup>

15 130. On May 7, 2021, the owner of a 2016 Honda Pilot filed the following  
16 complaint with NHTSA:

17 THE “AUTO IDLE-STOP” IS AUTOMATICALLY ENGAGED ON  
18 THIS VEHICLE. WHENEVER IT IS “ON” THE CAR WILL STALL  
19 AND SHUT DOWN WHEN STOPPING IN TRAFFIC OR AT LIGHTS.  
20 HAVE BROUGHT TO HONDA, THEY SAY IT CANNOT BE FIXED  
21 AND ITS VERY DANGEROUS.<sup>77</sup>

22 131. On May 24, 2021, the owner of a 2018 Honda Pilot filed the following  
23 complaint with NHTSA:

24 WHEN MY VEHICLE HAS THE AUTO IDLE STOP FEATURE  
25 TURNED ON, THERE ARE SEVERAL TIMES WHEN I HAVE BEEN  
26 SITTING AT A STOP LIGHT OR IN A MEDIAN WAITING TO PULL  
27 ACROSS OR MERGE INTO TRAFFIC, AND THIS FEATURE  
28 ENGAGES AND WHEN YOU TAKE YOUR FOOT OFF THE BRAKE  
AND THE ENGINE IS SUPPOSED TO AUTO RESTART, THE  
ENGINE STOPS COMPLETELY INSTEAD AND SHIFTS ITSELF  
INTO NEUTRAL WHICH REQUIRES YOU TO HAVE TO PUT  
VEHICLE IN PARK AND COMPLETELY RESTART THE WHOLE  
CAR. HAS BEEN HAPPENING SEVERAL TIMES IN THE LAST  
YEAR. I HAVE TAKEN IT IN TO HAVE THE BATTERY CHECKED

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<sup>76</sup> NHTSA ID 11415459

<sup>77</sup> NHTSA ID 11415538

1 AND IT CHECKS FINE. THE CAR IS NOT THROWING ANY  
2 CODES. THIS CAN BE PARTICULARLY DANGEROUS WHEN  
3 YOU ARE IN A MEDIAN TRYING TO PULL ACROSS A BUSY  
4 HIGHWAY AS YOUR CAR JUST COMPLETELY DIES ON YOU.  
5 ALSO A PROBLEM WHEN YOU ARE AT A RED LIGHT AND IT  
6 TURNS GREEN AND EVERYONE STARTS ROLLING AND YOUR  
7 CAR COMPLETELY DIES, THIS INCREASES YOUR CHANCE OF  
8 BEING REAR-ENDED. IF I MANUALLY TURN THE AUTO IDLE  
9 STOP FEATURE OFF WHEN I INITIALLY TURN THE CAR ON,  
10 THIS PROBLEM DOES NOT HAPPEN..... BUT THIS IS EVERY  
11 EASY TO FORGET AS THIS IS AN AUTOMATIC FEATURE WHEN  
12 YOUR CAR IS INITIALLY STARTED..<sup>78</sup>

13 132. On May 29, 2022, the owner of a 2017 Acura MDX filed the following  
14 complaint with NHTSA:

15 THE VEHICLE STALLS AND LOSES ALL POWER WHEN COMING  
16 OUT OF AUTO IDLE STOP. THIS IS A DEFAULT FEATURE THAT  
17 SHUTS THE ENGINE OFF WHEN THE VEHICLE STOPS TO  
18 CREATE FUEL EFFICIENCY. BUT IT IS CREATING A TERRIBLE  
19 SAFETY ISSUE OF HAVING VEHICLES UNEXPECTEDLY  
20 STOPPED ON THE ROADWAY. THE FEATURE CANNOT BE  
21 PERMANENTLY TURNED OFF. COMMON ISSUE ON MDX  
22 FORUMS WITHOUT ANY REAL SOLUTION FROM DEALERSHIP  
23 MECHANICS.<sup>79</sup>

24 133. On June 14, 2021, the owner of a 2017 Honda Pilot filed the following  
25 complaint with NHTSA:

26 OCCASIONAL HE WHEN THE AUTO START STOP FUNCTION IS  
27 ACTIVATED THE CAR WILL DIE AND NOT TURN BACK ON.  
28 AFTER THE CAR HAS DIED AND YOU RELEASE YOUR FOOT  
FROM THE BREAK NOTHING HAPPENS AND MULTIPLE LIGHTS  
WILL TURN ON THE DASHBOARD BUT THE CAR WILL NOT  
RESTART UNLESS YOU PUT IT IN PARK PRESS THE START  
BUTTON MULTIPLE TIMES. THIS IS VERY FRUSTRATING AND  
VERY DANGEROUS ESPECIALLY IF YOU'RE SITTING OUTSIDE  
AT A BUSY INTERSECTION. I'VE SEEN NUMEROUS REPORTS

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<sup>78</sup> NHTSA ID 11418363

<sup>79</sup> NHTSA ID 11466572

1 OF THIS ON THE INTERNET AND IT'S BEEN GOING ON OVER  
2 THE LAST SEVERAL MONTHS. I TRIED TO TAKE THE VEHICLE  
3 TO THE DEALER AND THEY TOLD ME IT WAS NOT ANYTHING  
4 THEY CAN COVER ON THE WARRANTY I'D HAVE TO PAY OUT  
OF POCKET.<sup>80</sup>

5 134. On June 2, 2021, the owner of a 2017 Acura TLX filed the following  
6 complaint with NHTSA:

7 CAR STALLED WHILE IN TRAFFIC LINE WITH AUTO IDLE  
8 ENGAGED. TOOK FOOT OFF BRAKE TO MOVE FORWARD AND  
9 CAR STALLED. UNABLE TO RESTART CAR AFTER THE STALL.  
10 HAD TO BE TOWED TO HONDA DEALERSHIP, THEY ASSESSED  
11 IT WAS AN ALTERNATOR ISSUE. ALTERNATOR REPLACED  
12 CAR STARTS NORMALLY. DROVE CAR FOR APPROXIMATELY  
13 30 MIN AND HAD TURNED OFF THE AUTO IDLE FEATURE. CAR  
14 STALLED AGAIN AFTER SITTING IN TRAFFIC AND TRYING TO  
MOVE AHEAD. THIS TIME CAR RESTARTED WITHOUT ISSUE.  
NO WARNINGS OR MESSAGES ON THAT I NOTICED. HAVE  
READ MANY FORUMS THAT DESCRIBE SIMILAR ISSUES TO  
HONDA AND ACURA'S<sup>81</sup>

15 135. On June 14, 2021, the owner of a 2019 Honda Pilot filed the following  
16 complaint with NHTSA:

17 WHEN AUTO ENGINE IDLE IS ON AFTER COMING TO A STOP  
18 AT A LIGHT OR STOP SIGN UPON ACCELERATION SOME TIMES  
19 THE CAR WILL STALL AND THEN AN ERROR MESSAGE WILL  
20 COME ON THE DASH "COLLISION MITIGATION BRAKING  
21 SYSTEM ERROR" THIS HAPPENS MULTIPLE TIMES A WEEK  
22 WHEN DRIVING I HAVE TAKEN TO HONDA DEALERSHIP AND  
23 THE BLEW ME OFF SAYING THEY COULD NOT REPLICATE THE  
ISSUE BUT I HAVE COME ACROSS MANY OTHER PEOPLE  
ONLINE WITH THE SAME ISSUE.<sup>82</sup>

24 136. On June 28, 2021, the owner of a 2016 Honda Pilot filed the following  
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26 <sup>80</sup> NHTSA ID 11420943

27 <sup>81</sup> NHTSA ID 11419305

28 <sup>82</sup> NHTSA ID 11420818

1 complaint with NHTSA:

2 THE AUTO IDLE ENGINE MALFUNCTIONED AND WOULD NOT  
3 ALLOW THE CAR TO START AGAIN AT AN INTERSECTION.  
4 PREVIOUSLY, IT HAS BEEN STALLING OUT AND TURNS THE  
5 ELECTRICAL OF THE CAR OFF (RADIO) WHEN ENGAGING BUT  
6 THIS TIME THE CAR WOULD NOT START AT ALL. AFTER  
7 APPROXIMATELY 90 SECONDS I WAS ABLE TO TURN THE CAR  
8 BACK ON.<sup>83</sup>

9 137. On June 28, 2021, the owner of a 2017 Honda Pilot filed the following  
10 complaint with NHTSA:

11 WHILE IDLE AT RED LIGHT, THE AUTOMATIC IDOL  
12 ACTIVATED WHEN I PRESS BRAKE WITH CONSISTENT  
13 PRESSURE. WHEN I RELEASED THE BRAKE TO START GOING  
14 FORWARD AND ENGAGE THE GAS PEDAL; ALL RED LIGHT  
15 INDICATORS TURNED ON (PARKING BRAKES AND SHIFTED  
16 INTO NEUTRAL) AND THE CAR FULLY SIEZED UP. NO POWER,  
17 NO ABILITY PUT CAR IN PARK OR DRIVE. I ATTEMPTED TO  
18 PUT IN PARK AND START CAR WITH ON/OFF SWITCH BUT GOT  
19 NO REACTION FROM CAR . NO BRAKE FUNCTION. I SAT IN AN  
20 UNRESPONSIVE VEHICLE AT 4-WAY RED LIGHT  
21 INTERSECTION. I ACTIVATED MY EMERGENCY FLASHERS  
22 YET. I REPETITIVELY KEPT PUSHING POWER BUTTON IN  
23 EFFORT FOR CAR TO RESPOND AND RESTART, EVENTUALLY  
24 DID AND WAS ABLE TO DRIVE OFF. WORKING ON TAKING  
25 INTO DEALERSHIP. THIS HAPPENED APPROX 1 MONTH AGO, A  
26 VERY SIMILAR SITUATION OCCURRED AGAIN TODAY  
27 6/27/2021 ON I45 RETURNING FORM AUSTIN TX.<sup>84</sup>

28 138. On July 2, 2021, the owner of a 2017 Honda Pilot filed the following  
complaint with NHTSA:

AUTO ENGINE IDLE STOP SYSTEM - RESTART FAILURE.  
TYPICAL EVEN BELOW: 1)AUTO ENGINE IDLE STOP -ENGAGES  
NORMALLY (I.E. ENGINE STOPS AT LIGHT). 2)WHEN TIME FOR  
ENGINE TO RESTART, IT DOESN'T RESTART, THE MID SHOWS

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<sup>83</sup> NHTSA ID 11422582

<sup>84</sup> NHTSA ID 11422535



1 ERROR MESSAGE AND INSTRUCTS DRIVER TO “PLACE CAR IN  
2 PARK”. 3)NEXT MESSAGE IS TYPICALLY TO STEP ON BRAKE  
3 AND PRESS START. 4)THIS RESTART PROCESS IN NEVER  
4 QUICK BUT OFTEN 20-30 SECONDS. THIS ISSUE PUTS ME AT A  
5 RISK OF BEING REAR ENDED AT A GREEN LIGHT AND IS A  
6 SAFETY ISSUE! I WOULD MAKE THE CAR AVAILABLE FOR  
7 INSPECTION. THE DEALER HAS NOT BEEN ABLE TO  
8 REPRODUCE. HOWEVER, IT HAS OCCURRED 3 X IN THE LAST  
9 1000 MILES. OTHER THAN THE DEALER, NO ONE ELSE HAS  
10 INSPECTED. NO WARNINGS WERE RECEIVED BEFORE IT FIRST  
11 NOR SUBSEQUENTLY APPEARED. I BELIEVE THIS FIRST  
12 APPEARED IN SUMMER 2019. IT APPEARED MULTIPLE TIMES  
13 IN 2020 AND AGAIN IN 2021. I TOOK IT TO THE DEALER IN 2019  
14 AND 2020. I WILL SCHEDULE ANOTHER DEALER APPOINT  
15 NOW.<sup>85</sup>

16 139. On July 8, 2021, the owner of a 2016 Honda Pilot filed the following  
17 complaint with NHTSA:

18 AUTO IDLE SHUT OFF STALLS THE CAR. ONCE THE CAR IS  
19 STOPPED...THE ENGINE WILL SHUT OFF. WHEN I TAKE MY  
20 FOOT OFF THE BRAKE...THE ENGINE STALLS, GOES INTO  
21 PARK..SEVERAL LIGHTS COME UP ON THE DASH. THIS IS VERY  
22 CONCERNING....ESPECIALLY WHEN IT IS DIFFICULT TO START  
23 THE CAR BACK UP AGAIN.<sup>86</sup>

24 140. On July 15, 2021, the owner of a 2016 Honda Pilot filed the following  
25 complaint with NHTSA:

26 OCCASIONALLY, THE ENGINE DOES NOT AUTOMATICALLY  
27 RE-START AFTER THE IDLE ENGAGES. THIS HAS HAPPENED  
28 MULTIPLE TIMES OVER THE LAST COUPLE OF YEARS. THE  
RESULT IS A STALLED VEHICLE, SOMETIMES AT BUSY  
INTERSECTIONS. THIS IS CONFUSING, ANNOYING, AND  
POTENTIALLY DANGEROUS --- THANKFULLY SO FAR THE  
DRIVERS BEHIND ME HAVE REACTED QUICKLY TO A  
STALLED VEHICLE IN FRONT OF THEM. THE VEHICLE ALSO  
SEEMS TO HESITATE WHEN ATTEMPTING TO START

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<sup>85</sup> NHTSA ID 11423256

<sup>86</sup> NHTSA ID 11423874

1 MANUALLY. THE SITUATION CAN BECOME QUITE FRANTIC. I  
2 CHANGED THE ON-OFF PUSH BUTTON WHICH WAS HAVING  
3 SOME OTHER PROBLEMS, BUT THE PROBLEM WITH THE  
4 ENGINE NOT RE-STARTING AFTER IDLE PERSISTS. I HAVE  
5 ALSO CHANGED THE BATTERY AND REGULARLY CHECK MY  
6 CURRENT BATTERY, BUT IT JUST HAPPENED AGAIN  
7 YESTERDAY AND I ALMOST GOT HIT! WHAT COMPONENT OR  
8 SYSTEM FAILED OR MALFUNCTIONED, AND IS IT AVAILABLE  
9 FOR INSPECTION UPON REQUEST? ENGINE AUTOMATIC RE-  
10 START AFTER IDLE. HOW WAS YOUR SAFETY OR THE SAFETY  
11 OF OTHERS PUT AT RISK? STALLED VEHICLE IN TRAFFIC. HAS  
12 THE PROBLEM BEEN REPRODUCED OR CONFIRMED BY A  
13 DEALER OR INDEPENDENT SERVICE CENTER? NO. HAS THE  
14 VEHICLE OR COMPONENT BEEN INSPECTED BY THE  
15 MANUFACTURER, POLICE, INSURANCE REPRESENTATIVES OR  
16 OTHERS? NO. WERE THERE ANY WARNING LAMPS, MESSAGES  
17 OR OTHER SYMPTOMS OF THE PROBLEM PRIOR TO THE  
18 FAILURE, AND WHEN DID THEY FIRST APPEAR? NO.<sup>87</sup>

19  
20 141. On July 18, 2021, the owner of a 2017 Honda Pilot filed the following  
21 complaint with NHTSA:

22 WHEN USING THE AUTO IDLE STOP THE CAR WILL  
23 SOMETIMES COMPLETELY SHUT DOWN. WE COULD BE REAR  
24 ENDED IF SOMEBODY BEHIND US DOESN'T REALIZE THAT WE  
25 ARE STOPPED. HONDA HAS LOOKED AT IT MULTIPLE TIMES.  
26 THEY SAY THEY CAN NOT DUPLICATE IT SO THEY CAN'T FIX  
27 IT.<sup>88</sup>

28 142. On July 20, 2021, the owner of a 2017 Honda Pilot filed the following  
complaint with NHTSA:

THE AUTO IDLE STOP FEATURE WAS ENABLED AT THE TIME.  
WE CAME TO A COMPLETE STOP ON THE INTERSTATE  
HIGHWAY DUE TO TRAFFIC. WHEN TRAFFIC CLEARED AND I  
ATTEMPTED TO RESUME DRIVING, THE ENGINE DIED  
COMPLETELY AND PRESSING THE START BUTTON WOULD  
NOT RE-START THE ENGINE. WE WERE STUCK WITH A DEAD

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<sup>87</sup> NHTSA ID 11424916

<sup>88</sup> NHTSA ID 11425332

1 ENGINE IN THE MIDDLE OF THE HIGHWAY FOR ABOUT A  
2 MINUTE BEFORE THE ENGINE FINALLY RESTARTED. THIS  
3 HAPPENED THREE ADDITIONAL TIMES SINCE THE ORIGINAL  
4 INCIDENT. I'VE TAKEN THE CAR TO THE DEALER BUT THEIR  
5 SERVICE TECHNICIANS WERE UNABLE TO REPLICATE THE  
6 ISSUE OR DIAGNOSE THE PROBLEM.<sup>89</sup>

7 143. On July 22, 2021, the owner of a 2019 Honda Pilot filed the following  
8 complaint with NHTSA:

9 WHILE STOPPED AT A RED LIGHT, THE ENGINE WOULD  
10 COMPLETELY SHUT OFF. I HAD TO RESTART THE CAR AND IT  
11 WOULD TAKE MULTIPLE ATTEMPTS TO TURN IT BACK ON.  
12 THE FIRST TIME IT HAPPENED, I THOUGHT IT WAS A BATTERY  
13 ISSUE. BUT I HAD SINCE CHANGED THE BATTERY AND THE  
14 PROBLEM STILL OCCURS. IT SEEMS TO HAPPEN WHEN THE  
15 IDLE MODE IS NOT TURNED OFF. THIS IS DANGEROUS AS IT  
16 COULD CAUSE AN ACCIDENT TO HAVE YOUR CAR SUDDENLY  
17 STOP WORKING IN THE MIDDLE OF TRAFFIC.<sup>90</sup>

18 144. On July 27, 2021, the owner of a 2018 Honda Pilot filed the following  
19 complaint with NHTSA:

20 "IDLE STOP SYSTEM" FAILS TO SUCCESSFULLY RESTART THE  
21 ENGINE AND RESULTS IN A STALL. SAFETY IS PUT AT RISK AS  
22 THE CAR BECOMES IMMOBILIZED AT A TRAFFIC  
23 INTERSECTION, RED LIGHTS, MIDDLE OF THE HIGHWAY.  
24 ANYWHERE THAT YOU CAME TO A COMPLETE STOP AND  
25 WERE NOT ABLE TO GET THE VEHICLE TO REENGAGE. I HAVE  
26 NOT YET TAKEN THE VEHICLE TO THE DEALER, THIS ISSUE  
27 HAS HAPPENED MULTIPLE TIMES AND HAS ALSO BEEN VERY  
28 WELL DOCUMENTED BY OTHERS ON THE INTERNET  
[HTTPS://WWW.CARPROBLEMZOO.COM/HONDA/PILOT/CAR-  
STALL-PROBLEMS.PHP](https://www.carproblemzoo.com/honda/pilot/car-stall-problems.php)  
[HTTPS://WWW.PILOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-  
AT-STOP-LIGHT.157005/](https://www.piloteers.org/threads/elite-shuts-off-at-stop-light.157005/) THE VEHICLE HAS NOT BEEN  
INSPECTED AT THIS TIME NO WARNING LAMPS OR  
SYMPTOMS APPEAR PRIOR. WHEN YOU LIFT YOUR FOOT OFF

<sup>89</sup> NHTSA ID 11425707

<sup>90</sup> NHTSA ID 11425989

1 THE BRAKE PEDAL THE VEHICLE STALLS AND YOU ARE  
2 UNABLE TO DRIVE THE VEHICLE<sup>91</sup>

3 145. On July 31, 2021, the owner of an Acura MDX posted the following  
4 complaint with NHTSA:

5 WHEN AIR CONDITIONER IS RUNNING IN HOT SUMMER DAYS,  
6 THE CAR HESITATES TO RESTART (SOMETIMES) FOLLOWING  
7 IDLE STOP ENGINE SHUTOFF AFTER COMING TO A FULL STOP  
8 AT A STOP SIGN OR RED LIGHT. I STRONGLY FEEL THIS IS A  
9 SAFETY CONCERN AS THIS IMPEDES TRAFFIC AND CAN  
10 CAUSES ROAD RAGE. IF NEEDED I CAN SHARE VIDEO OF THIS  
11 SITUATION RECURRING TIME TO TIME. CAR STARTS JUST  
12 FINE EVERY SINGLE TIME OUTSIDE OF IDLE STOP SITUATIONS  
AND BATTERY HEALTH IS NEAR PERFECT. THERE ARE  
HUNDREDS OF FORUMS TALKING ABOUT THIS EXACT  
CONDITION ACROSS ACURA MODELS.<sup>92</sup>

13 146. On August 2, 2021, the owner of a 2019 Acura TLX filed the following  
14 complaint with NHTSA:

15 IDLE STOP SYSTEM WORKS PROPERLY 99.9% OF THE TIME.  
16 HOWEVER, THREE TIMES IN THE LAST 12 MONTHS, I WAS  
17 STOPPED AT A LIGHT AND WHEN I TOOK MY FOOT OFF THE  
18 BRAKE THE CAR DID NOT START. I TRIED TO RE-START, BUT  
19 IT DID NOT START IMMEDIATELY, TOOK ABOUT 10 TO 20  
20 SECONDS TO START. IN EACH OF THE CASES, I WAS ABLE TO  
21 RESTART JUST NOT RIGHT AWAY. THESE THREE INSTANCES  
WERE ABOUT FOUR MONTHS OR SO APART. THE SYSTEM WAS  
CHECKED BY ACURA SERVICE TWICE, AND NO ISSUES  
FOUND.<sup>93</sup>

22 147. On August 9, 2021, the owner of a 2017 Honda Pilot filed the following  
23 complaint with NHTSA:

24 THE CAR STALLS OUT AT TRAFFIC LIGHTS AND STOP SIGNS  
25 DUE TO A FAILURE OF THE AUTOMATIC IDLE START/STOP  
26 FEATURE. IT APPEARS THIS IS A COMMON ISSUE THAT THERE

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27 <sup>91</sup> NHTSA ID 11426596

28 <sup>92</sup> NHTSA ID 11427269

<sup>93</sup> NHTSA ID 11427429

1 IS NO KNOWN REPAIR FOR. IT CREATES FOR AN UNSAFE  
2 DRIVING SITUATION WHEN THE CAR DOES NOT GO WHEN THE  
3 LIGHT TURNS GREEN. I AM WAITING FOR THE DAY I AM REAR  
4 ENDED BY SOMEONE NOT PAYING ATTENTION.<sup>94</sup>

5 148. On August 16, 2021, the owner of a 2016 Honda Pilot filed the following  
6 complaint with NHTSA:

7 THE CONTACT OWNS A 2016 HONDA PILOT. THE CONTACT  
8 STATED THAT WHILE AT A COMPLETE STOP, THE VEHICLE  
9 WOULD INTERMITTENTLY SHUT-OFF UPON DEPRESSION OF  
10 THE ACCELERATOR. THERE WERE SEVERAL UNKNOWN  
11 WARNING LIGHTS ILLUMINATED. THE CONTACT WAS ABLE  
12 TO RESTART THE VEHICLE SOON AFTER FAILURE AND  
13 RESUME NORMAL DRIVING. THE CONTACT HAD CALLED TWO  
14 DEALERS AND WAS INFORMED THAT THEY HAD NEVER  
15 HEARD OF SUCH A FAILURE. THE CONTACT WAS INFORMED  
16 BY EACH DEALER THAT HE WOULD BE CHARGED A  
17 DIAGNOSTIC FEE TO SERVICE THE VEHICLE. THE  
18 MANUFACTURER HAD YET TO BE NOTIFIED OF THE FAILURE.  
19 THE VEHICLE HAD YET TO BE REPAIRED. THE FAILURE  
20 MILEAGE WAS APPROXIMATELY 78,000.<sup>95</sup>

21 149. On August 24, 2021, the owner of a 2017 Honda Pilot filed the following  
22 complaint with NHTSA:

23 VEHICLE STALLS AFTER TRYING TO RETURN TO NORMAL IDLE  
24 AFTER THE IDLE-STOP SYSTEM HAS BEEN ENGAGED. VEHICLE  
25 MAY TAKE UP TO 5 MINUTES TO RESTART. VEHICLE HAS A  
26 FLY-BY-WIRE PUSH BUTTON TRANSMISSION SO THE VEHICLE  
27 CANNOT BE PLACED INTO NEUTRAL AND PUSHED OUT OF  
28 HARMS WAY WITHOUT THE ENGINE RUNNING (WHICH IT ISN'T  
SINCE IT STALLED AND WON'T RESTART). DEALERSHIP  
"FIXED" THE PROBLEM IN 2019 BY INSTALLING A NEW  
BATTERY WHICH WAS WARRANTIED FOR A BAD CELL.  
PROBLEM RETURNS IN 2021. DEALERSHIP DECLARES THE  
BATTERY GOOD AND CLAIMS THAT THEY CANNOT REPLICATE  
THE PROBLEM, NOR HAVE THEY HEARD OF THIS ISSUE

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27 <sup>94</sup> NHTSA ID 11428453

28 <sup>95</sup> NHTSA ID 11429326

1 PREVIOUSLY. AND POSSIBLY RELATED TO ALL OF THE ABOVE:  
2 VEHICLE RAN NORMALLY (I.E., ENGINE RUNNING NORMALLY)  
3 UNTIL ALL INDICATOR LIGHTS CAME ON AND REMAINED ON.  
4 DEALER CLAIMS A NEW CAMSHAFT AND ASSOCIATED PARTS  
5 ARE NEEDED TO FIX THIS “NEW” PROBLEM.<sup>96</sup>

6 150. On August 26, 2021, the owner of a 2016 Honda Pilot filed the following  
7 complaint with NHTSA:

8 WHILE AT A STOP LIGHT MY IDOL STOP FUNCTION TURNED  
9 THE CAR OFF. WHEN THE LIGHT TURNED GREEN I LIGHTLY  
10 TOOK MY FOOT OFF THE BRAKE AND THE CAR TRIED TO  
11 TURN BACK ON (THE POWER CLICKED) BUT INSTEAD IT SHUT  
12 OFF THE CAR FULLY. ONLY THE CAR RADIO WAS STILL  
13 WORKING AS IF IT WAS IN ACCESSORY MODE. CAR DISPLAY  
14 SAID TO TURN THE CAR ON I NEEDED TO PRESS THE BRAKE  
15 AND PRESS THE IGNITION BUTTON. MY FOOT WAS STILL ON  
16 THE BRAKE. I PRESSED THE IGNITION BUTTON BUT NOTHING  
17 HAPPENED. PRESSED IT AGAIN AND NOTHING HAPPENED.  
18 LIFTED MY FOOT OFF AND ON THE BRAKE AND TRIED AGAIN.  
19 NOTHING. DISPLAY STILL READ PRESS BRAKE AND IGNITION.  
20 LIFTED MY FOOT OFF THE BRAKE AND ON AGAIN AND THEN  
21 PRESSED THE IGNITION, IT FINALLY RESTARTED THE CAR.  
22 EXTREMELY DANGEROUS SITUATION AS THIS TOOK NEARLY  
23 A MINUTE FOR THE CAR TO RESTART, THE LIGHT HAD JUST  
24 CYCLED AGAIN. DEALERSHIP COULD NOT REPLICATE THE  
25 SITUATION. THEY UPDATED THE CARS SOFTWARE AND IT DID  
26 NOT FIX THE PROBLEM. THEY SAID THE BATTERY WAS STILL  
27 GOOD BUT I HAD READ ON THE PILOTEERS.ORG WEBSITE  
28 THAT CHANGING THE BATTERY SEEMED TO SOLVE THE  
PROBLEM. I HAD THEM CHANGE THE BATTERY ANYWAY AND  
IT FIXED THE ISSUE, NOW NEARLY 2 YEARS LATER THE  
PROBLEM IS REOCCURRING AGAIN.<sup>97</sup>

151. On August 30, 2021, the owner of a 2018 Honda Pilot filed the following  
complaint with NHTSA:

I HAVE BEEN EXPERIENCING ISSUES WITH THE AUTO ENGINE

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<sup>96</sup> NHTSA ID 11430372

<sup>97</sup> NHTSA ID 11430682

1 IDLE STOP FEATURE. THE ELECTRICAL SYSTEM (RADIO &  
2 BLUE TOOTH) CUT OFF AND ON WHEN THE AUTO ENGINE  
3 IDLE STOP TRIES TO START AGAIN. THERE HAVE EVEN BEEN  
4 SEVERAL INSTANCES OF THE CAR CUTTING OFF  
5 COMPLETELY AND HAVING TO BE RESTARTED. THIS IS VERY  
6 UNSAFE. ONE OF THE INSTANCES OF THE CAR CUTTING OFF  
7 OCCURRED IN TRAFFIC AS WE STOPPED AND THEN STARTED  
8 MOVING AGAIN. THERE WERE SEVERAL PEOPLE IN THE CAR  
9 AT THE TIME. THE DEALER HAS NOT BEEN ABLE TO  
10 RECREATE THE ISSUE.<sup>98</sup>

11 152. On September 12, 2021, the owner of a 2017 Honda Pilot filed the  
12 following complaint with NHTSA:

13 THE AUTO IDLE STOP FEATURE ON THE VEHICLE POSES A  
14 SIGNIFICANT SAFETY HAZARD. ON MULTIPLE OCCASIONS,  
15 THE ENGINE DOESN'T RE START AFTER LIFTING YOUR FOOT  
16 OFF OF THE BRAKE. WE'VE HAD THE DEALER ASSESS  
17 SEVERAL TIMES, BUT THEY SIMPLY SAY THEY CAN'T REPEAT  
18 THE PROBLEM. IN THE MOST RECENT INSTANCE, WE WERE  
19 STOPPED AT A RED LIGHT AND THE AUTO IDLE STOP  
20 ENGAGED. WHEN THE LIGHT TURNED GREEN, I TOOK MY  
21 FOOT OFF OF THE BRAKE AND THE CAR DID T RE START. I HAD  
22 TO SHIFT FROM DRIVE TO PARK, AND TRIED TO RE START THE  
23 CAR A FEW TIMES BEFORE THE ENGINE RE STARTED. I WAS  
24 FORTUNATE I WASN'T REAR ENDED, AS CARS WERE COMING  
25 UP BEHIND ME IN EXCESS OF 40 MILES PER HOUR.  
26 THANKFULLY, THEY SAW MY HAZARD LIGHTS AND MOVED  
27 OVER BEFORE HITTING ME. THIS PROBLEM HAS BEEN  
28 REPORTED IN MULTIPLE FORUMS, TO INCLUDE HERE:  
[HTTPS://WWW.PILOTEERS.ORG/THREADS/AUTO-ENGINE-  
IDLE-STOP-SYSTEM-PROBLEM-MESSAGE.144153/](https://www.piloteers.org/threads/auto-engine-idle-stop-system-problem-message.144153/)  
UNFORTUNATELY, AND BY DESIGN, THE FEATURE CANNOT  
BE PERMANENTLY DISENGAGED. PLEASE FORCE HONDA TO  
TAKE IMMEDIATE ACTION BEFORE IT RESULTS IN  
FATALITIES!<sup>99</sup>

153. On September 14, 2021, the owner of a 2016 Honda Pilot filed the

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27 <sup>98</sup> NHTSA ID 11431074

28 <sup>99</sup> NHTSA ID 11432684

1 following complaint with NHTSA:

2 EVEN WITH "AUTO START" OFF, THE ENGINE WILL AND HAS  
3 DIED MULTIPLE TIMES AT FREEWAY SPEED, CAUSING A HUGE  
4 SAFETY ISSUE AS THE VEHICLE SUDDENLY DECELERATES  
5 WITH NO POWER; THIS IS AN OFTEN REPORTED PROBLEM  
6 (GOOGLE IT) THAT RANGES FROM DYING FROM A STOP TO  
7 DYING WHILE IN MOTION. THIS OFT REPORTED PROBLEM  
8 NEEDS TO BE ADDRESSED BY HONDA, BUT THEY SAY  
9 THEY'RE UNAWARE OF THIS ISSUE. THEY ARE LYING.  
10 IMAGINE DRIVING A BUSY METRO FREEWAY WHEN ALL OF A  
11 SUDDEN YOU LOSE POWER AND HAVE TO FIGHT FOR  
12 CONTROL OF YOUR STEERING AND BRAKES.<sup>100</sup>

13 154. On September 21, 2021, the owner of a 2016 Honda Pilot filed the  
14 following complaint with NHTSA:

15 AUTOMATIC IDLE ENGINE WAS ENABLE AND ONCE I TOOK  
16 MY FOOT OFF THE BRAKE, THE CAR STALLED. I WAS UNABLE  
17 TO START THE CAR FOR A MINUTE OR TWO AND HAD TO  
18 TURN OFF THE ENTIRE CAR AND THEN RESTART. THIS HAS  
19 HAPPENED MULTIPLE TIMES BEFORE THIS OCCASION.<sup>101</sup>

20 155. On September 22, 2021, the owner of a 2017 Honda Pilot filed the  
21 following complaint with NHTSA:

22 CAR STALLS AT IDLE WHEN YOU TAKE FOOT OFF OF BRAKE  
23 IN PREPARATION TO ACCELERATE. ERROR LIGHTS AND  
24 WARNINGS FLASH ON DASHBOARD, CAR AUTOMATICALLY  
25 SHIFTS TO NEUTRAL AND IT TAKES OVER A MINUTE TO  
26 RESTART. INCONSISTENTLY HAPPENS AND HONDA SERVICE  
27 TECHNICIANS REPORT THERE ARE NO ERROR CODES. THIS IS  
28 HAPPENING TO MANY PEOPLE WITH THE SAME  
MAKE/MODEL. THIS IS A SERIOUS SAFETY AND DRIVABILITY  
ISSUE. PLEASE INVESTIGATE.<sup>102</sup>

156. On September 24, 2021, the owner of a 2018 Honda Pilot filed the

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26 <sup>100</sup> NHTSA ID 11432995

27 <sup>101</sup> NHTSA ID 11433791

28 <sup>102</sup> NHTSA ID 11433928



1 following complaint with NHTSA:

2 AROUND 30K MILES THE KEYLESS SYSTEM DEGRADES. CAR  
3 WON'T START, SAYS KEY IS NOT PRESENT. AFRAID OF  
4 GETTING STRANDED SOMEWHERE. FORUM SHOWS MANY  
5 PEOPLE HAVING THIS ISSUE, I BELIEVE A RECALL FOR THIS IS  
6 NEEDED. PROBLEM SEEMS TO JUST GET WORSE AND WORSE  
7 OVER TIME. HAPPENS WITH BOTH KEY FOBS, REPLACED  
8 BATTERIES NO DIFFERENCE.  
9 [HTTPS://WWW.PILOTEERS.ORG/THREADS/KEYLESS-START-  
10 SYSTEM-PROBLEM-ERROR.142385/](https://www.piloteers.org/threads/keyless-start-system-problem-error.142385/)<sup>103</sup>

11 157. On October 12, 2021, the owner of a 2018 Honda Pilot filed the following  
12 complaint with NHTSA:

13 I WAS DRIVING MY KIDS TO SCHOOL WHEN I STOPPED AT THE  
14 SCHOOL INTERSECTION. I GO TO PRESS ON THE  
15 ACCELERATOR AS I NORMALLY WOULD AND IT WOULD NOT  
16 DRIVE, SO I PRESSED ON IT A LITTLE HARDER AS I WAS  
17 TURNING LEFT SINCE THERE WERE CARS APPROACHING. MY  
18 VEHICLE SUDDENLY JOLTED, MAKING MYSELF AND THE  
19 KIDS SHIFT/JUMP FROM THE FORCE. I THEN PROCEEDED  
20 DRIVING DOWN THE ROAD AND LET GO OF THE  
21 ACCELERATOR, AND MY SUV SUDDENLY STARTED TO FEEL  
22 LIKE IT WAS SLOWING ITSELF DOWN INSTANTANEOUSLY. IT  
23 FELT LIKE IT WAS TRYING TO MAKE THE VEHICLE'S SPEED  
24 GO DOWN TO 0. I THEN PRESSED ON THE ACCELERATOR  
25 AGAIN TO PREVENT IT FROM HAPPENING, BUT IT CONTINUED  
26 TO DO SO WHENEVER I LET GO. I HAD TO STOP AT THE  
27 SCHOOL'S PARKING LOT AND TURN OFF THE SUV  
28 COMPLETELY. WHEN I TURNED IT ON AGAIN AND BEGAN TO  
DRIVE, IT WAS FUNCTIONING NORMALLY. SINCE THEN, IT  
HAS HAPPENED ABOUT 3 OR 4 TIMES, 1 OF WHICH HAPPENED  
ON THE EXPRESSWAY, WHICH WAS WAY SCARIER. I HAD TO  
GET OUT OF THE EXPRESSWAY AS IT WAS DANGEROUS. JUST  
YESTERDAY, I HAD A SEPARATE ISSUE WITH THE SUV THAT  
MAY SEEM RELATED IN RETROSPECT. MY SUV DID NOT WANT  
TO TURN ON. I EXPERIENCED ALL OF THE DASHBOARD  
LIGHTS FLICKERING, AND BEING UNABLE TO START IT. IT  
WAS NOT THE BATTERY BECAUSE AT SOME TIMES, THE

<sup>103</sup> NHTSA ID 11434229

1 RADIO WOULD TURN ON, THE LIGHTS, AND THE  
2 WINDOWS/LOCKS WOULD FUNCTION NORMALLY. I WAS  
3 UNABLE TO GET THE VEHICLE TO GO TO NEUTRAL, OR  
4 ANYTHING THEN ON. WHEN THE LIGHTS WERE NOT  
5 FLICKERING, IT PRESENTED ME WITH THE SMART ENTRY  
6 SYSTEM LIGHT PROBLEM. SOON AFTER, ALL THE LIGHTS ON  
7 MY DASHBOARD TURNED ON AND STATED THERE WERE AIR  
8 BAG PROBLEM, BRAKE PROBLEM, ABS PROBLEM, AND ETC...  
9 MY VEHICLE IS CURRENTLY BEING LOOKED AT.<sup>104</sup>

10 158. On October 21, 2021, the owner of a 2016 Honda Pilot filed the following  
11 complaint with NHTSA:

12 AUTO ENGINE IDLE SHUT/OFF MALFUNCTIONING. AT RED  
13 LIGHT...WHEN TURNED GREEN, TOOK FOOT OFF BRAKE TO  
14 ACCELERATE...CAR COMPLETELY SHUT OFF. DASHBOARD  
15 LIGHTS CAME ON AND INSTRUCTED TO SHIFT VEHICLE TO  
16 PARK AND RESTART. VEHICLE IN REAR VIEW COMING UP  
17 FAST AND THOUGHT I WAS GOING TO BE REAR-ENDED AND  
18 QUICKLY FOUND HAZARD LIGHTS AND LUCKILY DRIVER  
19 WAS PAYING ATTENTION AND SHIFTED TO OTHER LANE.  
20 NEVER HAPPENED WHEN BRAND NEW NOW HAPPENING FEW  
21 TIMES A WEEK. OF COURSE AM MAKING AN APPT WITH  
22 HONDA BUT IF THEY CAN'T REPLICATE THE PROBLEM IN THE  
23 SHOP THEY CAN'T/WON'T FIX. THIS IS A SAFETY ISSUE AND  
24 PEOPLE ARE GOING TO GET REAR ENDED! HONDA NEEDS TO  
25 RECTIFY THIS SITUATION AS I HAVE SEEN MANY THREADS  
26 WITH OTHERS STATING THE SAME PROBLEM.<sup>105</sup>

27 159. On October 30, 2021, the owner of a 2017 Acura TLX filed the following  
28 complaint with NHTSA:

29 I HAVE BEEN STOPPED BY TRAFFIC OR STOP LIGHT WHEN I  
30 PUT MY FOOT ON THE GAS TO START UP, THE CAR STALLS.  
31 THE WHOLE DASHBOARD IS LIGHTS UP AND I HAVE TO TRY  
32 SEVERAL TIMES TO GET ENGINE STARTED. THIS IS VERY  
33 SCARY.... I TOOK THE CAR TO DEALERSHIP. AFTER 4 HOURS  
34 AT THE DEALERSHIP AND \$155, MY CAR IS STALLING AGAIN.

35 <sup>104</sup> NHTSA ID 11436390

36 <sup>105</sup> NHTSA ID 11435157

1 I AM SCARED I COULD GET HURT IN THIS CAR!<sup>106</sup>

2 160. On November 2, 2021, the owner of a 2017 Honda Pilot filed the  
3 following complaint with NHTSA:

4 ISSUE IS WHEN THE CAR IS STOPPED AND THE AUTO ENGINE  
5 IDLE IS ON, WHEN I LIFT THE BRAKE TO PRESS THE  
6 ACCELERATOR, THE CAR SHUTS OFF THE ENGINE  
7 COMPLETELY, PUTS ITSELF IN NEUTRAL. SO WHEN I'M AT A  
8 RED LIGHT THAT TURNS GREEN, WHEN I ATTEMPT TO GO BY  
9 LIFTING THE BRAKE MY ENGINE QUILTS, THAT I HAVE TO  
10 WAIT A FEW AND RESTART THE WHOLE THING,<sup>107</sup>

11 161. On November 4, 2021, the owner of a 2017 Honda Pilot filed the  
12 following complaint with NHTSA:

13 ON MULTIPLE OCCASIONS OVER SEVERAL YEARS THE CAR  
14 WILL SHUT COMPLETELY DOWN WHEN ACCELERATING  
15 FROM A STOP LIGHT OR STOP SIGN. THE CAR HAS TO BE  
16 RESTARTED AND IT IS NOT SAFE. MOST RECENTLY IT  
17 HAPPENED TWICE IN 1 WEEK AND THE CAR WILL NOT  
18 RESTART IMMEDIATELY BECAUSE YOU HAVE TO GET IT INTO  
19 PARK. IT'S VERY DANGEROUS AND THE DEALER IS USELESS  
20 AS THEY "CAN'T GET THE ISSUE TO DUPLICATE"<sup>108</sup>

21 162. On November 4, 2021, the owner of a 2020 Honda Pilot filed the  
22 following complaint with NHTSA:

23 MY 2020 HONDA PILOT HAS STALLED 4 TIMES IN THE PAST  
24 TWO WEEKS AFTER THE AUTO ENGINE IDLE OCCURS AT A  
25 RED LIGHT. THE ENGINE WILL SHUT OFF AUTOMATICALLY,  
26 BUT WHEN I LIFT MY FOOT FROM THE BRAKE, THE CAR  
27 ENGINE DOES NOT TURN BACK ON, AND THE CAR SHIFTS  
28 INTO PARK, AND ACTS AS IF STALLED. IN ORDER TO GET THE  
CAR TO RESTART, I HAVE TO POWER DOWN COMPLETELY,  
OPEN THE DRIVER SIDE DOOR(!!!) AND "RESET" THE WHOLE  
SYSTEM BEFORE I CAN APPLY THE BRAKE AND PRESS THE  
IGNITION BUTTON. EVEN THEN A COUPLE OF TIMES IT

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26 <sup>106</sup> NHTSA ID 11438740

27 <sup>107</sup> NHTSA ID 11439010

28 <sup>108</sup> NHTSA ID 11439407

1 DOESN'T START FOR ME DOING THAT, AND I HAVE TO CYCLE  
2 THROUGH THE ENTIRE PROCESS A SECOND TIME. THIS  
3 HAPPENED TO ME WITH MY 3 CHILDREN IN THE CAR TWICE  
4 ON VERY BUSY (50MPH) ROADS, AND IS INCREDIBLY  
5 DANGEROUS. THE SECOND MAJOR ISSUE I HAVE NOTICED,  
6 BUT LESS FREQUENTLY (ABOUT 3-4 TIMES IN THE PAST 6  
7 MONTHS), IS THAT THE AUTO BRAKING SYSTEM WILL  
8 RANDOMLY ALERT AND APPLY THE BRAKES WHILE I'M  
9 DRIVING DOWN A STRAIGHT ROAD WITH NO TRAFFIC IN  
10 FRONT OF ME! NEEDLESS TO SAY, TERRIFYING. THIS  
11 THANKFULLY ONLY LASTS A FEW SECONDS BEFORE I  
12 REGAIN CONTROL OF THE CAR, BUT ALSO INCREDIBLY  
13 DANGEROUS. I AM SCHEDULING SERVICE WITH HONDA TO  
14 EVALUATE ASAP, BUT I HAVE READ \*MANY\* ACCOUNTS OF  
15 THE EXACT SAME PROBLEM ONLINE AND EVERY SINGLE  
16 PERSON SAYS HONDA HAS NEVER BEEN ABLE TO FIND ANY  
17 CAUSE. SOME SAY REPLACING THE BATTERY HELPS, OTHERS  
18 SAY THE STALLING ISSUE REMAINS AFTER BATTERY  
19 REPLACEMENT. IF WE CAN'T SOLVE THIS PROBLEM, OR HAVE  
20 THE AUTO ENGINE IDLE COMPLETELY AND PERMANENTLY  
21 DISABLED, I WILL BE SELLING THIS CAR VERY SOON. 16,104  
22 MILES DRIVEN AS OF TODAY.<sup>109</sup>

16 163. On November 9, 2021, the owner of a 2016 Honda Pilot filed the  
17 following complaint with NHTSA:

18 AUTO ENGINE IDLE MALFUNCTION: ENGINE WOULD NOT  
19 RESTART WHEN BRAKE PEDAL RELEASED. DASH  
20 INSTRUCTED TO SHIFT INTO PARK. ALL ELECTRICAL STAYED  
21 ON, BUT ENGINE WOULD NOT RESTART FOR SEVERAL  
22 MINUTES. WITH ELECTRONIC SHIFTING, WASN'T EVEN ABLE  
23 TO GET INTO NEUTRAL TO GET OUT OF THE WAY OF TRAFFIC.  
24 AT BUSY INTERSECTIONS, BEING STRANDED COULD BE VERY  
25 DANGEROUS OR EVEN FATAL.<sup>110</sup>

24 164. On November 25, 2021, the owner of a 2016 Honda Pilot filed the  
25 following complaint with NHTSA:

26 \_\_\_\_\_  
27 <sup>109</sup> NHTSA ID 11439305

28 <sup>110</sup> NHTSA ID 11439912

1 WHEN ON THE ROAD AND YOU STOP AT TRAFFIC LIGHT WITH  
2 AUTO STOP AND GO THE CAR SHUTS OFF COMPLETELY. IT  
3 WON'T START AFTERWARDS AND CAR NEEDS TO BE PLACED  
4 IN PARK AND TURNED BACK ON. THOUGH THIS ISN'T AN  
5 IMMEDIATE SOLUTION. THE CAR HAS BEEN BROUGHT IN  
6 MULTIPLE TIMES INTO DEALER. CHANGED BATTERY COUPLE  
7 TIMES AND PROBLEM PERSISTS REGARDLESS OF WHAT THEY  
8 DO AND THEY CONTINUE TO SAY THEY DON'T SEE  
9 ANYTHING. THOUGH IT STILL CONTINUES AND IS  
10 COMPLETELY DANGEROUS.<sup>111</sup>

11 165. On December 4, 2021, the owner of a 2019 Honda Pilot filed the following  
12 complaint with NHTSA:

13 WHILE AT A STOP LIGHT THE IDLE STOP ENGAGED BUT WHEN  
14 I LIFT MY FOOT OFF THE BRAKE TO BEGIN MOVING FORWARD  
15 THE AUTO-START FAILED TO START AND VEHICLE REPORTED  
16 BATTERY FAILURE. PUT PILOT IN PARK AND MADE 3-5  
17 ATTEMPTS TO RESTART BEFORE SUCCESSFUL. CARS NEARLY  
18 REAR ENDED ME AND MY CHILDREN WHO WERE IN THE  
19 BACK.<sup>112</sup>

20 166. On December 21, 2021, the owner of a 2017 Honda Pilot filed the  
21 following complaint with NHTSA:

22 ON MY WAY TO WORK YESTERDAY, I TOOK MY EXIT AND  
23 STOPPED AT THE LIGHT WHERE THE IDLE ENGINE FUNCTION  
24 ENABLED AND THEN MY CAR COMPLETELY SHUT OFF ON ITS  
25 OWN. IT TOOK MULTIPLE TRIES TO RESTART THE CAR.  
26 MEANWHILE, THE LIGHT TURNED GREEN, MULTIPLE CARS  
27 WERE HONKING AT ME, AND COULD HAVE MOST CERTAINLY  
28 REAR ENDED ME. IF IT WAS THE NEXT STREET OVER, IT  
WOULD HAVE BEEN QUITE A DANGEROUS SITUATION AS IT IS  
A SUPER BUSY AREA. UPON TAKING IT TO THE DEALERSHIP  
TODAY, THEY CANNOT FIGURE OUT THE ISSUE.<sup>113</sup>

167. On January 10, 2022, the owner of a 2019 Honda Pilot filed the following

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26 <sup>111</sup> NHTSA ID 11441660

27 <sup>112</sup> NHTSA ID 11442641

28 <sup>113</sup> NHTSA ID 11444646

1 complaint with NHTSA:

2 WE OWN A 2019 HONDA PILOT TOURING . . . . WE PURCHASED  
3 OUR VEHICLE FROM CHECKERED FLAG HONDA IN NORFOLK,  
4 VIRGINIA IN JUNE 2019. THIS VEHICLE HAS 32,096 AND IS STILL  
5 UNDER THE FACTORY BUMPER TO BUMPER WARRANTY. WE  
6 HAVE BEEN EXPERIENCING AN ISSUE WITH THE SYSTEMS  
7 AUTO-START STOP FEATURE. THE VEHICLE’S ENGINE STOPS  
8 AT A RED LIGHT, AND WHEN WE RELEASE THE BRAKE, ON  
9 NUMEROUS OCCASIONS THE VEHICLE FAILS TO RESTART THE  
10 ENGINE AND STALLS IN THE MIDDLE OF THE ROAD. THIS HAS  
11 HAPPENED MORE THAN 15 TIMES SINCE WE HAVE OWNED  
12 THE VEHICLE AND PUTS US IN AN UNSAFE SITUATION. WE  
13 TOOK OUR VEHICLE IN FOR SERVICE AT CHECKERED FLAG  
14 ON 08/12/2021 AND EXPLAINED THE PROBLEM WE WERE  
15 HAVING TO THE SERVICE TECHNICIANS. DURING THAT VISIT,  
16 THEY WERE NOT ABLE TO DUPLICATE OUR ENGINE STALLING  
17 ISSUE (SEE SERVICE RECORD ATTACHED). SINCE 08/2021, THIS  
18 ISSUE HAS CONTINUED TO OCCUR 6-8 TIMES SINCE AUGUST.  
19 THE ENGINE ATTEMPTS TO RESTART ITSELF AFTER LETTING  
20 OFF THE BRAKE OR AFTER A SET PERIOD OF TIME, HOWEVER  
21 AFTER ATTEMPTING TO CRANK THE ENGINE, THE CAR BEEPS  
22 AND HAS TO BE RESTARTED MANUALLY. WHEN ATTEMPTING  
23 TO RESTART THE CAR MANUALLY, THE CAR WILL NOT START  
24 THE NEXT 2-3 ATTEMPTS, AND WILL EVENTUALLY RESTART  
25 AFTER MULTIPLE PRESSES OF THE ENGINE START BUTTON.  
26 THIS IS EXTREMELY UNSAFE AS WE ARE NOT ABLE TO MOVE  
27 THE VEHICLE, SOMETIMES FOR A FEW MINUTES. ACCORDING  
28 TO THE SERVICE RECORDS, THE TECHNICIANS PERFORMED A  
BATTERY CHECK, AND THE BATTERY WAS FINE.  
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).<sup>114</sup>

168. On January 27, 2022, the owner of a 2017 Honda Pilot filed the following  
complaint with NHTSA:

THIS IS A RANDOM ISSUE THAT HAS NOW HAPPENED 3 TIMES  
IN THE PAST COUPLE OF MONTHS. WHEN THE AUTO IDLE  
SYSTEM IS ENGAGED AND GOING TO RESTART, THE CAR  
STALLS. YOU ARE STUCK IN AN INTERSECTION, AT A LIGHT,

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<sup>114</sup> NHTSA ID 11446934

1 ETC. YOU THEN HAVE TO FIGURE OUT HOW TO RESTART THE  
2 CAR, WHICH ISN'T EASY, THE START BUTTON HAS TO BE  
3 PUSHED MULTIPLE TIMES AS YOU ARE TRYING NOT TO  
4 PANIC.

5 169. On February 4, 2022, the owner of a 2019 Honda Pilot filed the following  
6 complaint with NHTSA:

7 THE CONTACT OWNS A 2019 HONDA PILOT. THE CONTACT  
8 STATED THAT VEHICLE WAS EQUIPPED WITH THE  
9 START/STOP FEATURE; WHILE AT A STOP, AFTER RELEASING  
10 THE BRAKE PEDAL THE VEHICLE STALLED. THE CONTACT  
11 HAD TO PLACE THE VEHICLE IN PARK AND RESTART  
12 VEHICLE. THE HEATED SEAT ON THE DRIVER SIDE FAILED TO  
13 PRODUCE HEAT. ADDITIONALLY, WHILE TRAVELING AT HIGH  
14 SPEEDS THE VEHICLE STALLED AND WAS SLOW TO RESTART.  
15 THE VEHICLE WAS TAKEN TO THE LOCAL DEALER ON  
16 SEVERAL OCCASIONS WHERE IT WAS DIAGNOSED, AND THE  
17 CONTACT WAS INFORMED THAT A RODENT HAD CHEWED  
18 THROUGH THE WIRES. THE CONTACT WAS ALSO INFORMED  
19 THAT THE BATTERY NEEDED TO BE REPLACED. THE VEHICLE  
20 WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE  
21 MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE  
22 FAILURE MILEAGE WAS 41,000.<sup>115</sup>

23 170. On February 6, 2022, the owner of a 2018 Honda Pilot filed the following  
24 complaint with NHTSA:

25 THE AUTO-IDLE FEATURE WILL UNEXPECTEDLY OVER-  
26 ENGAGE WHILE COMING TO A STOP AND THE ENTIRE  
27 VEHICLE WILL SHUT OFF. I AM UNABLE TO SHIFT, STEER, ETC.  
28 IT WILL ALSO COMPLETELY SHUT THE ENGINE DOWN WHEN  
AT A COMPLETE STOP. TO BE CLEAR, THIS IS NOT THE  
NORMAL AUTO-IDLE. WHEN THE FULL ENGINE DISENGAGE  
HAPPENS, THE ENTIRE VEHICLE LOSES POWER AND THE  
DASH FLASHES. THE VEHICLE STATES, "PUT INTO P". ONCE IN  
"P" FOR PARK, THE VEHICLE STILL WILL NOT RESTART. IT IS  
AS IF THE VEHICLE HAS TO "RESET" ITSELF. IT HAS TAKEN  
UPWARDS OF 4 MINUTES FOR THE VEHICLE TO RESTART. THIS  
HAS HAPPENED ON A HIGHWAY DURING CONSTRUCTION

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<sup>115</sup> NHTSA ID 11450345

1 TRAFFIC, APPROACHING A STOP SIGN, SLOWING AT A RED  
2 LIGHT ON MULTIPLE OCCASIONS. I HAVE ALMOST BEEN  
3 REAR-ENDED AS A RESULT ON MUTIPLE OCCASIONS. I AM  
4 NOT EVEN ABLE TO PUT THE VEHICLE IN NEUTRAL TO MOVE  
5 IT TO A SAFE SPOT. HONDA INFORMED ME THAT I “JUST NEED  
6 TO DISENGAGE THIS FEATURE EACH AND EVERY TIME I  
7 START THE VEHICLE” . THAT IS NOT THE SOLUTION. THIS  
8 FEATURE SHOULD BE PERMANENTLY DISABLED BY HONDA.  
9 IMMEDIATELY<sup>116</sup>

10 171. On February 8, 2022, the owner of a 2018 Honda Pilot filed the following  
11 complaint with NHTSA:

12 THE AUTO ENGINE IDLE “FEATURE” AUTOMATICALLY SHUTS  
13 THE ENGINE OFF WHEN THE CAR COMES TO A STOP. THIS  
14 “FEATURE” IS SUPPOSED TO IMPROVE GAS MILEAGE,  
15 HOWEVER, I BELIEVE IT IS VERY DANGEROUS. THIS  
16 “FEATURE” HAS CAUSED MY VEHICLE TO STALL NUMEROUS  
17 TIMES IN STOP AND GO TRAFFIC, REQUIRING ME TO  
18 COMPLETELY STOP THE VEHICLE, PLACE IT IN PARK, AND  
19 THEN RESTART THE VEHICLE. THIS SEQUENCE HAS CREATED  
20 SEVERAL SCARY AND DANGEROUS SITUATIONS WHERE I  
21 WAS COMPLETELY STOPPED ON A BUSY FREEWAY. THIS  
22 “FEATURE” WILL CAUSE ACCIDENTS IF IT HAS NOT ALREADY  
23 CAUSED THEM. THIS FEATURE CURRENTLY CANNOT BE  
24 PERMANENTLY DISABLED. IT MUST BE DISABLED  
25 MANUALLY EVERY TIME I DRIVE THE CAR. I HAVE ALSO  
26 CONTACTED HONDA DIRECTLY TO NOTIFY THEM OF THIS  
27 DEFECT.<sup>117</sup>

28 172. On February 16, 2022, the owner of a 2016 Honda Pilot filed the following  
complaint with NHTSA:

IT’S HAPPENED A FEW TIMES NOW, BUT AT A STOP SIGN OR  
LIGHT THE AUTO SHUT OFF WILL KICK ON, AND THE. THE  
ENGINE WILL SHUT OFF AND NOT TURN BACK ON. I WAS JUST  
STUCK BLOCKING TRAFFIC WHEN MY CAR REFUSING TO  
RESTART AFTER THE IDLE SHUT OFF. IT’S VERY DANGEROUS.

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<sup>116</sup> NHTSA ID 11450663

<sup>117</sup> NHTSA ID 11450957



1 IT TOOK SERVAL TRIES TO GET MY CAR TO RESTART AND I  
2 WAS VERY PANICKED SOMEONE WOULD HIT ME.<sup>118</sup>

3 173. On February 20, 2022, the owner of a 2019 Honda Pilot filed the following  
4 complaint with NHTSA:

5 THE ENGINE TURNED OFF AND THE CAR WENT IN TO  
6 NEUTRAL GEAR WHILE SITTING AT A STOPLIGHT. THIS  
7 HAPPENED 2X IN 1 DAY. THE FIRST TIME, THE CAR WAS IN THE  
8 "AUTO ENGINE IDLE" MODE AND THE SECOND TIME I HAD  
9 DISABLED THE FEATURE SO IT WAS AT A REGULAR IDLE. THE  
10 DASH SAID THE CAR WAS IN ACCESSORY MODE AND TO PUSH  
11 THE BRAKE AND START THE CAR. I HAD TO SHIFT TO PARK TO  
12 BE ABLE TO RESTART THE CAR. I HAD CARS BEHIND ME  
13 HONKING THE HORN AND WAS AFRAID I WAS GOING TO BE  
14 REAR ENDED AT THE STOPLIGHT BY THE DRIVER BEHIND ME.  
15 THIS IS DEFINITELY A SAFETY HAZARD!<sup>119</sup>

16 174. On March 16, 2022, the owner of a 2017 Honda Pilot filed the following  
17 complaint with NHTSA:

18 DRIVING INTO WORK, BUSY ROAD/HEAVY TRAFFIC, THE  
19 AUTO-STOP ENGINE FUNCTION ENGAGED. IT SHUT DOWN  
20 THE ENTIRE CAR AND WOULD NOT RESTART AFTER  
21 RELEASING THE BRAKE. I HAD TO PUT ON FLASHER, AND  
22 THEN RESTART THE CAR AS NORMAL. COMPONENT FAILURE:  
23 AUTO-STOP SAFETY ISSUE: COULD BE REAR-ENDED, OR  
24 WORSE IF THIS HAPPENED IN AN INTERSECTION VEHICLE  
25 WILL BE INSPECTED TOMORROW BY HONDA. THIS PROBLEM  
26 HAS OCCURRED BEFORE.<sup>120</sup>

27 175. On March 30, 2022, the owner of a 2018 Acura TLX filed the following  
28 complaint with NHTSA:

THE CONTACT OWNS A 2018 ACURA TLX. THE CONTACT  
STATED THAT WHILE DRIVING AT AN UNDISCLOSED SPEED,  
THE VEHICLE STALLED APPROXIMATELY TEN TIMES. THE  
VEHICLE INADVERTENTLY SHIFTED INTO NEUTRAL. THE

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<sup>118</sup> NHTSA ID 11452321

<sup>119</sup> NHTSA ID 11453093

<sup>120</sup> NHTSA ID 11456934

1 VEHICLE WAS RESTARTED AFTER FIVE MINUTES. THE LOCAL  
2 DEALER WAS CONTACTED. THE VEHICLE WAS DIAGNOSED  
3 AND REPAIRED. THE MANUFACTURER WAS NOT CONTACTED.  
4 THE FAILURE MILEAGE WAS APPROXIMATELY 47,700.  
5 CONSUMER STATED THERE WAS A KNOWN SOFTWARE BUG  
6 IN THE AUTO IDLE FEATURE, THAT NEEDED UPDATING.  
7 CONSUMER TOOK THE CAR TO THE DEALER AND HAD THE  
8 SOFTWARE UPDATED.<sup>121</sup>

9 176. On April 1, 2022, the owner of a 2018 Acura TLX filed the following  
10 complaint with NHTSA:

11 ENGINE FAILS TO START AFTER IDLE STOP, WHEN THE IDLE-  
12 STOP OFF BUTTON IS NOT ENGAGED, AND THE BATTERY  
13 DOESN'T HAVE ENOUGH POWER TO RE-START THE VEHICLE.  
14 ESSENTIALLY, THE ENGINE TRIES TO START UP AT A TRAFFIC  
15 LIGHT/INTERSECTION BUT FAILS, CAUSING THE CAR TO TURN  
16 OFF AND SHIFT TO NEUTRAL WITHOUT WARNING. I THEN  
17 HAVE TO REALIZE WHAT IS HAPPENING, SHIFT THE CAR  
18 FROM NEUTRAL TO PARK, AND HIT THE START BUTTON TO  
19 BE ABLE TO RE-START THE CAR. THERE IS NO WARNING  
20 FROM THE CAR THAT THE BATTERY IS GOING TO BE UNABLE  
21 TO KEEP THE CAR RUNNING, SO THE STALL IS 100%  
22 UNEXPECTED. THIS IS UNSAFE, AS THE RE-START PROCEDURE  
23 IS NOT INTUITIVE, TAKES TIME, AND CAUSES CARS BEHIND  
24 YOU TO START HONKING. IT COULD VERY EASILY CAUSE A  
25 CRASH. EITHER ACURA NEEDS TO FIX THIS ISSUE WITH A  
26 BATTERY WARNING, OR PROVIDE THE OPTION OF TURNING  
27 THE AUTO-IDLE STOP OFF BUTTON ON PERMANENTLY  
28 (WHICH SOME MEMBERS OF OUR GOVERNMENT WOULDN'T  
LIKE, BUT WOULD FIX THE PROBLEM AND KEEP SOMEONE  
FROM BEING SERIOUSLY INJURED). THIS IS ALSO A KNOWN  
ISSUE BY HONDA/ACURA, AS MANY OTHER OWNERS ARE  
REPORTING IT:  
[HTTPS://WWW.TLXFORUMS.COM/THREADS/ENGINE-FAILING-  
TO-START-AFTER-IDLE-STOP.31809/](https://www.tlxforums.com/threads/engine-failing-to-start-after-idle-stop.31809/)<sup>122</sup>

177. On April 5, 2022, the owner of a 2017 Honda Pilot filed the following

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121 NHTSA ID 11458976

122 NHTSA ID 11459222

1 complaint with NHTSA:

2 FOR THE PAST FEW MONTHS, I HAVE BEEN HAVING ISSUES  
3 WITH MY VEHICLE STALLING. THIS ISSUE OCCURS WHILE  
4 STOPPED AT RED LIGHTS, STOP SIGNS, AND WHILE SITTING IN  
5 STOP AND GO TRAFFIC. MY VEHICLE IS EQUIPPED WITH THE  
6 AUTO START/STOP FEATURE, AND WHILE STOPPED AT A STOP  
7 SIGN FOR INSTANCE, THE VEHICLE WILL AUTO STOP BUT  
8 FAIL TO AUTO START WHEN TAKING MY FOOT OFF THE  
9 BRAKE AND HITTING THE GAS. THIS HAS HAPPENED ON  
10 NUMEROUS OCCASIONS, PUTTING THOSE IN THE VEHICLE  
11 AND THOSE IN OTHER VEHICLES AROUND MY VEHICLE AT  
12 RISK. I BROUGHT MY VEHICLE TO MY LOCAL DEALERSHIP, AT  
13 WHICH POINT THEY CHECKED IT AND FOUND NOTHING  
14 WRONG WITH THE VEHICLE. THEY ALSO STATED THAT THEY,  
15 AND THE VEHICLE MANUFACTURER WERE AWARE OF THE  
16 ISSUE, BUT HAVE NO SOLUTION FOR IT. THE FIRST TIME I  
17 BROUGHT THE VEHICLE IN, THE DEALER TOLD ME THAT A  
18 POSSIBLE FIX WAS AN UPDATE TO THE SYSTEM, HOWEVER I  
19 WOULD HAVE TO PAY FOR THE UPDATE. AFTER THE SERVICE  
20 ADVISER SPOKE WITH THE SERVICE MANAGER A FEW TIMES,  
21 THE DEALERSHIP PAID FOR THE \$220 UPDATE. THE VEHICLE  
22 HAS SINCE CONTINUED TO STALL, THE ONLY THING THAT  
23 SEEMS TO ASSIST IS TO TURN OFF THE AUTO START/STOP  
FEATURE EVERY TIME THE VEHICLE IS TURNED ON. LAST  
THURSDAY, THE VEHICLE STALLED AGAIN ON MY WIFE WITH  
OUR SON IN THE VEHICLE AT A T-INTERSECTION. THE  
VEHICLE FAILED TO START FOR APPROXIMATELY 10-15  
MINUTES. I CONTACTED MY DEALER AGAIN AND WAS  
ADVISED TO BRING MY VEHICLE IN. I BROUGHT IT IN AND  
WAS TOLD THAT I COULD HAVE A RENTAL CAR, BUT THAT I  
WOULD NEED TO APPROVE PAYING A \$160 DIAGNOSTIC FEE.  
THEY WERE UNSURE OF A PERMANENT SOLUTION FOR THE  
PROBLEM.<sup>123</sup>

24 178. On April 15, 2022, the owner of a 2016 Honda Pilot filed the following  
25 complaint with NHTSA:

26 AUTO IDLE SYSTEM FAILS. AUTO IDEL TURNS OFF ENGINE AT  
27 STOPS AND FAILS TO RESTART ENGINE WHEN FOOT IS

28 <sup>123</sup> NHTSA ID 11459660

1 REMOVED FROM BRAKE. MUST RESTART CAR. ERRORS ON  
2 DASH WHICH MAY BE ASSOCIATED WITH ISSUE: CHARGING  
3 SYSTEM ERROR AUTO ENGINE IDLE STOP SYSTEM PROBLEM  
4 KEY FOB ERROR<sup>124</sup>

5 179. On April 29, 2020, the owner of a 2016 Honda Pilot filed the following  
6 complaint with NHTSA:

7 VEHICLE STALLS AND SHUTS OFF AT A STOP WHEN ENGINE  
8 IDLE STOP IS ENABLED. ALL LIGHTS ON DASHBOARD ARE  
9 ILLUMINATED AND VEHICLE AUTOMATICALLY SETS TO N  
10 GEAR. UPON ATTEMPTING TO RESTART ENGINE, IT TAKES  
11 SEVERAL ATTEMPTS TO PUT VEHICLE BACK INTO P GEAR  
12 AND START ENGINE BY PRESSING THE PUSH START BUTTON  
13 AS WELL HAS HAVING FOOT ON THE BRAKE PEDAL. AFTER  
14 DOING SO, THE VEHICLE WILL START UP RIGHT AWAY AND  
15 CAN BE DRIVEN OFF NORMALLY WITH NO WARNING LIGHTS  
16 ILLUMINATED ON DASH. THIS ISSUE HAS HAPPENED  
17 NUMEROUS TIMES. WHEN ENGINE IDLE STOP IS DISABLED, IT  
18 DOES NOT HAPPEN. BATTERY HAS BEEN REPLACED AS WELL  
19 AS PUSH START BUTTON SWITCH PER SERVICE BULLETIN 20-  
20 117. SOFTWARE UPDATE FOR TCM/PGM HAS ALSO BEEN  
21 PERFORMED AS PER SET DTC P2638 (TORQUE MANAGEMENT  
22 FEEDBACK SIGNAL A RANGE/PERFORMANCE) U1211 LOST  
23 COMMUNICATION WITH SHIFTER, U0404 INVALID DATA  
24 RECEIVED FROM SHIFTER. DEALERSHIP HAS NOT BEEN ABLE  
25 TO DUPLICATE THE PROBLEM.<sup>125</sup>

26 180. On May 1, 2022, the owner of a 2017 Honda Pilot filed the following  
27 complaint with NHTSA:

28 THE AUTO START-STOP FUNCTION IS NOT WORKING  
PROPERLY. IN SEVERAL OCCASIONS WHEN THE ENGINE  
STOPS AT A RED LIGHT THE ENGINE WILL NOT START AGAIN.  
THIS HAS CAUSED MANY DANGEROUS SITUATIONS AS WE  
GOT STUCK IN THE MIDDLE OF AN INTERSECTION. THE  
DEALER HAS NOT BEEN ABLE TO IDENTIFY THE PROBLEM.  
ALSO LINKED TO THIS ELECTRICAL PROBLEM IS AT TIME ALL

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<sup>124</sup> NHTSA ID 11460883

<sup>125</sup> NHTSA ID 11462813

1 KIDS OF ELECTRICAL WARNING MESSAGES APPEAR IN THE  
2 CLUSTER. I EXPECT THIS TO BE AN ELECTRICAL/BATTERY  
3 RELATED PROBLEM.<sup>126</sup>

4 181. On May 11, 2022, the owner of a 2018 Honda Pilot filed the following  
5 complaint with NHTSA:

6 MY VEHICLE WAS STOPPED AT A RED LIGHT IN A BUSY  
7 TURNING LANE. WHEN I PRESSED ON THE BRAKES TO STOP  
8 THE VEHICLE THE "IDLE-STOP" AUTOMATICALLY CAME ON.  
9 AS MY VEHICLE WAS IDLING, I WAITED FOR THE LIGHT TO  
10 TURN GREEN TO GO. ONCE I PRESSED ON THE GAS TO GO MY  
11 VEHICLE WENT HAYWIRE. I COULDN'T DRIVE FORWARD OR  
12 PUT THE VEHICLE IN ANY PARK MODE. EVERY LIGHT  
13 STARTED FLICKERING ON THE DASH, MY HAZARDS  
14 WOULDN'T COME ON, THE CAR WOULDN'T START AND  
15 EVERY TIME I TRIED ATTEMPTING TO TURN ON THE CAR IT  
16 CONTINUED TO DO THE SAME. I WAS STALLED AT A VERY  
17 BUSY INTERSECTION WITH NO HAZARD LIGHTS WITH TWO  
18 KIDS, THIS WAS FRIGHTENING. MY HUSBAND HAD TO  
19 RESTART THE VEHICLE WITH A BATTERY PACK. AFTER  
20 GETTING THE CAR CHECKED, THERE WERE NO SIGNS OF ANY  
21 BATTERY ISSUES OR ANY OTHER PROBLEMS, THE CAR  
22 SEEMED PERFECTLY FINE. NOW WE HAVE TO COMPLETELY  
23 TURN OFF THE "IDLE-STOP" BEFORE DRIVING OR THE CAR  
24 WILL STALL, SHUT OFF AND GO HAYWIRE. WE HAVE TO  
25 CONSTANTLY RESTART THE VEHICLE WITH A BATTERY PACK  
26 IN ORDER TO CONTINUE DRIVING. I ASKED SEVERAL PEOPLE  
27 AND APPARENTLY THIS IS A HUGE ISSUE AND PROBLEM FOR  
28 MANY WITH NO HELP FROM HONDA DEALERSHIPS TO FIX  
IT.<sup>127</sup>

182. On June 7, 2022, the owner of a 2016 Honda Pilot filed the following  
complaint with NHTSA:

IF I FORGET TO TURN OFF THE AUTO IDLE BUTTON. IT IS A  
50/50 SHOT WHETHER MY VEHICLE WILL RESTART. IF THE  
VEHICLE DOES SHUT DOWN IT TAKES QUITE THE PROCESS TO

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<sup>126</sup> NHTSA ID 11462917

<sup>127</sup> NHTSA ID 11464138

1 TRY TO GET THE VEHICLE TO START AGAIN. NUMEROUS  
2 TIMES I'VE HAD ANGRY DRIVERS BEHIND ME BEEPING THEIR  
3 HORNS AND THROWING THEIR HANDS UP AS I'M  
4 FRANTICALLY TRYING TO GET THE VEHICLE TO RESTART.  
5 WHEN I FINALLY DO GET THE VEHICLE RUNNING AGAIN IT'S  
6 SEVERAL MINUTES LATER. I HAVE ADDRESSED THIS ISSUE  
7 WITH HONDA OF FORT MYERS MULTIPLE TIMES. THEY HAVE  
8 REPLACED THE START/STOP IGNITION BUTTON TWICE, BUT  
9 THIS HAS NOT FIXED ANYTHING. THEY HAVE ALSO FORCED  
10 ME TO PURCHASE A NEW BATTERY AS THEY ENSURED THIS  
11 WAS THE ISSUE. THIS AGAIN DID NOT FIX THE PROBLEM. THIS  
12 CONTINUES TO BE AN ONGOING SAFETY ISSUE THAT HONDA  
13 IS AWARE OF, BUT NEGLECTS TO DO ANYTHING ABOUT IT.<sup>128</sup>

14  
15 183. On June 7, 2022, the owner of a 2017 Honda Pilot filed the following  
16 complaint with NHTSA:

17 ON NUMEROUS OCCASIONS WHEN ENGINE HAS  
18 AUTOMATICALLY STOPPED, IT HAS FAILED TO RESTART TO  
19 ALLOW CONTINUED DRIVING.<sup>129</sup>

20  
21 184. On June 7, 2022, the owner of a 2018 Honda Pilot filed the following  
22 complaint with NHTSA:

23 THE ENGINE FAILED TO RESTART ON ITS OWN FROM A  
24 COMPLETE STOP AT A TRAFFIC LIGHT ON THREE SEPARATE  
25 OCCASIONS WITH THE AUTO START/STOP FUNCTION  
26 ENGAGED.<sup>130</sup>

27  
28 185. On June 7, 2022, the owner of a 2019 Honda Pilot filed the following  
complaint with NHTSA:

I STOPPED AT A RED LIGHT DOWNTOWN. THE AUTO ENGINE  
STOP/START DID NOT START WHEN THE GREEN LIGHT CAME.  
IT WAS NOT POSSIBLE TO CHANGE GEARS OR PLACE THE CAR  
IN NEUTRAL. ALL LIGHTS AND RADIO WERE WORKING. MUCH  
ANXIETY BECAUSE ALL OTHER CARS WERE HONKING.  
COULD NOT GET OUT OF THE CAR WITHOUT RISK OF BEING

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<sup>128</sup> NHTSA ID 11468067

<sup>129</sup> NHTSA ID 11468086

<sup>130</sup> NHTSA ID 11468058

1 HIT BY ANOTHER CAR. POLICE CAME BY AND HELPED  
2 CALLING A TWO TRUCK- \$200 TO TOW TO A PARKING PLACE  
3 TWO BLOCKS DOWN THE STREET. CAR COULD NOT BE PLACE  
4 IN NEUTRAL. TOWED TO A DEALERSHIP, THEY REPLACED THE  
5 BATTERY. (SURPRISING SINCE ALL ELECTRICAL WAS  
6 WORKING FINE) IT HAS NOT HAPPENED AGAIN, BUT I AM  
7 INACTIVATING THE AUTOMATIC FEATURE EVERYTIME I RIDE  
8 THE CAR.<sup>131</sup>

9 186. On June 7, 2022, the owner of a 2020 Honda Pilot filed the following  
10 complaint with NHTSA:

11 AUTO ENGINE IDLE ENGAGED AND THE VEHICLE DIED AND  
12 WOULD NOT RESTART. THE VEHICLE HAS DIED A COUPLE OF  
13 TIMES IN THE PAST IN SIMILAR CIRCUMSTANCES BUT  
14 ALWAYS RESTARTED UNTIL THE MOST RECENT INCIDENT.  
15 THIS LEFT US STRANDED IN THE MIDDLE OF THE ROAD AT AN  
16 INTERSECTION WITH NO WAY TO PUT THE VEHICLE IN  
17 NEUTRAL AND PUSH IT TO THE SIDE OF THE ROAD WHICH IS  
18 ANOTHER UNRELATED SAFETY COMPLAINT. THE CAR  
19 CANNOT BE TAKEN OUT OF PARK WHEN NOT RUNNING. THE  
20 COMPONENT HAS NOT BEEN INSPECTED AS OF THE TIME OF  
21 THIS COMPLAINT BUT IS BEING SCHEDULED FOR REVIEW BY  
22 THE SERVICE SHOP. THERE WERE NO WARNINGS OR  
23 MESSAGES PRIOR TO THE INCIDENTS OCCURRING.<sup>132</sup>

24 187. On June 8, 2022, the owner of a 2017 Acura TLX filed the following  
25 complaint with NHTSA:

26 AUTO STOP/START FEATURE FAILS TO RESTART VEHICLE,  
27 RENDERING VEHICLE INOPERABLE. POWERING OFF THE  
28 VEHICLE AND THEN POWERING UP THE VEHICLE THUS FAR  
HAS RESTARTED EVERYTHING, MUCH TO THE FRUSTRATION  
OF MYSELF AND THE DRIVERS BEHIND ME.<sup>133</sup>

188. On June 8, 2022, the owner of a 2018 Honda Pilot filed the following  
complaint with NHTSA:

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<sup>131</sup> NHTSA ID 11468024

<sup>132</sup> NHTSA ID 11468027

<sup>133</sup> NHTSA ID 11468113

1 THE ENGINE AUTOMATIC IDLE STOP MALFUNCTIONS ON A  
2 REGULAR BASIS. AT IDLE, THE ENGINE WILL STOP AND IS  
3 SUPPOSED TO RE-START AUTOMATICALLY AND ON AVERAGE  
4 ONCE PER WEEK THE ENGINE WILL NOT RE-START. THE CAR  
5 WILL NEED TO BE PUT INTO PARK AND THEN MANUALLY  
6 RESTARTED. THIS USUALLY OCCURS WHILE AT A TRAFFIC  
7 SIGNAL AND LEAVES US STUCK BLOCKING TRAFFIC. IT HAS  
8 OCCURRED COUNTLESS TIMES IN THE THREE YEARS WE  
9 HAVE OWNED THE VEHICLE. WE HAVE TAKEN IT BACK TO  
10 HONDA MULTIPLE TIMES TO COMPLAIN BUT THEY HAVE  
11 NEVER BEEN ABLE TO FIND A PROBLEM.<sup>134</sup>

12 189. On June 8, 2022, the owner of a 2018 Honda Odyssey filed the following  
13 complaint with NHTSA:

14 AUTO RESTART FEATURE WHEN ENABLED DID NOT RESTART  
15 VEHICLE AFTER COMING TO A STOP AT STOPLIGHT ON  
16 MULTIPLE OCCASIONS IN THE LAST FEW MONTHS  
17 RENDERING VEHICLE UNABLE TO PROCEED. WE RECENTLY  
18 SAW NEWS ARTICLE ABOUT SAME ISSUE WITH PILOTS.<sup>135</sup>

19 190. On June 8, 2022, the owner of a 2019 Honda Pilot filed the following  
20 complaint with NHTSA:

21 -THE ENGINE FAILED TO RESTART ON ITS OWN FROM A  
22 COMPLETE STOP AT A TRAFFIC LIGHT WITH THE AUTO  
23 START/STOP FUNCTION. THIS HAS OCCURRED ON MULTIPLE  
24 OCCASIONS. -THIS STARTED OCCURRING IN THE SUMMER OF  
25 2021. THE FIRST COUPLE OF TIMES, THE ENGINE WOULD  
26 STALL BUT WOULD IMMEDIATELY START UP AGAIN AFTER  
27 TURNING THE BACK ON. ON ONE OCCASION, IT STALLED AT  
28 A TRAFFIC LIGHT AND IT TOOK ABOUT 30 SECONDS TO GET  
THE ENGINE BACK ON. ON OR ABOUT 8/12/21, WE WERE  
STOPPED AT A TRAFFIC LIGHT AT A BUSY INTERSECTION AND  
THE ENGINE STALLED AND WOULD NOT RESTART. WE  
BLOCKED A LANE FOR OVER AN HOUR UNTIL A TOW TRUCK  
WAS FINALLY ABLE TO RETRIEVE THE CAR. THE BATTERY  
COULD NOT BE JUMP STARTED. -THE CAR WAS TAKEN TO THE

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<sup>134</sup> NHTSA ID 11468332

<sup>135</sup> NHTSA ID 11468182



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HONDA DEALERSHIP AND THEY SAID IT WAS DUE TO A FAULTY BATTERY AND REPLACED THE BATTERY. HOWEVER, WITHIN 9 MONTHS OF THE REPLACEMENT (CURRENTLY), THE CAR HAS STARTED STALLING AGAIN INTERMITTENTLY. MOST OF THE TIME, WE REMEMBER TO TURN THE AUTO START-STOP FEATURE BEFORE WE START DRIVING, WHICH SEEMS TO HELP, BUT ON THE OCCASIONS THAT WE FORGET, IT HAS STALLED ON AT LEAST 2 OCCASIONS. SO FAR, WE'VE BEEN ABLE TO START THE ENGINE AGAIN QUICKLY AND KEEP MOVING. -THERE HAVE BEEN NO WARMING LAMPS, MESSAGE OR OTHER SYMPTOMS PRIOR TO THESE INCIDENTS. -WE HAVE BEEN EXTREMELY DISAPPOINTED WITH THE MANNER THAT HONDA USED WHEN WE VOICED THESE CONCERNS IN AUGUST 2021. THEY WERE VERY DISMISSIVE AND DID NOT SEEM TO BELIEVE MY REPORT, DESPITE THE CAR ONLY BEING LESS THAN 3 YEARS OLD AT THE TIME OF THE FIRST INCIDENT. WHEN I STATED THAT THIS POSED A SERIOUS SAFETY ISSUE BECAUSE A CAR COULD STALL AT ANY TIME, THEY STATED IT SHOULDN'T POSE A MAJOR THREAT BECAUSE THE INCIDENTS ONLY HAPPENED WHEN THE VEHICLE WAS STOPPED AND OTHER VEHICLES WOULD LIKELY ALSO BE STOPPED, THEREBY ELIMINATING ANY CHANCE OF IMPACT. THIS IS CLEARLY AN ERRONEOUS CONCLUSION AS MY VEHICLE COULD EASILY COME TO A STOP IN HEAVY TRAFFIC ON AN INTERSTATE AND OTHER CARS MAY NOT REACT QUICK ENOUGH TO STOP.<sup>136</sup>

191. On June 8, 2022, the owner of a 2019 Honda Pilot filed the following complaint with NHTSA:

TWICE SINCE PURCHASING THE VEHICLE LAST YEAR THE AUTOMATIC START/STOP FEATURE ON THE HONDA HAS FAILED TO RESTART THE ENGINE ONCE WE TOOK OUR FOOT OFF THE BRAKE PEDAL. THE FIRST TIME WAS MORE THAN SIX MONTHS AGO. WE WERE AT A LIGHT AND THE VEHICLE DID NOT START AFTER TAKING MY FOOT OFF THE BRAKE WHEN THE LIGHT TURNED GREEN. I TRIED PUTTING IT IN PARK AND THEN RESTARTING THE VEHICLE WITH THE TOUCH BUTTON BUT IT DIDN'T WORK. I TRIED WITH THE REMOTE START

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<sup>136</sup> NHTSA ID 11468213

1 FEATURE ON THE KEY AND IT WOULD NOT START THAT WAY.  
2 AT THIS POINT TRAFFIC WAS HONKING AND GOING AROUND  
3 US. I STARTED PUSHING THE PARK AND NEUTRAL BUTTON TO  
4 MAKE SURE IT WAS IN PARK, BUT NOTHING WORKED. I  
5 FINALLY GOT THE VEHICLE TO RESTART BY HOLDING THE  
6 START BUTTON ON THE DASH FOR ABOUT 10-15 SECONDS.  
7 WHEN I TOOK IT INTO THE DEALER A MONTH OR SO LATER  
8 TO HAVE A RECALL TAKEN CARE OF I BROUGHT IT UP TO THE  
9 ADVISOR AND HE ASKED IF IT HAS HAPPENED SINCE THEN. I  
10 SAID NO AND HE SAID IT WAS PROBABLY SOMETHING I DID...  
11 THE SECOND TIME, WAS 5/11/2022 AROUND 11 AM. I WAS ON  
12 THE WAY TO THE HONDA DEALERSHIP TO BUY AN OIL FILTER  
13 AND CRUSH RING TO CHANGE THE OIL. I HAD BEEN DRIVING  
14 FOR ABOUT A HALF AN HOUR, STOPPED AT A RED LIGHT IN  
15 FRONT OF THE DEALERSHIP AND IT HAPPENED AGAIN. ONCE  
16 AGAIN, TRAFFIC ON THE OFFRAMP STARTED PILING UP,  
17 PEOPLE WERE HONKING AND GOING AROUND ON THE  
18 SHOULDER. I TRIED THE SAME PROCEDURE AS BEFORE BUT  
19 IT DIDN'T WORK AT FIRST. I TRIED IT A COUPLE OF TIMES AND  
20 THE VEHICLE FINALLY STARTED. THE VEHICLE HAS NOT  
21 BEEN SCANNED WITH A SCANNER SINCE THE LAST TIME SO  
22 THERE IS PROBABLY A STORED CODE IF YOU NEED TO  
23 VERIFY THIS.<sup>137</sup>

17 192. On June 8, 2022, the owner of a 2019 Acura TLX filed the following  
18 complaint with NHTSA:

19 THE AUTO START STOP FEATURE FAILED TO START VEHICLE  
20 IN 3 DIFFERENT OCCASIONS, LEADING TO A TRAFFIC JAM  
21 EVERY TIME AND VEHICLES BEHIND ME ALMOST HITTING ME  
22 BECAUSE THEY THOUGHT I WILL BE MOVING WITH TRAFFIC,  
23 STILL WAITING ON ACURA FOR APPOINTMENT TO BRING  
24 VEHICLE<sup>138</sup>

24 193. On June 9, 2022, the owner of a 2019 Honda Pilot filed the following  
25 complaint with NHTSA:

26 WHEN THE CAR IS STOPPED IT WILL SOMETIMES TURN OFF. IT

27 <sup>137</sup> NHTSA ID 11468123

28 <sup>138</sup> NHTSA ID 11468127

1 HAS HAPPENED AT LEAST TWICE IN THE LAST WEEK - ONCE  
2 IN A DRIVE THROUGH AND ONCE AT A STOP SIGN. THE CAT  
3 COMES TO A STOP NORMALLY BUT WHEN IT IS TIME TO  
4 ACCELERATE THE ENGINE TURNS OFF & THE ELECTRICAL  
5 STARTS ACTING WEIRD. I HAVE TO POWER THE CAR OFF AND  
6 ON A COUPLE OF TIMES BEFORE I CAN GET IT GOING AGAIN.  
7 I TOOK THE CAR INTO HONDA TODAY AND THEY COULD NOT  
8 FIND ANY PROBLEMS WITH THE CAR. I AM SCARED THAT THIS  
9 WILL HAPPEN ON THE FREEWAY DURING TRAFFIC AND  
10 SOMEONE WILL COME CRASHING INTO ME.<sup>139</sup>

11 194. On June 9, 2022, the owner of a 2019 Honda Pilot filed the following  
12 complaint with NHTSA:

13 I HAVE COMPLAINED TO THE HONDA DEALER DURING EACH  
14 OIL CHANGE THAT MY ENGINE SHUTS OFF WHEN I AM  
15 DRIVING AND COME TO A STOP AT INTERSECTIONS. I  
16 BROUGHT UP THAT I HAD THE CAR BATTERY CHANGED  
17 THREE TIMES ALREADY DUE THE SUSPICION THAT THE  
18 BATTERY WAS CAUSING THE ISSUE. THEY TESTED THE  
19 BATTERY AND FOUND THAT IT WASN'T THE PROBLEM. I  
20 ASKED THEM TO LOOK AT THE SPARK PLUGS, AGAIN, NO  
21 ISSUES. THEY TOOK A TEST DRIVE AND COULD NOT  
22 REPLICATE THE ISSUE. THE PROBLEM STEMS FROM THE  
23 FEATURE THAT AUTOMATICALLY SHUTS OFF THE ENGINE  
24 WHEN THE BRAKES ARE DEPRESSED AND THE VEHICLE IS AT  
25 A COMPLETE STOP. WHEN THE BRAKE IS RELEASED, THE  
26 ENGINE ATTEMPTS TO TURN BACK ON, BUT FAILS. THERE  
27 ARE MANY INDICATOR LIGHTS THAT TURN ON THAT  
28 INDICATE A FAULT. I HAVE TO MANIPULATE THE GEAR  
SELECTOR BUTTONS TO GET THE VEHICLE TO SHUT DOWN  
AND ATTEMPT TO RESTART THE ENGINE AGAIN. MY VEHICLE  
HAS SHUT OFF TENS OF TIMES WHILE DRIVING. MY ONLY FIX  
AT THE MOMENT IS TO PRESS A BUTTON NEAR THE BOTTOM  
OF THE GEAR SELECTOR THAT DISABLES THE AUTOMATIC  
ON-OFF ENGINE SHUTOFF. THIS IS WHAT I MUST NOW DO  
WHEN I FIRST START MY ENGINE ON. I HAVE BEEN PUT IN  
DANGEROUS SITUATIONS WHEN AT INTERSECTIONS,  
PARTICULARLY AT RIGHT TURNS WHEN MY ENGINE SHUTS

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<sup>139</sup> NHTSA ID 11468539

1 OFF AND THERE IS ONCOMING VEHICLES. I HAVE HAD  
2 EXPENSES GETTING THIS ISSUE LOOKED AT AND GETTING  
3 NEW BATTERIES, WHICH DID NOT RESOLVE THE ISSUE.<sup>140</sup>

4 195. On June 9, 2022, the owner of a 2019 Honda Odyssey filed the following  
5 complaint with NHTSA:

6 FREQUENTLY THE ENGINE WILL STALL ON RESTART AFTER  
7 IDLE STOP SYSTEM CUTS THE ENGINE OFF AT A LIGHT.  
8 OCCASIONALLY THE STALL WILL LEAD TO A FULL REBOOT  
9 OF THE CONTROL SYSTEM TAKING UP TO 3 MINUTES TO  
10 ALLOW A RESTART OF THE ENGINE.<sup>141</sup>

11 196. On June 11, 2022, the owner of a 2020 Honda Pilot filed the following  
12 complaint with NHTSA:

13 WHEN ENGINE AUTO-SHUTOFF WAS ON (AS IT IS  
14 AUTOMATICALLY EVERY TIME THE CAR IS STARTED) I CAME  
15 TO A COMPLETE STOP AND THE VEHICLE TURNED OFF  
16 COMPLETELY. I WAS IN THE MIDDLE OF THE ROAD ON EVERY  
17 OCCASION THIS OCCURRED. THE VEHICLE WOULD NOT  
18 RESTART FOR AT LEAST 30 SECONDS.<sup>142</sup>

19 197. On June 12, 2022, the owner of a 2018 Honda Pilot filed the following  
20 complaint with NHTSA:

21 ENGINE FAILED TO RESTART AFTER THE AUTO STOP/START  
22 FEATURE SHUT THE ENGINE OFF WHILE I WAS STOPPED  
23 MAKING A LEFT TURN ONTO A BUSY ROAD. THIS IS THE 3RD  
24 TIME THIS HAS HAPPENED. I AM UNABLE TO DISABLE THIS  
25 FEATURE PERMANENTLY. I HAVE TO SHUT THIS FEATURE OFF  
26 MANUALLY EACH TIME I START THE CAR. THE PRIOR TWO  
27 TIMES I WAS STOPPED ON A BUSY ROAD FOR A CAR STOPPED  
28 IN FRONT OF ME AND THE CAR FAILED TO RESTART  
EXPOSING MY FAMILY AND I TO A POTENTIAL REAR END  
COLLISION. THIS FEATURE IS VERY DANGEROUS AND IT IS

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25 <sup>140</sup> NHTSA ID 11468363

26 <sup>141</sup> NHTSA ID 11468548

27 <sup>142</sup> NHTSA ID 11468757

1 ONLY A MATTER OF TIME TILL SOMEONE IS HURT.<sup>143</sup>

2 198. On June 12, 2022, the owner of a 2019 Honda Pilot filed the following  
3 complaint with NHTSA:

4 AUTO START/STOP ENGINE STARTS TO STALL AND CAN TAKE  
5 5 SECONDS OR MORE BEFORE RESTARTING. THIS IS  
6 DANGEROUS WHEN GOING IN STOP AND GO TRAFFIC. HAVING  
7 DEALER LOOK AT IT IN THE UPCOMING WEEK. NO WARNING  
8 SIGNS.<sup>144</sup>

9 199. The above complaints are a representative sampling of the hundreds of  
10 complaints posted to NHTSA and other online sources.

11 200. The significance of the complaints to Honda is evident when compared to  
12 similar complaints about its competitors. For example, searching NHTSA's database  
13 for 2016-2020 Honda Pilot vehicles with complaints that include both the terms "auto"  
14 AND "start" produced 184 hits. The same search produced zero hits for 2016-2020  
15 Toyota 4Runner vehicles, and four hits for 2016-2020 Toyota Highlander vehicles.  
16 Likewise, the same search produced zero hits for 2016-2020 Ford Explorer vehicles,  
17 and only one hit for 2016-2020 Ford Expedition vehicles.

18 201. Customers also post vehicle complaints on other websites, such as  
19 carcomplaints.com, which, upon information and belief, Honda monitors to track  
20 product performance and customer satisfaction. On November 3, 2015, an owner of a  
21 2016 Honda Pilot posted the following complaint on carcomplaints.com:

22 Well, I decided to purchase a new 2016 Honda Touring Pilot from a local  
23 dealer. I have been reading an awful lot of complaints on this new vehicle  
24 from Piloteers.org. I have to say that I am not experiencing all the same  
25 complaints, however, at this point, only one. My Auto Idle Stop feature  
26 does not work or it works intermittently. Jury is still out on that issue. I  
received the SUV with 12 miles on her. I started to realize soon after that  
my Auto Stop Idle was not working. It did work a few times, etc... This  
was probably around 250 miles. I took Suv to dealer at 333 miles on her,

27 <sup>143</sup> NHTSA ID 11468907

28 <sup>144</sup> NHTSA ID 11468899

1 where they sat me down and explained that a lot of certain conditions need  
2 to be met for it to work. I replied, that I read the manual and CD. I met all  
3 those requirements. "It still does not work." Actually, I just looked at what  
4 the service tech wrote in her comments and don't agree at all. She wrote  
5 "C/S Stop Idle is Inop. Please advise. Customer spoke with Scott-will  
6 leave his last name omitted and went over stop Idle operation. No  
7 corrective action to be made. Working as described." How can she say, it  
8 is working as described? Scott indicated that he didn't know why it isn't  
9 working. He went on to tell me that unless the icon flashes and throws a  
10 code, they can't do anything. I understand that logic, however, it isn't  
11 working and it isn't throwing any codes to the computer. What do I have  
12 to do to get this to work? It should work every time I have the system on  
13 and ready. Seat belt on, defroster off, all engine temps normal because of  
14 driving the SUV, system on and ready, no flashing icon. What do they  
15 want, screaming kids in the back seat bouncing all around to get this  
16 system to work? Bottom line is that it does not work and I somewhat felt  
17 blown off at my dealer. I realize that the SUV is brand new. I don't know  
18 what to do. I paid over 46k and feel all advertised systems should work  
19 100% of the time. Thank you.<sup>145</sup>

20  
21 202. On October 16, 2015, the owner of a 2016 Honda Pilot posted the  
22 following complaint on carcomplaints.com:

23 My 2016 Honda Pilot Elite has been back to the dealer four times for a  
24 fix to the auto idle stop problem. Each time they report a different fix and  
25 it works for a period of days or weeks, then stops again. Last visit they  
26 said it was because of a defective vehicle battery. Again it worked for less  
27 than two weeks. I really like this vehicle and do not want to avail myself  
28 of the State Lemon Law protections. I just want this issue fixed once and  
for all<sup>146</sup>

203. On November 18, 2015, the owner of a 2016 Honda Pilot posted the  
following complaint on carcomplaints.com:

I have 2016 Pilot Elite and took for repair same place where i purchase.  
Third time they they fixed the original problem but it crest other problem.  
Original problem is while i driving it start misfiring the engine and all  
light in dash board start blinking. You fill like you are driving without

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<sup>145</sup> [https://www.carcomplaints.com/Honda/Pilot/2016/engine/auto\\_idle\\_stop\\_does\\_not\\_work.shtml](https://www.carcomplaints.com/Honda/Pilot/2016/engine/auto_idle_stop_does_not_work.shtml)  
(last visited June 16, 2022)

<sup>146</sup> *Id.*

1 exhaust system. First time i took for repair dealers say PCM has to reset  
2 it. Second time i took for repair they said catalytic convertor need to  
3 replace. Third time i took it they said injected need to replace. Now other  
4 problem came up is my Auto Engine Idle on/of dose not working. I think  
this car is LEMON CAR.<sup>147</sup>

5 204. On November June 6, 2021, the owner of a 2020 Acura TLX posted the  
6 following complaint on carcomplaints.com:

7 Two times in three weeks with the auto idle stop active the car failed to  
8 restart on a green light. Following all the prompts in the car it takes over  
a minute to re start the car while blocking traffic.<sup>148</sup>

9 205. Honda also knew about the Idle Stop Defect from its warranty data. Per  
10 the TREAD Act, Honda tracks its vehicles' diagnoses and repairs from dealership  
11 technicians in a single, aggregated database. Honda employs people who monitor the  
12 database for repair trends, and engineering and management staff review such trends  
13 in regular meetings.<sup>149</sup> For every complaint that a consumer files with NHTSA, Honda  
14 likely receives hundreds or thousands of related warranty claims.<sup>150</sup> Accordingly,  
15 Honda likely received hundreds or thousands of Idle Stop Defect warranty claims  
16 starting as far back as late 2015 or early 2016, before Plaintiff purchased his vehicle.

17 206. Despite knowing of the Idle Stop Defect, Honda extensively advertised  
18 the safety of the Class Vehicles, while concealing the Idle Stop Defect.

19 207. For example, Honda currently dedicates a page on its website to "safety,"  
20 where Honda touts the safety of its vehicles, including a "collision-free future" and  
21 "advanced collision mitigation systems".<sup>151</sup>

22 \_\_\_\_\_  
23 <sup>147</sup> *Id.*

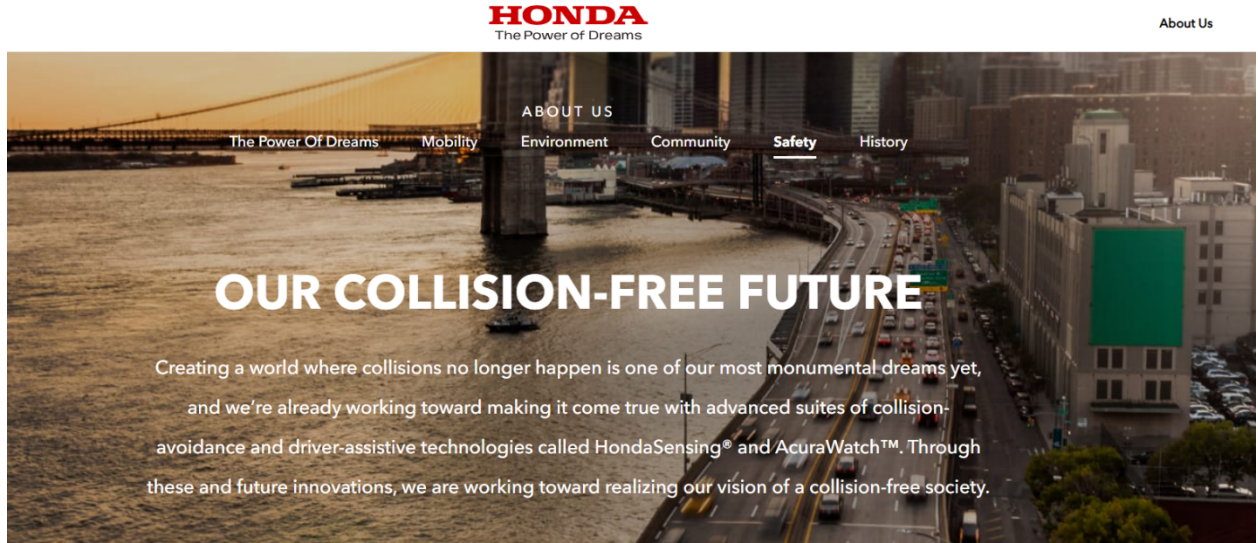
24 <sup>148</sup> <https://www.carcomplaints.com/Acura/TLX/2020/engine/engine.shtml>

25 <sup>149</sup> <https://static.nhtsa.gov/odi/rcl/2020/RCLRPT-20V439-2939.PDF>

26 <sup>150</sup> <https://static.nhtsa.gov/odi/rcl/2017/RMISC-17V418-5009.pdf> (zero field reports, 3,826  
warranty claims);

27 <sup>151</sup> <https://www.honda.com/safety> (last visited June 16, 2022).

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207. In 2020, Honda launched its “Safety for Everyone” marketing campaign to convince consumers that everyone “can safely and confidently enjoy the freedom of mobility” in Honda vehicles.<sup>152</sup>

208. Honda also made similar representations and omissions when marketing the Class Vehicles. For example, Honda directly marketed the Class Vehicles to consumers via extensive nationwide, multimedia advertising campaigns on television, the Internet, billboards, print publications, mailings, and through other mass media, which impart a uniform and persuasive marketing message.

209. In the sales brochure for the 2016 Honda Pilot, Honda advertised

<sup>152</sup><https://hondanews.com/en-US/honda-corporate/releases/release-77eb8ddd88ce8b803d48f5ee690002b4-powerful-stories-about-safety-performance-from-honda-customers-and-family-members-expand-honda-safety-for-everyone-brand-campaign>



1 “Sensible Safety.”<sup>153</sup>

2 210. In the sales brochure for the 2017 Honda Pilot, Honda stated that it was  
3 “looking out for you.”<sup>154</sup>

4 211. In the sales brochure for the 2017 Honda Odyssey, Honda stated that  
5 occupant safety is the “top priority.”<sup>155</sup>

6 212. In the sales brochure for the 2018 Honda Odyssey, Honda stated that the  
7 vehicle was “solid on safety.”<sup>156</sup>

8 213. In the sales brochure for the 2019 Honda Odyssey, Honda stated that it  
9 strives to provide safety features that “ensure the safety of the occupants” and that this  
10 gives the occupants “peace of mind” while driving.<sup>157</sup>

11 214. In the sales brochure for the 2017 Acura MDX, Honda boasted that its  
12 vehicle protect “your back, your front, and your sides.”<sup>158</sup>

13 215. In the sales brochure for the 2018 Acura MDX, Honda boasted that its  
14 vehicles are “safe enough for . . . families to ride in” and that its goal is to exist in a  
15 world where there are zero collisions.<sup>159</sup>

16 216. In the sales brochure for the 2019 Acura MDX, Honda stated that  
17 occupant safety is the “top priority.”<sup>160</sup>

18 208. Honda consistently promoted the Class Vehicles as safe, while knowingly  
19 omitting and concealing information about material defects in the Class Vehicles from  
20 consumer, including Plaintiff and the other Class members.

21 \_\_\_\_\_  
22 <sup>153</sup> <https://automobiles.honda.com/images/2016/pilot/downloads/2016-pilot-brochure.pdf>

23 <sup>154</sup> [https://automobiles.honda.com/-/media/Honda-Automobiles/Vehicles/2017/Pilot/Pilot-Brochures/V2/MY17\\_Pilot\\_Online\\_Brochure.pdf](https://automobiles.honda.com/-/media/Honda-Automobiles/Vehicles/2017/Pilot/Pilot-Brochures/V2/MY17_Pilot_Online_Brochure.pdf)

24 <sup>155</sup> <https://automobiles.honda.com/images/2017/odyssey/downloads/2017-odyssey-brochure.pdf>

25 <sup>156</sup> <https://www.daltshondaorillia.com/pdf/2018-honda-odyssey.pdf>

26 <sup>157</sup> <https://www.daltshondaorillia.com/pdf/2019-odyssey.pdf>

27 <sup>158</sup> [https://www.auto-brochures.com/makes/acura/tlx/Acura\\_US%20TLX\\_2017.pdf](https://www.auto-brochures.com/makes/acura/tlx/Acura_US%20TLX_2017.pdf)

28 <sup>159</sup> [https://www.auto-brochures.com/makes/acura/mdx/Acura\\_US%20MDX\\_2018.pdf](https://www.auto-brochures.com/makes/acura/mdx/Acura_US%20MDX_2018.pdf)

<sup>160</sup> [https://www.auto-brochures.com/makes/acura/mdx/Acura\\_US%20MDX\\_2019.pdf](https://www.auto-brochures.com/makes/acura/mdx/Acura_US%20MDX_2019.pdf)

1           209. Had Honda disclosed the Idle Stop Defect, Plaintiff and the other Class  
2 members would not have purchased their Class Vehicles, or would have paid less for  
3 them.

4           210. Honda also issued written warranties with the sale of the Class Vehicles.  
5 The written warranties were for the benefit of Plaintiff and the Class members and were  
6 issued for the purpose of persuading them to purchase their respective Class Vehicles.

7                           **V. TOLLING OF THE STATUTES OF LIMITATION**

8                           **A. DISCOVERY RULE TOLLING**

9           211. Plaintiff and the other Class members could not have discovered through  
10 the exercise of reasonable diligence that their Class Vehicle were defective within the  
11 time period of any applicable statutes of limitation.

12           212. Neither Plaintiff nor the other Class members knew or could have known  
13 of the Idle Stop Defect in their Class Vehicles, at least until after the ODI Report was  
14 publicly issued.

15                           **B. FRAUDULENT CONCEALMENT TOLLING**

16           213. Throughout the time period relevant to this action, Honda concealed from  
17 and failed to disclose to Plaintiff and the other Class members vital information about  
18 the Idle Stop Defect described herein.

19           214. Indeed, Honda kept Plaintiff and the other Class members ignorant of vital  
20 information essential to the pursuit of their claims. As a result, neither Plaintiff nor the  
21 other Class members could have discovered the defect, even upon reasonable exercise  
22 of diligence.

23           215. Specifically, since at least October 2015, Honda has been aware that the  
24 Idle Stop feature that it installed in the Class Vehicles was defective.

25           216. Despite its knowledge of the defect, Honda failed to disclose and  
26 concealed, and continues to conceal, this critical information from Plaintiff and the  
27 other Class members, even though, at any point in time, it could have done so through  
28

1 individual correspondence, media release, or by other means.

2 217. Honda affirmatively and actively concealed the Idle Stop Defect when it  
3 continued marketing the Idle Stop feature and introducing new vehicles with this  
4 feature, despite knowing that it was defective.

5 218. Plaintiff and the other Class members justifiably relied on Honda to  
6 disclose the Idle Stop Defect in the Class Vehicles that they purchased or leased,  
7 because that defect was hidden and not discoverable through reasonable efforts by  
8 Plaintiff and the other Class members.

9 219. Thus, the running of all applicable statutes of limitation have been  
10 suspended with respect to any claims that Plaintiff and the other Class members have  
11 sustained as a result of the defect, by virtue of the fraudulent concealment doctrine.

## 12 **C. ESTOPPEL**

13 220. Honda was under a continuous duty to disclose to Plaintiff and the other  
14 Class members the true character, quality, and nature of the Class Vehicles.

15 221. Honda knowingly concealed the true nature, quality, and character of the  
16 Class Vehicles.

17 222. Based on the foregoing, Honda is estopped from relying on any statutes  
18 of limitations in defense of this action.

## 19 **VI. CLASS ACTION ALLEGATIONS**

20 223. Plaintiff brings this action pursuant to Rules 23(a), 23(b)(2), 23(b)(3), and  
21 23(c)(4) of the Federal Rules of Civil Procedure, individually and on behalf of all others  
22 similarly situated.

23 224. Plaintiff seeks to represent the following Classes:

24 *All persons who purchased or leased a Class Vehicle (as*  
25 *defined herein) that was purchased or leased in the United*  
26 *States (the “Nationwide Class”).*

27 *All persons who purchased or leased a Class Vehicle (as*  
28 *defined herein) that was purchased or leased in the State of*  
*Florida (the “Florida Class”).*

1  
2 225. Excluded from the Classes are Defendants HML and HMA and any of  
3 their members, affiliates, parents, subsidiaries, officers, directors, employees,  
4 successors, or assigns; the judicial officers, and their immediate family members; and  
5 Court staff assigned to this case. Plaintiff reserves the right to modify or amend the  
6 Class definition, as appropriate, during the course of this litigation.

7 226. This action has been brought and may properly be maintained on behalf  
8 of the Classes proposed herein under the criteria of Rule 23 of the Federal Rules of  
9 Civil Procedure.

10 227. **Numerosity – Federal Rule of Civil Procedure 23(a)(1).** The members  
11 of the Class are so numerous and geographically dispersed that individual joinder of  
12 all class members is impracticable. While Plaintiff is informed and believes that there  
13 are thousands of Class members, the precise number of Class members is unknown to  
14 Plaintiff, but may be ascertained from Honda’s books and records. Class members may  
15 be notified of the pendency of this action by recognized, Court-approved notice  
16 dissemination methods, which may include U.S. Mail, electronic mail, Internet  
17 postings, and/or published notice.

18 228. **Commonality and Predominance – Federal Rule of Civil Procedure**  
19 **23(a)(2) and 23(b)(3).** This action involves common questions of law and fact, which  
20 predominate over any questions affecting individual Class members, including,  
21 without limitation:

- 22 a. whether Honda engaged in the conduct alleged herein;  
23 b. whether Honda’s alleged conduct violates applicable law;  
24 c. whether Honda designed, advertised, marketed, distributed, leased,  
25 sold, or otherwise placed the Class Vehicles into the stream of  
26 commerce in the United States;  
27 d. whether Honda misled Class members about the quality of the Class  
28

- 1 Vehicles;
- 2 e. whether the Class Vehicle contain the Idle Stop Defect;
- 3 f. whether Honda had actual or imputed knowledge about the alleged
- 4 defect but failed to disclose it to Plaintiff and the other Class
- 5 members;
- 6 g. whether Honda’s omissions and concealment regarding the quality
- 7 of the Class Vehicles were deceptive in violation of the consumer
- 8 protection laws of Florida;
- 9 h. whether Honda breached its express warranty to the Class members
- 10 with respect to the Class Vehicles;
- 11 i. whether Class members overpaid for their Class Vehicles as a result
- 12 of the defect alleged herein;
- 13 j. whether Class members are entitled to damages, restitution,
- 14 restitutionary disgorgement, equitable relief, statutory damages,
- 15 exemplary damages, and/or other relief; and
- 16 k. the amount and nature of relief to be awarded to Plaintiff and the
- 17 other Class members.

18 **229. Typicality – Federal Rule of Civil Procedure 23(a)(3).** Plaintiff’s

19 claims are typical of the other Class members’ claims because Plaintiff and the other

20 Class members purchased or leased Class Vehicles. Neither Plaintiff nor the other

21 Class members would have purchased the Class Vehicles, or would have paid less for

22 the Class Vehicles, had they known of the Idle Stop Defect in the Class Vehicles.

23 Plaintiff and the other Class members suffered damages as a direct proximate result of

24 the same wrongful practices in which Honda engaged. Plaintiff’s claims arise from the

25 same practices and course of conduct that give rise to the claims of the other Class

26 members.

27 **230. Adequacy of Representation – Federal Rule of Civil Procedure**

28

1 **23(a)(4).** Plaintiff is an adequate Class representative because his interests do not  
2 conflict with the interests of the other members of the Class that he seeks to represent,  
3 Plaintiff has retained counsel competent and experienced in complex class action  
4 litigation, and Plaintiff intends to prosecute this action vigorously. The Class's  
5 interests will be fairly and adequately protected by Plaintiff and his counsel.

6 **231. Declaratory and Injunctive Relief – Federal Rule of Civil Procedure**  
7 **23(b)(2).** Honda has acted or refused to act on grounds generally applicable to Plaintiff  
8 and the other Class members, thereby making appropriate final injunctive relief and  
9 declaratory relief, as described below, with respect to the Class members as a whole.

10 **232. Superiority – Federal Rule of Civil Procedure 23(b)(3).** A class action  
11 is superior to any other available means for the fair and efficient adjudication of this  
12 controversy, and no unusual difficulties are likely to be encountered in the management  
13 of this class action. The damages or other financial detriment suffered by Plaintiff and  
14 the other Class members are relatively small compared to the burden and expense that  
15 would be required to individually litigate their claims against Honda, so it would be  
16 impracticable for the Class members to individually seek redress for Honda's wrongful  
17 conduct. Even if the Class members could afford litigation the court system could not.  
18 Individualized litigation creates a potential for inconsistent or contradictory judgments,  
19 and increases the delay and expense to all parties and the court system. By contrast,  
20 the class action device presents far fewer management difficulties, and provides the  
21 benefits of single adjudication, economy of scale, and comprehensive supervision by a  
22 single court.

23 **VII. CLAIMS FOR RELIEF**

24 **COUNT 1**  
25 **VIOLATION OF THE MAGNUSON-MOSS WARRANTY ACT**  
26 **15 U.S.C. §§ 2301, et seq.**

27 233. Plaintiff repeats and realleges paragraphs 1-232 and paragraphs 264-290,  
28 as if fully set forth herein.

1           234. Plaintiff brings this Count individually and on behalf of the other members  
2 of the Nationwide Class (the “Class,” for purposes of this Count).

3           235. This Court has jurisdiction to decide these claims brought under 15 U.S.C.  
4 § 2301 by virtue of 28 U.S.C. §§ 1332(a) and (d).

5           236. Plaintiff is a “consumer” within the meaning of the Magnuson-Moss  
6 Warranty Act, 15 U.S.C. § 2301(3).

7           237. Honda is a “supplier” and “warrantor” within the meaning of the  
8 Magnuson Moss Warranty Act, 15 U.S.C. § 2301(4)–(5).

9           238. The Class Vehicles are “consumer products” within the meaning of the  
10 Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(1).

11           239. 15 U.S.C. § 2310(d)(1) provides a cause of action for any consumer who  
12 is damaged by the failure of a warrantor to comply with a written warranty.

13           240. In its New Vehicle Limited Warranty, Honda expressly warranted that it  
14 would repair or replace any part that is defective in material or workmanship under  
15 normal use.

16           241. Honda’s Limited Warranty is a written warranty within the meaning of  
17 the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(6). The Class Vehicles’ implied  
18 warranty of merchantability is covered by 15 U.S.C. § 2301(7).

19           242. With respect to Class members’ purchases or leases of the Class Vehicles,  
20 the terms of Honda’s written warranty became part of the basis of the bargain between  
21 Honda, on the one hand, and Plaintiff and each of the other Class members, on the  
22 other.

23           243. Honda breached this warranty as described in more detail above.

24           244. At the time of sale or lease of each Class Vehicle, Honda knew, should  
25 have known, or was reckless in not knowing of the Class Vehicles’ inability to perform  
26 as warranted, but nonetheless failed to rectify the situation and/or disclose the defective  
27 design. Under the circumstances, the remedies available under any informal settlement  
28

1 procedure would be inadequate, and any requirement that Plaintiff and the other Class  
2 members resort to an informal dispute resolution procedure and/or afford Honda a  
3 reasonable opportunity to cure its breach of warranties is excused and thus deemed  
4 satisfied.

5 245. The amount in controversy of Plaintiff's individual claims meets or  
6 exceeds the sum of \$25. The amount in controversy in this action exceeds the sum of  
7 \$50,000, exclusive of interest and costs, computed based on all claims involved in this  
8 lawsuit.

9 246. As a direct and proximate result of Honda's breaches of its Limited  
10 Warranty and the implied warranty of merchantability, Plaintiff and the other Class  
11 members have sustained damages in an amount to be determined at trial.

12 247. Plaintiff, individually and on behalf of all the other Class members, seeks  
13 all damages permitted by law, including the diminution in value of their vehicles, in an  
14 amount to be proven at trial.

15  
16 **COUNT 2**  
17 **VIOLATIONS OF THE FLORIDA DECEPTIVE**  
18 **AND UNFAIR TRADE PRACTICES ACT**  
19 **Fla. Stat. §§ 501.201, et seq.**

20 248. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

21 249. Plaintiff brings this Count individually and on behalf of the other members  
22 of the Florida Class (the "Class" for purposes of this claim).

23 250. The Florida Deceptive and Unfair Trade Practices Act ("FDUTPA")  
24 prohibits any "[u]nfair methods of competition, unconscionable acts or practices, and  
25 unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby  
26 declared unlawful."

27 251. By the conduct described in detail above and incorporated herein, Honda  
28 engaged in unfair or deceptive acts in violation of FDUTPA

252. Honda's omissions regarding the Idle Stop Defect, described above are



1 material facts that a reasonable person would have considered in deciding whether or  
2 not to purchase (or to pay the same price for) a Class Vehicle.

3 253. Honda's omissions regarding the Idle Stop Defect were likely to deceive  
4 a consumer acting reasonably in the same circumstances as Plaintiff and the other Class  
5 members.

6 254. Honda intended for Plaintiff and the other Class members to rely on  
7 Honda's omissions of fact regarding the Idle Stop Defect.

8 255. Plaintiff and the other Class members justifiably acted or relied to their  
9 detriment upon Honda's omissions of fact concerning the above-described Idle Stop,  
10 as evidenced by Plaintiff's and the other Class members' purchase of their vehicles.

11 256. Had Honda disclosed all material information regarding the Idle Stop  
12 Defect to Plaintiff and the other Class members, then they would not have purchased  
13 or leased the vehicle or would have paid less to do so.

14 257. Honda's omissions deceived Plaintiff and the other Class members.

15 258. Honda acted willfully in concealing, and not disclosing, the Idle Stop  
16 Defect from Plaintiff and the other Class members.

17 259. Honda's deceptive omissions constitute an independent tort, separate of  
18 the breach of warranties alleged herein.

19 260. Plaintiff and the other Class members suffered ascertainable loss and  
20 actual damages as a direct result of Honda's concealment of and failure to disclose the  
21 Idle Stop Defect. Plaintiff and the other Class members who purchased or leased the  
22 Class Vehicles would not have done so, or would have paid significantly less, if the  
23 true nature of the Class Vehicles had been disclosed.

24 261. Honda's violations present a continuing risk to Plaintiff and the Class, as  
25 well as to the general public. Defendant's unlawful acts and practices complained of  
26 herein affect the public interest.

27 262. Plaintiff and the Class seek an award of compensatory damages, punitive  
28

1 damages, reasonable attorneys' fees pursuant to Florida Statute section 501.201 et seq.,  
2 costs, interest and any other just and proper relief available under FDUTPA.

3  
4 **COUNT 3**  
**BREACH OF EXPRESS WARRANTY**  
**Fla. Stat. §§ 672.313 and 680.21**

5 263. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

6 264. Plaintiff brings this Count individually and on behalf of the other members  
7 of the Florida Class (the "Class").

8 265. Honda is and was at all relevant times a "merchant" with respect to motor  
9 vehicles under Fla. Stat. § 672.104 and is a "seller" of motor vehicles under § 672.103.

10 266. With respect to leases, Honda is and was all relevant times a "lessor" of  
11 motor vehicles under Fla. Stat. § 680.1031.

12 267. The Class Vehicles are and were at all relevant times "goods" within the  
13 meaning of Fla. Stat. § 672. 105 and § 680.1031.

14 268. In its New Vehicle Limited Warranty, Honda expressly warranted that it  
15 would repair or replace any part that is defective in material or workmanship under  
16 normal use.

17 269. The warranty further states that all repairs/replacements made under the  
18 warranty are free of charge.

19 270. Honda's New Vehicle Limited Warranty formed the basis of the bargain  
20 that was reached when Plaintiff and the other Class members purchased or leased their  
21 Class Vehicles with the Idle Stop Defect.

22 271. Honda breached the express warranty to repair parts defective in material  
23 or workmanship by failing to repair the Idle Stop Defect.

24 272. Honda has not repaired, and has been unable to repair, the Idle Stop Defect  
25 in Plaintiff's Class Vehicle or the Class Vehicles of the other Class members.

26 273. Honda was provided notice of the Idle Stop Defect through numerous  
27 complaints filed against it directly and through its dealers, as well as its own internal  
28

1 engineering

2 274. Further, Plaintiff brought his vehicle into Braman Honda in 2018, during  
3 his vehicle's warranty period, to have the Idle Stop Defect fixed. Honda was unable to  
4 do so.

5 275. The New Vehicle Limited Warranty fails in its essential purpose because  
6 the contractual remedy of repair/replacement is insufficient to make Plaintiff and the  
7 other Class members whole and because Honda has failed and/or has refused to  
8 adequately provide the promised remedies within a reasonable time.

9 276. Accordingly, recovery by Plaintiff and the other Class members is not  
10 limited to the limited warranty of repair/replacement, and Plaintiff, individually and on  
11 behalf of the other Class members, seek all remedies as allowed by law.

12 277. Also, as alleged in more detail herein, at the time that Honda warranted  
13 and sold the Class Vehicles it knew that the Class Vehicles did not conform to the  
14 warranty and were inherently defective, and Honda improperly concealed material  
15 facts regarding its Class Vehicles. Plaintiff and the other Class members were,  
16 therefore, induced to purchase or lease the Class Vehicles under false pretenses.

17 278. Moreover, much of the damage flowing from the Class Vehicles cannot  
18 be resolved through the limited remedy of repairs, as those incidental and consequential  
19 damages have already been suffered due to Honda's improper conduct as alleged  
20 herein, and due to its failure and/or continued failure to provide such limited remedy  
21 within a reasonable time, and any limitation on Plaintiff's and the other Class members'  
22 remedies would be insufficient to make Plaintiff and the other Class members whole.

23 279. As a direct and proximate result of Honda's breach of express warranty,  
24 Plaintiff and the other Class members have been damaged in an amount to be  
25 determined at trial.

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**COUNT 4**  
**BREACH OF THE IMPLIED WARRANTY OF MERCHANTABILITY**  
**Fla. Stat. §§ 672.101, et seq.**

280. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

281. Plaintiff brings this Count individually and on behalf of the other members of the Florida Class (the “Class”).

282. Honda is a merchant with respect to the Class Vehicles, as that term is used in Fla. Stat. § 672.104.

283. The Class Vehicles are goods as that term is used in Fla. Stat. § 672.105.

284. Plaintiff and Class members are buyers as that term is used in Fla. Stat. § 672.103, and Honda is a seller as that term is used in Fla. Stat. § 672.103.

285. Plaintiff purchased his Class Vehicle from Honda and an implied warranty that the goods were merchantable arose by operation of law as part of the sale.

286. There is privity because Plaintiff and the other Class members’ dealerships were agent of Honda. Namely, upon information and belief, Honda controlled the marketing and sale of the Class Vehicles, Honda set the MSRP and controlled any dealership incentives which may have been available, the dealership executed the purchase agreement on behalf of Honda, that the dealership acted as Honda’s agent in connection with the sale, and the dealership bound Honda to contractual obligations with the sale of the Class Vehicles.

287. Honda breached the implied warranty of merchantability in that the goods were not in a merchantable condition when sold or any time thereafter and were not fit for the ordinary purposes for which such goods were used, as further alleged herein.

288. Honda has actual knowledge of the Auto Idle Defect as alleged herein, satisfying any notice requirement. Moreover, due to Honda’s failure to remedy the Auto Idle Defect, any notice requirement is futile.

289. The New Vehicle Limited Warranty fails in its essential purpose because

1 the contractual remedy of repair/replacement is insufficient to make Plaintiff and the  
2 other Class members whole and because Honda has failed and/or has refused to  
3 adequately provide the promised remedies within a reasonable time. Accordingly, the  
4 implied warranty of merchantability is not limited to the Limited Warranty period.

5 290. As a direct and proximate result of the Auto Idle Defect, Plaintiff has not  
6 appreciated the benefit of his bargain and has suffered actual damages, as well as  
7 incidental and consequential damages, in an amount to be determined at trial.

8 **COUNT 5**  
9 **FRAUDULENT CONCEALMENT/OMISSION**

10 291. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

11 292. Plaintiff brings this Count individually and on behalf of the other members  
12 of the Florida Class (the “Class”).

13 293. Honda was aware of the Idle Stop Defect when it marketed and sold the  
14 Class Vehicles to Plaintiff and the other Class members.

15 294. Having been aware of the Idle Stop Defect and having known that Plaintiff  
16 and the other Class members could not have reasonably been expected to know of this  
17 defect, Honda had a duty to disclose the Idle Stop Defect to Plaintiff and the other Class  
18 members in connection with the sale or lease of the Class Vehicles.

19 295. Further, Honda had a duty to disclose the Idle Stop Defect because  
20 disclosure of the Idle Stop Defect was necessary to dispel misleading impressions about  
21 the Class Vehicles’ safety that were or might have been created by partial  
22 representation of the facts. Specifically, Honda promoted, through its advertisements  
23 available to all Class members, that the vehicles were safe. Honda also disclosed  
24 information concerning the Class Vehicles in window stickers associated with the Class  
25 Vehicles, without disclosing that these vehicles contained the Idle Stop Defect.

26 296. Honda did not disclose the Idle Stop Defect to Plaintiff and the other Class  
27 members in connection with the sale or lease of the Class Vehicles.

28 297. For the reasons set forth above, the Idle Stop Defect comprises material

1 information with respect to the sale or lease of the Class Vehicles.

2 298. In purchasing or leasing the Class Vehicles, Plaintiff and the other Class  
3 members reasonably relied on Honda to disclose known material defects with respect  
4 to the Class Vehicles. Had Plaintiff and the other Class members known of the Idle  
5 Stop within the Class Vehicles, they would have not purchased the Class Vehicles or  
6 would have paid less for the Class Vehicles.

7 299. Honda's deceptive omissions constitute an independent tort, separate of  
8 the breach of warranties alleged herein.

9 300. Through its omissions regarding the Idle Stop Defect within the Class  
10 Vehicles, Honda intended to induce, and did induce, Plaintiff and the other Class  
11 members to purchase or lease a Class Vehicle that they otherwise would not have  
12 purchased, or to pay more for a Class Vehicle than they otherwise would have paid.

13 301. As a direct and proximate result of Honda's omissions, Plaintiff and the  
14 other Class members either paid too much for the Class Vehicles or would not have  
15 purchased the Class Vehicles if the Idle Stop Defect had been disclosed to them, and,  
16 therefore, have incurred damages in an amount to be determined at trial.

17 **COUNT 6**  
18 **UNJUST ENRICHMENT**

19 302. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

20 303. Plaintiff brings this Count individually and on behalf of the other members  
21 of the Florida Class (the "Class").

22 304. Honda has benefitted from selling and leasing at an unjust profit defective  
23 Class Vehicles that had artificially inflated prices due to Honda's concealment of the  
24 Idle Stop Defect, and Plaintiff and the other members of the Class have overpaid for  
25 these vehicles.

26 305. Honda has received and retained unjust benefits from Plaintiff and the  
27 other members of the Class, and inequity has resulted.

28 306. It is inequitable and unconscionable for Honda to retain these benefits.

1 307. Because Honda concealed its fraud and deception, Plaintiff and the other  
2 members of the Class were not aware of the true facts concerning the Class Vehicles  
3 and did not benefit from Honda's misconduct.

4 308. Honda knowingly accepted the unjust benefits of its wrongful conduct.

5 309. As a result of Honda's misconduct, the amount of its unjust enrichment  
6 should be disgorged and returned to Plaintiff and the other members of the Class in an  
7 amount to be proven at trial.

8 **REQUEST FOR RELIEF**

9 WHEREFORE, Plaintiff, individually and on behalf of the other Class members,  
10 respectfully requests that the Court enter judgment in his favor and against Defendants,  
11 Honda Motor Company Limited and American Honda Motor Co., Inc., as follows:

- 12 1. Declaring that this action is a proper class action, certifying the Florida and  
13 Nationwide Classes as requested herein, designating Plaintiff as Class  
14 Representative, an appointing Plaintiff's attorneys as Class Counsel;
- 15 2. Ordering Honda to pay actual and statutory damages (including punitive  
16 damages) and restitution by way of judgment to Plaintiff and the other Class  
17 members, as allowable by law;
- 18 3. Ordering Honda to pay both pre- and post-judgment interest on any amounts  
19 awarded;
- 20 4. Ordering Honda to pay attorneys' fees and costs of suit; and
- 21 5. Ordering such other and further relief as may be just and proper.

22 **JURY DEMAND**

23 Plaintiff hereby demands a trial by jury on all claims so triable.  
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1 DATED: June 21, 2022

Respectfully submitted,

2 /s/ C. Moze Cowper

3 C. Moze Cowper (Bar No. 326614)

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28 *Counsel for Plaintiff and the Proposed Classes*



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*\* pro hac vice motions to be filed*

# ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: [‘Defective’ Idle Stop Feature Leaves Honda, Acura Vehicles Temporarily Disabled, Lawsuit Claims](#)

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