



Applies To: **2007–09 MDX** – Check the iN VIN status for eligibility  
**2009–10 RL** – Check the iN VIN status for eligibility  
**2009–11 TL with SH-AWD** – Check the iN VIN status for eligibility

August 21, 2012

## Warranty Extension: Torque Converter Product Update: PCM Update for Lock-Up Clutch Function

### BACKGROUND

#### Product Update: PCM Update for Lock-Up Clutch Function

A judder from the torque converter lock-up clutch may be felt while driving between 20–45 mph. To minimize the opportunity for the judder to occur, a software update for the transmission is available.

#### Warranty Extension: Torque Converter

If the judder returns after the transmission software is updated, the torque converter may need to be replaced. To increase customer confidence, American Honda is extending the warranty on the torque converter in affected vehicles to 8 years from the original date of purchase or 105,000 miles, whichever comes first.

The warranty extension does not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.

### CLIENT NOTIFICATION

Owners of affected vehicles will receive a notification of this campaign in September 2012. An example of the client notification is included at the end of this service bulletin.

Do an **iN VIN status inquiry** to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your used vehicle inventory. These vehicles must be repaired before they are sold.

### CORRECTIVE ACTION

Update the AT software (MDX models) or the PGM-FI software (RL and TL models) with the HDS. If the judder returns **after the software is updated**, replace the torque converter.

NOTE: Tech Line review and DPSM approval is needed to replace the torque converter. **Warranty claims submitted without approval may be subject to debit.**

### WARRANTY CLAIM INFORMATION

Operation Number: 1255C0  
 Flat Rate Time: 0.2 hour  
 Failed Part: 37820-RYE-A62  
 Defect Code: 5TU00  
 Symptom Code: S4900  
 Skill Level: Repair Technician

### SOFTWARE INFORMATION

NOTE: Unnecessary or incorrect repairs resulting from a failure to update the HDS or MVCI are not covered under warranty.

MVCI Control Module (CM) Update:  
 Application Version 2.18.04 **or later**  
 Database update 04-JUL-2012

HDS Software Version:  
 3.005.007 **or later**

**Before beginning the repair, make sure that both the HDS and MVCI are updated as listed above.**

**Do only the update listed in this service bulletin.**

Check that the MVCI indicates the applicable program ID listed below (or a later program ID) as the **Recommended Update** when the update begins.

If the MVCI displays **This vehicle does not need an update at this time** during the update, the software for this service bulletin is already installed.

For more information about updating the HDS, the MVCI, and vehicle systems, refer to Service Bulletin 01-023, *Updating Control Units/Modules*.

Year/Model	Software System	Program ID (or later)	Program P/N (or later)
2007 MDX	AT	YEA560	37806-RYE-A56
2008–09 MDX	AT	YEA620	37806-RYE-A62
2009–10 RL	PGM-FI	KGA560	37805-RKG-A56
2009 TL	PGM-FI	K2A210	37805-RK2-A21
2010–11 TL	PGM-FI	K2A860	37805-RK2-A86



**CLIENT INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

## REPAIR PROCEDURE – SOFTWARE UPDATE

1. Update the vehicle's software.

### **MDX models:**

Update the AT software with the HDS. Refer to Service Bulletin 01-026, *Updating Control Units/ Modules*.

### **RL and TL models:**

Update the PGM-FI software with the HDS. Refer to Service Bulletin 01-026, *Updating Control Units/ Modules*.

2. Return the vehicle to the client. If the vehicle comes back with the client indicating there is a judder, go to REPAIR PROCEDURE – TORQUE CONVERTER.

## REPAIR PROCEDURE – TORQUE CONVERTER

1. **Before you replace the torque converter**, you must capture a snapshot of the client's symptom, and forward it to Tech Line for review.

NOTE: Torque converters replaced without Tech Line's review **will be subject to debit**.

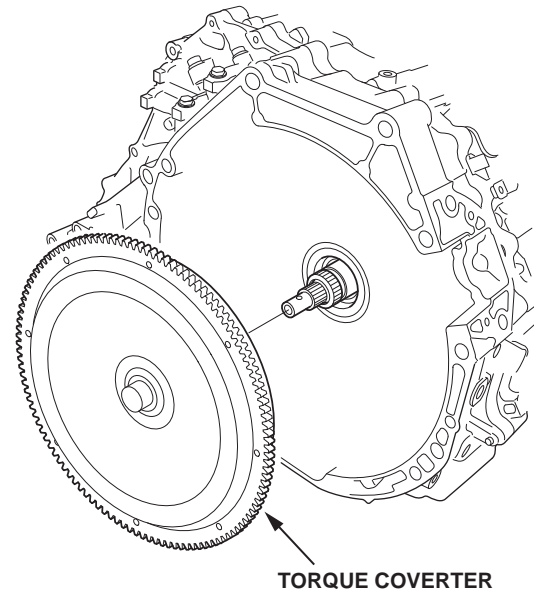
For more information about capturing a snapshot, refer to the following:

- Torque Converter Clutch Shudder and Vibration Job Aid
- Tech2Tech segment: Interpreting Torque Converter Judder Snapshot Data

For more information about how to send the snapshot to Tech Line, refer to the ServiceNews article titled *Can't Send HDS Files to Tech Line? Check Out This Work-Around*.

2. Call Tech Line to discuss the snapshot. If the snapshot indicates a replacement torque converter is needed, Tech Line will advise you to replace it and give you a reference number.
3. Contact your DPSM for approval. Make sure you have the reference number available in case the DPSM wants to contact Tech Line.

4. After receiving DPSM approval, refer to the applicable service manual or online using keywords **TRANSMISSION REMOVAL** to remove the transmission assembly, and replace the torque converter.



### **Example of Customer Letter**

September 2012

### **Warranty Extension: Torque Converter Product Update: PCM Update for Lock-Up Clutch Function**

Dear Acura Owner:

This letter is to notify you of a warranty extension and product update on your Acura.

#### **What is the reason for this product update?**

A transmission judder (vibration) may sometimes be felt while driving between 20–45 mph. To minimize the opportunity for judder to occur, a software update for the transmission is available. If you do not feel the transmission judder, the software may prevent it from occurring. If the transmission software is not updated, the transmission may become damaged.

**What is the reason for this warranty extension?**

If the judder goes away or never appears, no action is required on your part. If the judder appears or comes back after the product update is applied, the torque converter may need to be replaced. To ensure your confidence in your vehicle, American Honda is extending the warranty on the torque converter to 8 years from the original date of purchase or 105,000 miles, whichever comes first. This warranty extension provides coverage for the original owner and any subsequent owners. The warranty extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

**What should you do?**

Contact any authorized Acura dealer for an appointment to have your vehicle updated. The dealer will reprogram the applicable system software free of charge. Please plan to leave your vehicle at the dealer for half a day to allow some flexibility in scheduling.

After the update is done, if the judder appears or reappears, the torque converter will be replaced free of charge subject to the conditions of the warranty extension. Please plan to leave your vehicle at the dealer for a day.

**What to do if you feel this notice is in error**

Our records show that you are the current owner or lessee of a 2007–09 MDX, a 2009–10 RL, or a 2009–11 TL involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

**What if you already had your vehicle repaired for this issue**

If you previously paid to have the torque converter replaced, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* for the eligibility requirements and the reimbursement procedure.

**Lessor Information**

If you are the vehicle lessor, please forward a copy of this warranty extension notice to the lessee.

**If you have questions**

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at 1-800-382-2238, and select option 4. US clients can also locate a dealer online at *myAcura.com*. Clients in US territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Acura Automobile Division**