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<b>Sent on</b>	08	30	2016	<b>Expires on</b>	11	27	2016
<b>From</b>	Campaign Administration						
<b>Subject</b>	Warr. Ext.:2010 Crosstour Torque Converter & Software Update for Lock-Up Clutch						

DATE: August 30, 2016

TO: All Honda Sales, Service & Parts Managers and Personnel

FROM: Campaign Administration

Re: Warranty Extension: Software Update for Lock-up Clutch Function  
Warranty Extension: 2010 Accord Crosstour Torque Converter

Today, August 30, 2016, American Honda Motor Co., Inc. is announcing two warranty extensions for model year 2010 Honda Accord Crosstour vehicles to address torque converter judder, shudder, or vibration concerns.

#### Basic Problem

Customers may experience vehicle judder, shudder, or vibration while driving at low speeds (between 20 - 45mph).

#### The Repair

To minimize the possibility of judder, if a vehicle in the affected range has symptoms as described above the software must be updated and the transmission fluid must be replaced per bulletin 16-066. Should the vehicle return for the same symptom after the transmission software has been updated, the vehicle may require replacement of the torque converter per bulletin 16-067.

#### Service Bulletin

Both service bulletins 16-066, *Warranty Extension: Software Update for Lock-up Clutch Function* and 16-067, *Warranty Extension: 2010 Accord Crosstour Torque Converter* have been posted to the Service Information System today in support of these campaigns. They include software update, parts, warranty and repair procedure information related to these warranty extensions.

#### Parts Information

Parts to conduct repairs are available for normal ordering. Replacement parts for 16-067 should be ordered at the time the issue manifests. A vehicle snapshot of the manifestation is needed for warranty purpose.

#### Tools Information

In support of the vehicle software update, software is available per the information in bulletin 16-066. Please follow instructions provided in installing software:

- i-HDS Software Version:
  - 1.001.004 or later
- J2534 Software Information:
  - Rewrite Version 1.0.1.12 or later
  - Database update 08-JUN-2016 or later

As always, please make sure to check iN VIN Status to determine if a particular vehicle is eligible for these or any other campaigns.

## INTERACTIVE NETWORK

Click [here](#) for a copy of 16-066.

Click [here](#) for a copy of 16-067.