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Sent on	12	14	2016	Expires on	01	14	2017
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From	Parts and Service Division
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Subject	Warranty Extension vs Product Update
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Message PRIORITY/ACTION REQUIRED

To: All Honda Service Managers
 From: Vehicle Engineering
 Re: **Warranty Extension vs Product Update**

Print this iN message, and provide a copy to the Sales Manager, Shop Foreman, Warranty Administrators, and all PDI technicians.

To All,

Since the posting of Service Bulletin 16-066 for **2010 Crosstour** Software Update for Lock-up Function there has been a sharp rise in claims for torque converter shudder for this model and year compared to the first 6 months of the year before the SB was posted.

- On 8/30/2016 Service Bulletin 16-066 Titled: **Warranty Extension: 2010 Accord Crosstour** Software Update for Lock-up Clutch Function
- On 6/30/2016 Service Bulletin 16-046 Titled: **Product Update: 2011-12 Odyssey** Software Update for Lock-up Clutch Function

These are two completely different types of market action so as to not get them confused, here is an explanation.

Service Bulletin 16-066 FOR THE 2010 CROSSTOUR IS A WARRANTY EXTENSION. This is a symptom based service bulletin and should only be done if the customer complains about a torque converter shudder. Warranty claims that are submitted without a complaint of torque converter shudder on the original work order will be subject to debit.

Service Bulletin 16-046 for 11-12 Odyssey is a PRODUCT UPDATE. This is a proactive market action so all vehicles listed in the VIN status should therefore get the update whether or not the customer complains about a shudder or not.

Thank You