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Sent on	12	14	2016	Expires on	01	14	2017
From	Parts and Service Division						
Subject	Warranty Extension vs Product Update						

Message **PRIORITY/ACTION REQUIRED**

To: All Acura 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 16-033 for **09-11 TL** 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 6/21/2016 Service Bulletin 16-033 Titled: **2009-11 TL Warranty Extension**: Software Update for Lock-up Clutch Function
- On 7/7/2016 Service Bulletin 16-030 Titled: **2012 TL Product Update** 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 16-033 2009-11 TL 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 16-030 for 12 TL 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.

Thank You