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Sent on	10	25	2017	Expires on	11	25	2017
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From	Parts and Service Division
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Subject	Honda i-HDS Diagnostic TPMS Software Problem - New Software Update
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PRIORITY/ACTION REQUIRED

To: All Honda Managers/Advisors
From: Special Tools
Re: i-HDS Diagnostic TPMS Software Problem – New Software Update

Print this i/N message and provide a copy to the Service Manager and Shop Foreman.

Dear Service Manager:

A new version of HDS has been made available for download through HDM (Honda Download Manager), this version addresses the issue of no connectivity with the TPMS system on certain vehicles. Please perform a “Check and Install” with HDM to download and install the new HDS version 3.102.038. If there are any issues, please contact INSC Support Line at 310-783-2090.

As in the past, we have identified multiple software installation problems on PCs that are using the “Webroot” antivirus application. Other antivirus applications may cause similar issues.

To prevent installation-related issues, “Webroot” or installed anti-virus software must be disabled to update any i-HDS software using HDM. After HDM has completed software installation, you may re-enable your anti-virus.

Below for your reference is an image of the “Webroot” PC desktop icon to help you quickly determine if it is installed on your PC.



We are continuing to work with our developers to provide a long-term countermeasure.

Please distribute this information to all service department personnel who use the Honda Diagnostic System (i-HDS).

Thank you.