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Sent on	10	19	2017	Expires on	11	19	2017
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From	Parts and Service Division
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Subject	ATTENTION: i-HDS Diagnostic TPMS Software Problem
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PRIORITY/ACTION REQUIRED

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

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

Dear Service Manager:

Currently we are aware of a new issue with HDS new software version 3.102.035 not establishing communication with certain vehicle TPMS systems. Vehicles equipped with TPMS wheel sensors are affected. American Honda and supporting software developers are working to correct this issue.

If you encounter this HDS TPMS problem. Contact the INSC Support Line at 800-346-6327. They will instruct you to uninstall this 3.102.035 software. Then you can run the HDM (Honda download manager), check and install feature. It will be configured so you will be able to down load and install the previous iHDS sw., ver., 3.102.029.

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.

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.