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<b>Sent on</b>	02	14	2018	<b>Expires on</b>	03	14	2018
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<b>From</b>	Vehicle Engineering
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<b>Subject</b>	Submit a Snapshot for Judder SBs
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Dear Dealer Principals and Service Managers, Warranty Clerks and Service Technicians:

**To avoid having your claim debited, make sure you follow the procedures in the Service Bulletins for Torque Converter Shudder for all 2013-2017 Honda model year 6-speed transmissions.**

**Every Service Bulletin requires you to take an HDS snap shot and use the job aid or Tech2Tech to confirm the judder/shudder is coming from the torque converter.**

The bulletins and affected models are:

Service Bulletin Number	Year	Model
17-017, 17-018	2013-17	Accord V6
17-041, 17-042	2013-15	Accord Crosstour V6
17-043, 17-044	2014-17	Odyssey 6 AT
17-014, 17-015	2016-17	Pilot
17-026, 17-025	2017	Ridgeline

**If you confirm the judder/shudder is coming from the torque converter, you must send the HDS snap shot of the failure to Tech Line. You do not need to contact Tech Line, but, if you do not send the HDS snap shot to them, your warranty claim may be debited.**

Below is the key procedure included in each of the service bulletins listed to take and compare the HDS snapshot:

- Take an automatic transmission snapshot and forward it to **Tech Line using the RO number**. For more information about capturing and interpreting the data, refer to the job aid ***Torque Converter Clutch Shudder and Vibration*** and the ***Tech2Tech®*** video “**Interpreting Torque Converter Judder Snapshot Data.**”
  - If the snapshot indicates there is a torque converter judder, go to the Service Bulletin REPAIR PROCEDURE.
  - If the snapshot does not indicate a torque converter judder, the Service Bulletin does not apply. Continue with normal troubleshooting.

**NOTE: You do not need to contact Tech Line after sending the snapshot.** However, if you do not send a snapshot, your claim may be debited.