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Sent on	02	14	2018	Expires on	03	14	2018
From	Vehicle Engineering						
Subject	Submit a Snapshot for Judder SBs						

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 2012-2017 Acura 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
16-062, 16-063	2012-15	MDX
17-017, 17-018	2013-17	RDX
16-065, 16-066	2013-17	RLX
17-005, 17-007	2012-13	ZDX

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:

1. 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.

