

May 19, 2018

09084 Version 2

2013–15 Crosstour V6: Judder from the Torque Converter Lock-Up Clutch (Snapshot Required)

Supersedes 17-041, dated June 20, 2017, to revise the information highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2013–15	Crosstour	V6 A/T	ALL

REVISION SUMMARY

(Snapshot Required) was added to the title, and under CORRECTIVE ACTION, a bullet point was added.

BACKGROUND

A judder from the torque converter lock-up clutch may be felt while driving between 20 and 60 mph. The problem is typically diagnosed as a bad torque converter. American Honda investigated the judder and found that the torque converter was not causing the judder and the transmission was not damaged by this judder.

The judder was caused by deteriorated transmission fluid. The transmission fluid deteriorates quicker than expected when it is exposed to intermittent high heat loads under specific driving conditions. A software update is available to maintain the transmission fluid temperature within the desirable range under all driving conditions and eliminate the potential for this judder.

There are two bulletins referring to this subject:

- 17-041, 2013–15 Crosstour V6: *Judder from the Torque Converter Lock-Up Clutch*. Do this bulletin first to apply the software and flush the transmission as indicated in the REPAIR PROCEDURE.
- 17-042, 2013–15 Crosstour V6: *Judder from the Torque Converter Lock-Up Clutch After Software Update*. Some vehicles based on how they are driven may still experience ATF deterioration after updating the PGM-FI system. In these cases, do the inspection and, if necessary, flush the transmission as indicated in the REPAIR PROCEDURE.

CORRECTIVE ACTION

Check if the software has been updated. If the software has not been updated, take an automatic transmission snapshot, review the data, and confirm that the judder is coming from the torque converter. Then forward it to Tech Line.

- If the snapshot indicates the judder is coming from the torque converter, update the PGM-FI system, then flush the transmission as indicated in the REPAIR PROCEDURE.
- **If the snapshot does not indicate the judder is coming from the torque converter, this service bulletin does not apply.**

PARTS INFORMATION

Part Name	Part Number	Quantity
Drain Plug Washer (18 mm)	90471-PX4-000	1
ATF Fill Sealing Washer (24 mm)	11107-PWA-300	1

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

REQUIRED MATERIAL

Part Name	Part Number	Quantity
Honda Genuine ATF DW1	08200-9008	10

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1255E4	Update the PGM-FI software.	0.2 hr	03214	03217	17-041A	37805-R53-3050
A	Flush the ATF.	1.4 hrs				

Skill Level: Repair Technician

SOFTWARE INFORMATION

NOTE: Unnecessary or incorrect repairs resulting from a failure to update the i-HDS or MVCI are not covered under warranty.

i-HDS Software Version: **1.004.012 or later**

J2534 Software Information:

PC Application Version **1.1.0.2 or later**

Database update **23-JANUARY-2018 or later**

Before beginning the repair, make sure that both the i-HDS and J2534 software are updated as listed above. Do only the update listed in this service bulletin.

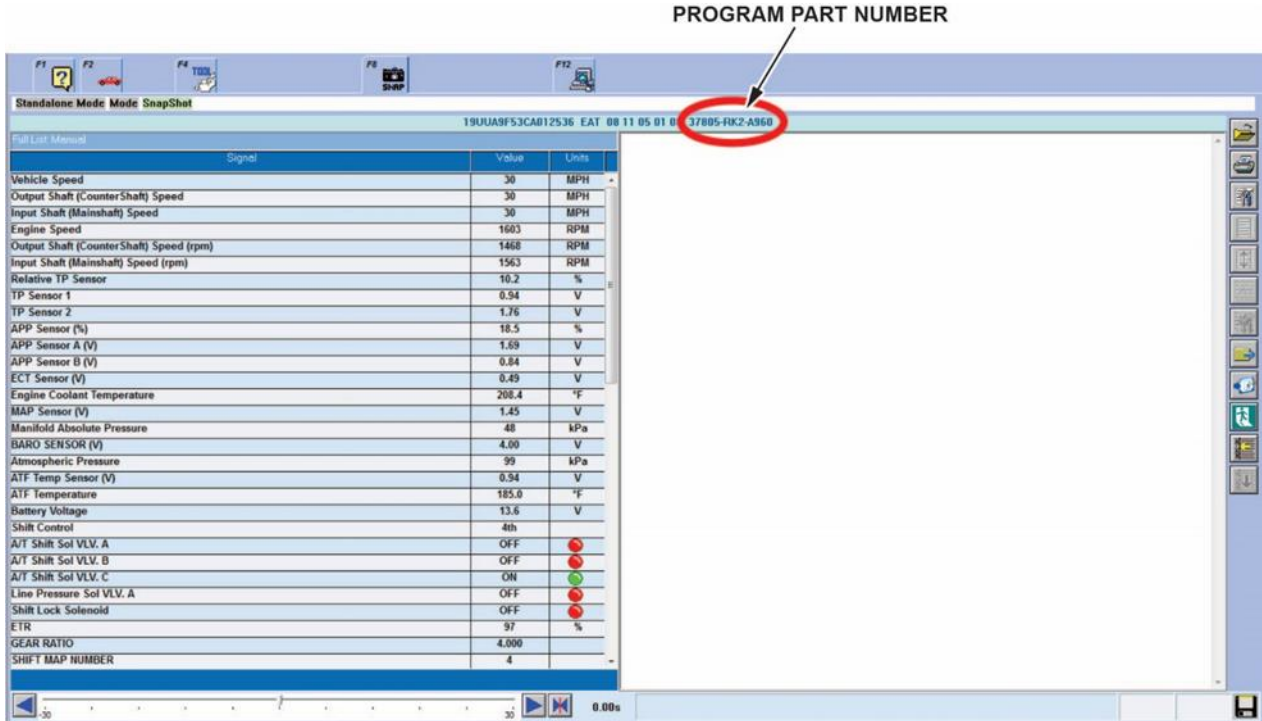
You cannot apply the updates with the MVCI as a standalone tool. To update the vehicle, you must use the MVCI or the DST-i interface in conjunction with the J2534 Rewrite PC application on the i-HDS.

For more information about updating the i-HDS, the MVCI, and vehicle systems, refer to Service Bulletin 01-026, *Updating Control Units/Modules*.

Year	Trim	Software System	Program ID (or later)	Program P/N (or later)
2013–15	V6 2WD	PGM-FI	533050	37805-R53-3050
2013–15	V6 AWD	PGM-FI	533060	37805-R53-3060

INSPECTION PROCEDURE

1. Connect the i-HDS, and go to the **A/T Data List**. Check to see if the software has been updated by comparing the program P/N against the table below.



- If the program P/N is listed below (or later), the vehicle has been updated. Go to Service Bulletin 17-042, 2013–14 Crosstour V6: Judder from the Torque Converter Lock-Up Clutch After Software Update.

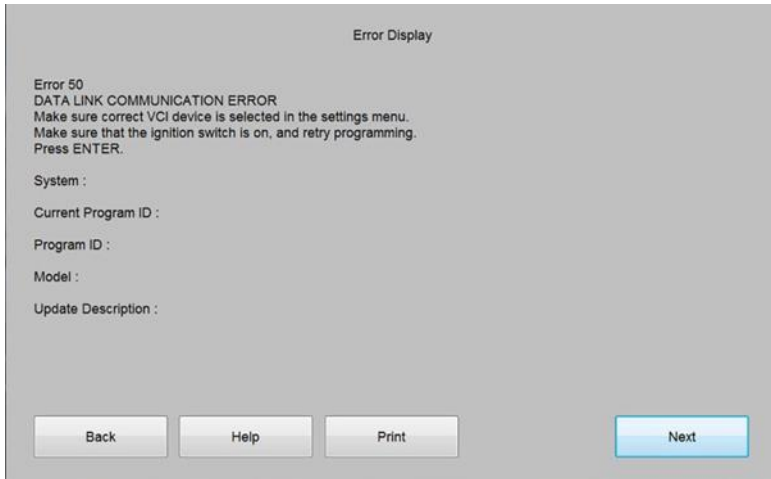
37805-R53-3050	37805-R53-3060
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- If the program P/N is not listed, the vehicle has not been updated. Go to step 2.
2. Take an automatic transmission snapshot, and forward it to Tech Line using the RO number. For more information about capturing and 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 judder, go to step REPAIR PROCEDURE.
 - If the snapshot does not indicate a judder, this 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 subject to debit.

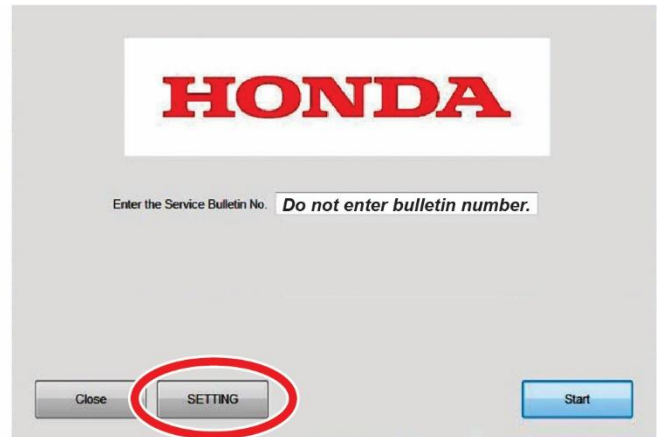
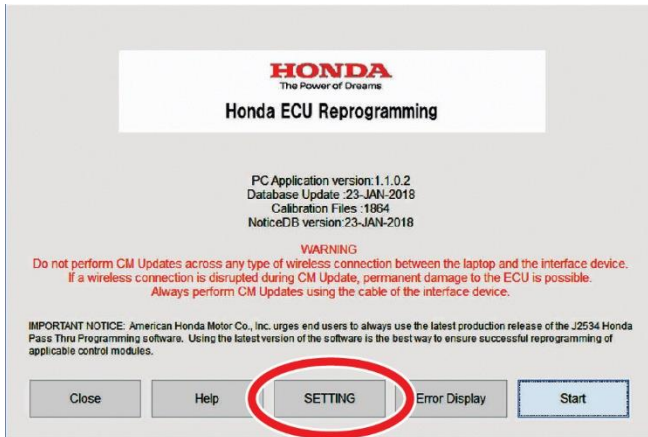
REPAIR PROCEDURE

NOTE:

- You cannot update the vehicle using the MVCI as a standalone tool.
- Do not use the MongoosePro VCI tool.
- Make sure the 12-volt battery is fully charged before starting an update.
- Connect a fully charged jumper battery to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
- Never turn the ignition to OFF or ACCESSORY during the update. If there is a problem with the update, leave the ignition turned to ON.
- To prevent VSA modulator control unit damage, do not operate anything electrical (headlights, audio system, brakes, A/C, power windows, door locks, etc.) during the update.
- If you see the following **Error Display**, check that you are using the correct tool (MVCI or DST-i) with the i-HDS.

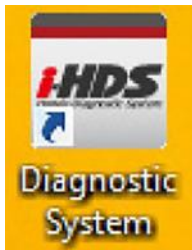


To change this, click on either of the **SETTING** selection buttons at the bottom of the J2534 initial screens as shown.



1. Update the PGM-FI software by selecting the **i-HDS Diagnostic System** icon. Refer to Service Bulletin 01-026, *Updating Control Units/ Modules*.

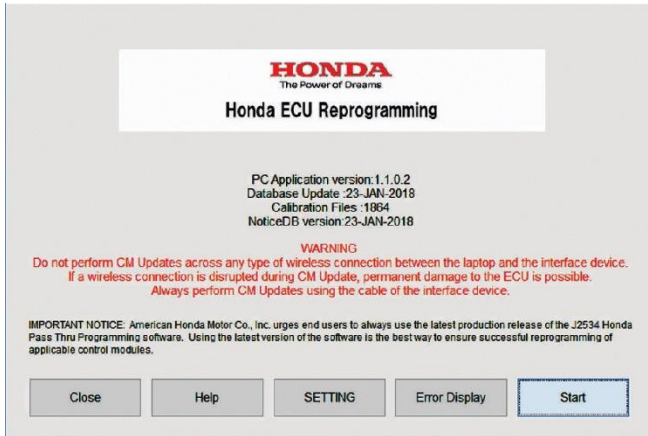
NOTE: Do not use the **Rewrite** icon on your desktop.



2. Select **J2534 Rewrite**.



3. Confirm the software is the same **or later** as listed in SOFTWARE INFORMATION.



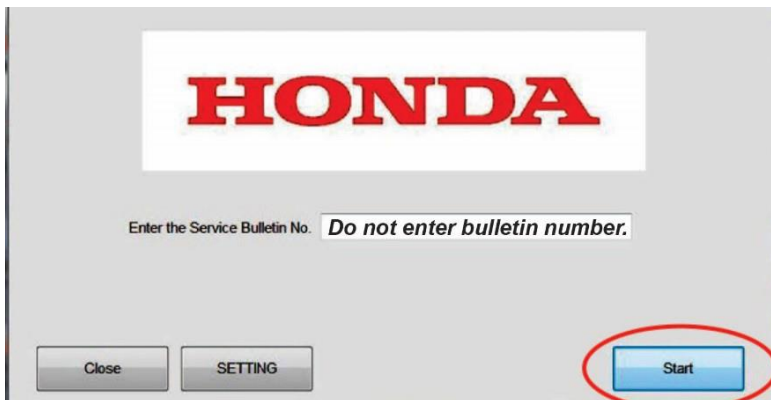
4. Select Start, then follow the screen prompts.

NOTE:

- Do not enter a bulletin number.
- If you receive a message that the vehicle has been already updated or that no update is available, check the **A/T Data List**. The header should indicate one of the following numbers (or later).

37805-R53-3050	37805-R53-3060
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- If the program part numbers do not match those listed above, the i-HDS software needs to be reinstalled. Contact the Special Tools Hotline at **800-346-6327** for assistance.



5. Go to the ATF Flush Procedure.

ATF Flush Procedure

NOTE: The term “flushing” refers to repeatedly draining and filling the transmission with Honda Genuine ATF-DW1. **Other aftermarket flush systems are available, but American Honda strongly recommends that you avoid using them on any Honda vehicles.**

1. Start the engine. Hold the engine speed at 3,000 rpm without load (in Park or Neutral) until the radiator fan comes on, then let it idle.
2. Position the vehicle on a lift, and turn off the engine.
3. Remove the ATF filler bolt and sealing washer.
4. Raise the vehicle, and make sure it is securely supported.
5. Remove the drain plug, and drain the ATF.
6. Install the drain plug and original washer, and torque it to **49 N·m (36 lb-ft)**.
7. Lower the vehicle, and fill the transmission with **3.3 US qts (3.1 L)** of ATF-DW1 through the filler hole.
8. Install the ATF filler bolt and original sealing washer, and torque it to **44 N·m (32 lb-ft)**.

NOTE: Do not use non-Honda ATF because it can affect shift quality.

9. Check that the fluid is filled to the proper level.
10. Raise the vehicle, and make sure it is securely supported.
11. Start the engine.
12. Press the VSA Off button.
13. Press the brake pedal, and shift to Drive.
14. Release the brake pedal. Press the accelerator pedal, and bring the speedometer up to 50 mph. Make sure the transmission shifts through the first three lower gears and into 4th gear and the torque converter is locking up.
15. Apply the brakes to stop the front wheels.
16. Shift to Reverse, then to Neutral.
17. Repeat the shifting procedure (steps 12 through 16) four more times.
18. Turn off the engine.
19. Repeat the above drain, fill, and shifting procedure (steps 2 through 18) one more time.
20. After the second refill and drive cycle, drain the transmission.
21. Install the drain bolt with a new washer, and torque to **49 N·m (36 lb-ft)**.
22. Fill the transmission with **3.3 US qts (3.1 L)** of ATF-DW1.

Automatic Transmission Fluid Capacity AWD: 3.3 US qts (3.1 L) at change 2WD: 3.3 US qts (3.1 L) at change

NOTE: Do not use non-Honda ATF because it can affect shift quality.

23. Install the ATF filler bolt with a new sealing washer, and torque the bolt to **44 N·m (32 lb-ft)**.
24. Confirm the judder is gone, and clear any DTCs that were set while driving on the lift.
25. If the maintenance minder indicated the ATF needed replacement, reset it with the multi-information display. If the maintenance minder did not indicate the ATF needed replacement, reset it with the i-HDS. For more information about resetting the maintenance minder, refer to the service information.

END