

**April 1, 2020**

Version 1

## 9-Speed A/T Hard Upshift with Steady Acceleration

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	Passport	ALL	ALL
2019	Pilot	Touring and Elite	ALL

### SYMPTOM

The transmission has intermittent harsh or jerky upshifts with steady acceleration.

### POSSIBLE CAUSES

There are abnormal TCM adaptation values in the TCM software.

#### NOTE

Make sure the vehicle has at least **500 miles** on the odometer because it takes that long for the TCM to adapt to the customer's driving pattern.

### CORRECTIVE ACTION

Update the TCM.

#### NOTES

- This software update repairs intermittent harsh or jerky shifts with steady acceleration. For any other symptoms, continue with normal system troubleshooting.
- Have the service manager or service advisor explain to the customer that after the TCM update, it will take about **500 miles** for the TCM to adapt to the customer's driving pattern.

**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.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1255D0	Update the TCM software.	0.2 hr	03214	03217	A20029A	28103-5NZ-A00

Skill Level: Repair Technician

## SOFTWARE INFORMATION

### NOTE

Unnecessary or incorrect repairs resulting from a failure to update the diagnostic and reprogramming software are not covered under warranty.

**Before beginning the repair, make sure all diagnostic and reprogramming software are updated as listed.**

<b>i-HDS Software Version</b>	1.005.048 or later
<b>HDS Software Version</b>	3.103.048 or later
<b>J2534 Rewrite Software Information</b>	
<b>PC Application Version</b>	1.2.1.1 or later
<b>Database Update</b>	18-MAR-2020 or later
<b>NoticeDB Version</b>	18-MAR-2020 or later

**Update only the systems and software listed in this service bulletin.**

**Do not use the MongoosePRO VCI for this service bulletin as it is not an American Honda-approved device.**

For more information about updating vehicle systems, refer to service bulletin 01-023, *Updating Control Units/Modules*.

Year/Model	Vehicle System	Program ID (or later)
2019 Passport 2WD	TCM	28101-5EY-A600
2019 Passport AWD	TCM	28101-5EZ-A600
2019 Pilot Touring 2WD	TCM	28101-5EY-A500
2019 Pilot Touring and Elite AWD	TCM	28101-5EZ-A500

## REPAIR PROCEDURE

### NOTES

- 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.
  - Do not use the GR8 because the vehicle requires a steady electrical current.
  - Control module failure caused by the improper completion of a software update (early key cycle, low battery voltage, disconnected DLC cable, etc.) is not covered by warranty.
  - If an error occurs during the update or the i-HDS freezes, **do not disconnect the battery or turn the ignition to OFF**. Reboot the i-HDS, and start over.
  - To prevent control unit damage, do not operate anything electrical (headlights, audio system, brakes, A/C, power windows, door locks, etc.) during the update.
  - Warranty reimbursement for technician labor is not allowed for **routine** checking/installation of any available software update.
1. Verify the customer concerns for the intermittent harsh or jerky upshift with steady acceleration.

### NOTE

This service bulletin does not apply to vehicles with a hard downshift or hard upshift using the paddle shifters or vehicles with under **500 miles** on the odometer, Follow normal system troubleshooting.

2. Update the TCM software using the J2534 Rewrite software with the DST-i. Refer to service bulletin 01-023, *Updating Control Units/Modules*.

### NOTE

Have the service manager or service advisor explain to the customer that after the TCM update, it will take about **500 miles** for the TCM to adapt to the customer's driving pattern.

END