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From	Campaign Administration
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Subject	11-12 Odyssey Torque Converter Wty Ext, Lock-Up Clutch Software Product Update
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DATE: July 7, 2016

TO: All Honda Sales, Service & Parts Managers and Personnel

FROM: Campaign Administration

Re: Product Update: Software Update for Lock-up Clutch Function
Warranty Extension: 2011 – 12 Odyssey Torque Converter

Today, July 7, 2016, American Honda Motor, Co., Inc. is announcing a product update and a warranty extension for model year 2011 – 12 Honda Odyssey vehicles to address torque converter judder, shudder, or vibration concerns.

Basic Problem

Some customers may experience vehicle judder, shudder, or vibration while driving at low speeds (between 20 - 45mph).

The Repair

To minimize the possibility of judder, if a vehicle in the affected range has symptoms as described above the software must be updated and the transmission fluid must be replaced per bulletin 16-046. Should the vehicle return for the same symptom after the transmission software has been updated, the vehicle may require replacement of the torque converter per bulletin 16-052.

Service Bulletin

Both service bulletins 16-046, *Warranty Extension: Software Update for Lock-up Function* and 16-052, *Warranty Extension: 2011 – 12 Odyssey Torque Converter* have been posted to the Service Information System today in support of these campaigns. They include software update, parts, warranty and repair procedure information related to these warranty extensions.

Parts Information

Parts to conduct repairs are available for normal ordering. American Honda expects very few vehicles will require torque converter replacement after the software update. Replacement parts for 16-052 should be ordered at the time the need for repair is confirmed. A vehicle snapshot of the condition is needed for warranty purpose.

Tools Information

In support of the vehicle software update, software is available per the information in bulletin 16.046. Please follow instructions provided in installing software.

As always, please make sure to check iN VIN Status to determine if a particular vehicle is eligible for these or any other campaigns.

Click [here](#) for a copy of 16-046.

Click [here](#) for a copy of 16-052.