

May 20, 2017

06492 Version 1

Vibration While Driving Under Light Acceleration After Software Update

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2012-14	CR-V	ALL	ALL

BACKGROUND

A surge, vibration, or judder may be felt while driving under light acceleration. To minimize the possibility for the judder to occur, a software update for the transmission is available at the customer's request. Additionally, the transmission fluid will be replaced.

Complete 15-086 first to update the vehicle. If the judder returns after updating the vehicle, the torque converter may need to be replaced. Refer to the INSPECTION section of this bulletin.

There are two bulletins applicable to this issue:

- 15-086, Vibration While Driving Under Light Acceleration.
- 17-040, Vibration While Driving Under Light Acceleration After Software Update.

CORRECTIVE ACTION

Make sure 15-086 was done, then capture a snapshot of the symptom. If the snapshot indicates the torque converter needs to be replaced, forward the snapshot to Tech Line, then replace the torque converter.

PARTS INFORMATION

Part Name	Part Number	Quantity
Torque Converter	26000-R5L-305	1
Exhaust Flexible Gasket	18229-TR7-A01	1
Exhaust Pipe Gasket	18302-SP0-003	1
Set-ring (28 x 2.0 mm)	44319-S84-300	1
Flange Bolt (12 x 18 mm)	90018-SNA-010	1
Bolt (12 point 8 x 21 mm) AWD Only	90113-S10-000	1
Flange Bolt (12 x 38 mm)	90162-SYP-000	1
Flange Bolt (12 x 40 mm)	90164-S5A-010	1
Flange Bolt (14 x 115 mm)	90175-S5A-000	1
Flange Bolt (12 x 25 mm)	90182-S2H-000	1
Nut (10 mm)	90212-SA5-003	1
Nut (12 mm)	90215-SB0-003	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.

Flange Nut (12 mm)	90371-SAA-010	1
Flange Bolt (10 x 29 mm) AWD Only	90382-SH9-003	1
Drain Sealing Washer	90471-PX4-000	1
O-Ring (74.5 x 2.5 mm) AWD Only	91301-PH8-005	1
Split Pin (3.0 x 22 mm)	94201-30220	1
Flange Bolt (8 x 14 mm) AWD Only	95701-08014-08	1

REQUIRED MATERIALS

Part Name	Part Number	Quantity
Genuine Honda ATF DW-1	08200-9008	7 quarts

WARRANTY CLAIM INFORMATION

The warranty is 8 years or 80,000 miles, whichever comes first.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
2181CA	Replace the torque converter (2WD).	4.6 hrs	03214	03505	17-040A	37805-R5A-316
A	Add for alignment.	0.4 hr				

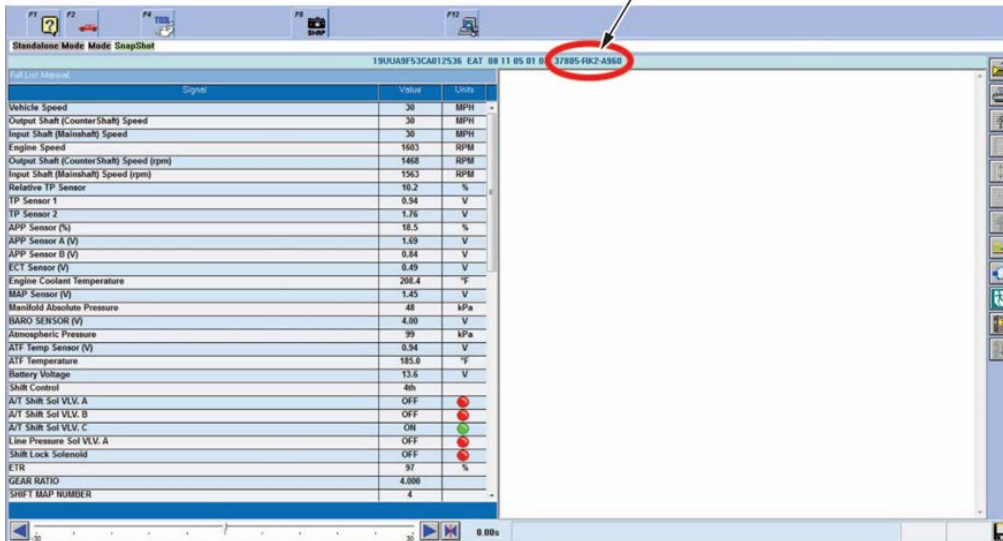
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
2181CA	Replace the torque converter (4WD).	4.6 hrs	03214	03505	17-040B	37805-R5A-316
A	Add for alignment.	0.4 hr				
B	Add for 4WD	0.4 hr				

Skill Level: Repair Technician

INSPECTION

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

PROGRAM PART NUMBER



- If the program P/N is listed below (or later), the vehicle has been updated. Go to step 2.

37805-R5A-3150	37805-R5A-3160	37805-R5A-3170	37805-R5A-3180
37805-R5A-A050	37805-R5A-A150	37805-R5A-A250	37805-R5A-A350

- If the program P/N is not listed, the vehicle has not been updated. Go to Service Bulletin 15-086, *Vibration While Driving Under Light Acceleration*.
2. Take an automatic transmission snapshot and review the data. 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 the torque converter is damaged, go to REPAIR PROCEDURE.
 - If the snapshot indicates the torque converter is OK, this bulletin does not apply. Continue with normal troubleshooting.

REPAIR PROCEDURE

1. Forward the snapshot to Tech Line using the RO number. For more information about how to send the snapshot to Tech Line, refer to the job aid *Sending Vehicle Data to Tech Line*.

NOTE: You do not need to call Tech Line after sending the snapshot. If you do not send a snapshot, your claim may be subject to debit.

2. Replace the torque converter; refer to service information.

END