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Sent on	08	04	2017	Expires on	10	30	2017
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Updates and Warranty Extension 2016 Pilot 9-Speed Transmission Warmer:						

DATE: August 4, 2017

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Updates and Warranty Extension 2016 Pilot 9-Speed Transmission Warmer:

- Product Update: 2016 Pilot 9-Speed Transmission Warmer
- Product Update: 2016 Pilot 9-Speed Transmission Warmer (Transmission Previously Replaced for Transmission Warmer Leaking)
- Warranty Extension: 2016 Pilot Chirps During Shifting, Poor Shift Quality, or Engine Overheats Because of Defective ATF Warmer

Today, August 4, 2017, American Honda is announcing two product updates and a warranty extension on certain model year 2016 Pilot vehicles to address vehicles with a possible leaking transmission warmer. Some of these vehicles may be in your new or used inventory and should be repaired prior to sale.

Basic Problem

Some 9-speed transmission warmers were improperly manufactured and may allow the engine coolant and ATF to mix. If the fluids mix, the engine and transmission may be permanently damaged and require replacement. Some vehicles may have already received a transmission replacement previously for this symptom. In rare cases, these vehicles may have also overheated but because the issue was under investigation, and a standard repair procedure hadn't been developed, further action is needed before these vehicles are completely repaired.

On certain vehicles not under the product update campaigns, American Honda is extending the warranty on the 9-speed transmission warmers to 10 years from the original date of purchase with unlimited mileage. This warranty covers vehicles where the engine coolant and ATF mix because of an internal leak in the 9-speed transmission warmer.

The Repair

There are multiple diagnostic and repair procedures described within the three bulletins. Two Product Update bulletins require vehicle proactive action and repair. The Warranty Extension vehicle should be followed **only** if the vehicle covered under the extension has a symptom as described in the background. Refer to VIN Status Inquiry to guide your diagnosis and repair procedures, and follow the information in the respective service bulletins.

Service Bulletin

The following service bulletins have been posted to the Service Information System today in support of these campaigns:

- 17-009 – Product Update: *2016 Pilot 9-Speed Transmission Warmer*
- 17-011 – Product Update: *2016 Pilot 9-Speed Transmission Warmer (Transmission Previously Replaced for Transmission Warmer Leaking)*
- 17-035 – Warranty Extension: *2016 Pilot Chirps During Shifting, Poor Shift Quality, or Engine Overheats Because of Defective ATF Warmer*

They include parts, materials, tools, warranty and repair procedure information related to this product update.

Parts & Materials Information

Parts and materials to conduct repairs are available for normal ordering.

Tools Information

Tools with an accompanying letter that support these vehicle bulletins and repairs have already been dispatched to your dealership. If you have not received them, you should have them in the next couple of days. Tools include:

Tool Name	Part Number	Qty
Coolant Flush Kit Pump and Filter Set	VSB02C000045	1
9 A/T Pressure Test Kit	VSB02C000046	1
9 A/T Bucket and Hose Set	VSB02C000047	1
9 A/T Adapter and Hardware Set	VSB02C000048	1

- If you need additional tools, contact the Honda Tool and Equipment Program at 888-424-6857.
- Individual items in the kit and sets are not available separately. You must order the complete kit or set.

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

Click [here](#) for a copy of 17-009.

Click [here](#) for a copy of 17-011.

Click [here](#) for a copy of 17-035.