October 16, 2020   Version 3

9-Speed A/T Hard Upshift with Steady Acceleration

Supersedes 20-029, dated August 24, 2020, to revise the information highlighted in <mark>yellow</mark>.

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2019	Passport	ALL	ALL
2016 - 19	Pilot	Touring and Elite	ALL
2020	Pilot	AWD Touring and Elite	5FNYF6...LB00001 thru 5FNYF6...LB024981
2020	Pilot	2WD Touring and Elite	5FNYF5...LB00001 thru 5FNYF5...LB011462

REVISION SUMMARY

<mark>Under SOFTWARE INFORMATION, versions were updated and models were added.</mark>

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 software.

> **NOTES**
>
> • This software update repairs intermittent harsh or jerky shifts that happen during 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.
>
> • 2016 Pilot will require a PCM idle learn after the update. Failure to do so will cause a hard shift and a comeback.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

2016 Pilot

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	A20029B	28103-5EY-A01
B	Do the idle learn procedure	0.1 hr				

2017-20 Pilot and 2019 Passport

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.

i-HDS Software Version	1.006.013 or later
HDS Software Version	3.104.014 or later
J2534 Rewrite Software Information	
PC Application Version	1.2.1.1 or later
Database Update	23-SEP-2020 or later
NoticeDB Version	23-SEP-2020 or later

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

American Honda has validated and approved the Denso DST-i as the vehicle communication interface (VCI) to support this service bulletin.

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

Year	Model	Drivetrain	Trim Level	Vehicle System	Program ID (or later)
2016	Pilot	2WD	All	TCM	28103-5EY-A010
2016	Pilot	AWD	All	TCM	28103-5EZ-A010
2017	Pilot	2WD	All	TCM	28103-5EY-A110
2017	Pilot	AWD	All	TCM	28103-5EZ-A110
2018	Pilot	2WD	All	TCM	28103-5EY-A200
2018	Pilot	AWD	All	TCM	28103-5EZ-A200
2019	Passport	2WD	All	TCM	28101-5EY-A600
2019	Passport	AWD	All	TCM	28101-5EZ-A600
2019-20	Pilot	2WD	All	TCM	28101-5EY-A500
2019-20	Pilot	AWD	Touring and Elite	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 battery diagnostic station; 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. In this case, 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.

3. Clear any DTCs caused by the update.

2016 Pilot only: Do the PCM idle learn procedure as follows:

4. Make sure all electrical items (A/C, audio, lights, etc.) are turned off.

5. Reset the PCM with the i-HDS.

6. Turn the ignition to ON, and wait **2 seconds.**

7. Start the engine, and hold the engine speed at **3,000 rpm** without load (in Park or Neutral) until the radiator fan comes on or the engine coolant temperature reaches **194°F** (**90°C**).

8. Let the engine idle for about **5 minutes** with the throttle fully closed. If the radiator fan comes on, **do not** include its running time in the **5 minutes.**

9. Make sure the idle learn reads **COMPLETED** in the **PGM-FI Data List.**

10. Turn the ignition to OFF.

11. Jump the SCS line with the i-HDS.

12. Wait **60 seconds**, then exit the SCS mode with the i-HDS.

   END