

October 9, 2021

Version 5

9-Speed A/T Hard Upshift with Steady Acceleration or MIL On with DTC P0716

Supersedes 19-124, dated April 1, 2020, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018-19	Odyssey	LX, EX, EX-L with 9-speed A/T	ALL

REVISION SUMMARY

Under WARRANTY CLAIM INFORMATION, failed part number was updated.

SYMPTOM

The transmission has intermittent harsh or jerky upshifts with steady acceleration, or the MIL comes on with DTC P0716.

POSSIBLE CAUSES

Abnormal TCM adaptation values or a miscalculation in the TCM software causes the MIL to come on with DTC P0716.

NOTE: For the hard upshift concern, 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.

NOTE:

- This software update repairs two different symptoms: Intermittent harsh or jerky shifts with steady acceleration and the MIL coming on with DTC P0716. For any other conditions, 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 drive 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	A19124B	28101-5NZ-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	1.005.048 or later
HDS Software Version	3.103.048 or later
J2534 Rewrite Software Information	
PC Application Version	1.2.1.1 or later
Database Update	18-MAR-2020 or later
NoticeDB Version	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)
2018 Odyssey LX	TCM	28103-5NZ-A000
2018 Odyssey EX, EX-L	TCM	28103-5NZ-A100
2019 Odyssey LX	TCM	28103-5NZ-A200
2019 Odyssey EX, EX-L	TCM	28103-5NZ-A300

REPAIR PROCEDURE

NOTE:

- 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 or the MIL or OBS is on with DTC P0716.

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 drive pattern.

END