

Service Bulletin

96-025 BODY

Applies To: 1996–04 3.5RL With Navigation System – ALL April 21, 2003

1999-03 3.2TL With Navigation System - ALL 2001-03 3.2CL With Navigation System - ALL 2001-03 MDX With Navigation System - ALL

2004 TSX With Navigation System – ALL

Navigation System Component In-Warranty Exchange/Out-of-Warranty Repair (Supersedes 96-025, dated November 4, 2002)

COVERAGE

This service bulletin applies to the navigation control unit, the display unit or the audio-HVAC display unit, and the hard disk drive (HDD) of the Acura Navigation System.

COMPONENT REPLACEMENT POLICY

Only remanufactured components should be used for warranty repairs on customer vehicles. Use the warranty information and procedures given in this service bulletin.

New components should be used to repair new, unsold vehicles. This is a requirement in some states. A new component may be used to repair a customer vehicle *only* if the remanufactured component is currently unavailable from American Honda. Get authorization from the District Parts and Service Manager before ordering a new component.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: From the Flat Rate Manual Flat Rate Time: From the Flat Rate Manual

Failed Part: Use the "RM" part number (from

the repair order) without the "RM"

Defect Code: 032 Contention Code: B99

Skill Level: Repair Technician

When listing the part used for repair, use the "RM" part number from the repair order (example: 39540-S3V-A51RM)

Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

DIAGNOSIS

Advisor:

NOTE: Enter your customer's complaint with as much detail as possible. This information is critical for the Remanufacturing Center to troubleshoot the problem. Your accurate description helps ensure payment of the warranty claim.

 For every problem you find in the navigation system, fill out your part of the Navigation System Component Return Form. (This form is available in ISIS. To find this form in ISIS, click on "Service," "Service Publications (ISIS)," "Search By Publication," "Job Aids," and print the form. Make copies by duplicating the form as needed.) This information is critical for the Remanufacturing Center to troubleshoot the problem.

Navigation System Diagnosis and Core Return Form

Where is the problem? (Mark all that apply:) Navig How long after purchase did the problem begin? Conditions When: Always Sometimes A Whesther: Always Country C Weather: All weather Diry Dir	ationbispleyOther	re:F End
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No power/dead	No power/dead Screen lights up, but no picture Lines in screen: horizontal/vertical	
System locks up (please explain)	☐ Screen lights up, but no picture ☐ Lines in screen: horizontal/vertical	
System reboots intermittently (please explain) Doesn't hold memory (what is lost? Explain in "comments") Won't accept code/security code inop. GPS receiving problem (no satellite signal) If yes, window tint? LoJack?	☐ Lines in screen: horizontal/vertical	Cassette player CD player Window tint
Doesn't hold memory (what is lost? Explain in "Comments") Won't accept code/security code inop. GPS receiving problem (no satellite signal) If yes, window tint? LoJack?	☐ Screen is fuzzy/blurred/unreadable	l; colors? — CD Changer — Window tint — Security system — OnStar
"Comments") Won't accept code/security code inop. GPS receiving problem (no satellite signal) If yes, window tint? LoJack?		e LoJack — Rear camer
GPS receiving problem (no satellite signal) If yes, window tint? LoJack?	☐ Display image weak or dim	Radar detector Other (expl
☐ If yes, window tint? LoJack?	Screen goes white	
	☐ Problem with colors (explain) ☐ Touch screen sensitivity	Result of vehicle diagnostic
System keens showing GPS initialization screen	☐ Touch triggers a different area to	o respond Software Ver: Database:
	All or partial touch inop (exlain	
Map won't scroll (explain when this happens)	☐ Anti-glare coating/scratched scree	Called Tech Line? Reference #
☐ Vehicle icon often jumping to side roads	☐ Joy stick not responsive, loose, m	issing Result of check by Service manual. Explain below:
lcon keeps rotating by itself	☐ Damaged knob/button	
☐ Vehicle does not respond to turns. Yaw sensor? ☐ Vehicle icon lurches. Speed input missing?	Other button problems (please de-	scribe)
☐ Wessage reads "Disc error unformatted" ☐ Message reads "Disc error unformatted"	Other —	Result of Diagnosis
Message reads "No DVD disc installed"	Symptoms	Navi System link screen
Message reads "Database is old, see dealer"	☐ Trip computer accuracy	/ Navi System link screen
Screen reads other error (please explain)	☐ Trip computer loses history	(numbers) Navi ECU
☐ Won't read disc (please explain)	A/C or climate control function inop.	(explain)
DVD stuck in unit (can't remove)	☐ Audio control problem (explain) ☐ HDD formatting problem	Display
Navi voice not working	Other HDD Navi problems (explain	
☐ Voice recognition not working	☐ Water damage	Additional part replacement
Breadcrumbs displaying inappropriately	☐ Scratched/dirty DVD	11 (' ' '
	☐ Signs of tampering	
 Comments (List "Other" Symptoms/Condition 	ns here in detail	
Parts Manager: Complete the informati		
Warranty Claim Number Faulty Unit Part Nu	nber Serial Number	Replacement Unit Part Number Serial Number
		i
Attach one copy of this completed form to the		
Pack two copies and a copy of the warrant		
Ship the defective component to the address	on the preprinted airbill for the Navi	

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Technician:

NOTE: Enter as much detail as possible about the problem. This information is critical for the Remanufacturing Center to troubleshoot the problem. Your accurate description helps ensure payment of the warranty claim.

- Complete your part of the form. Make sure you staple a copy of the form to the repair order. Refer to this service information as needed:
 - Acura Advantage videotape Test #102, The Technician's Guide to the Acura TL Navigation System (reorder number E3102).
 - For system troubleshooting, consult the appropriate service manual listed below:

Model	Year	System Troubleshooting	
3.5RL	1996–03	Page 23-363 of the 1996–01 3.5RL Service Manual	
	2004	Page 23-6 of the 2004 3.5RL Navigation Supplement	
3.2TL	1999–03	Page 22-387 of the 1999-03 3.2TL Service Manual	
3.2CL	2001–03	Page 22-363 of the 2001-03 3.2CL Service Manual	
TSX	2004	Page 22-320 of the 2004 TSX Service Manual	
MDX	2001–02	Page 22-313 of the 2001–02 MDX Service Manual	
	2003	Page 22-6 of the 2003 MDX Navigation Supplement	

Advisor and Technician:

- 3. If the component is defective, check if it is covered by warranty.
 - If the component is covered by warranty, go to IN-WARRANTY EXCHANGE.
 - If the component is not covered by warranty, go to OUT-OF-WARRANTY REPAIR.

IN-WARRANTY EXCHANGE

Technician:

 Ask the parts manager to order the remanufactured component that matches the defective component. Return the vehicle to the service advisor.

Advisor:

 Return the vehicle to your customer, and schedule a date for replacing the defective component based on the remanufactured component's estimated time of arrival.

Parts Manager:

3. Order the appropriate remanufactured component through normal parts ordering channels.

NOTE: Some remanufactured components may be restricted. If so, when you try to order through normal channels, you will get a computer response of "U" (unauthorized). If this happens, call the RPO Order Desk at 888-997-7278. Call between 8:30 a.m. and 8:00 p.m. ET. When you call, be prepared to give this information:

- VIN and mileage
- · Warranty claim number
- · Date of your customer's appointment
- Your customer's complaint (reason for replacement)
- The part number from this table

Component	Model	Year	Part Number	
Control Unit	3.5RL	1996–97	39540-SZ3-A82RM	
		1998–99	39540-SZ3-A83RM	
		2000–03	39540-SZ3-A91RM	
		2004	39540-SZ3-A01RM	
	3.2TL	1999	39540-S0K-A00RM	
		2000–03	39540-S0K-A11RM	
	3.2CL	2001–03	39540-S0K-A11RM	
	TSX	2004	39540-SEC-A01RM	
	MDX	2001–02	39540-S3V-A02RM	
		2003	39540-S3V-A51RM	
Display Unit	3.5RL	1996–97	39810-SZ3-A81ZARM	
or Audio- HVAC Display Unit		1997.5– 98	39810-SZ3-A82ZARM	
		1999	39810-SZ3-A91ZARM	
Display Offic		2000–03	39810-SZ3-A92ZARM	
		2004	39810-SZ3-A01RM	
	3.2TL	1999	39810-S0K-A01ZARM	
		2000–03	39810-S0K-A02ZARM	
	3.2CL	2001–03	39810-S0K-A02ZARM	
	TSX	2004	39050-SEC-A51RM (Metallic)	
			39050-SEC-A61RM (Woodgrain)	
	MDX	2001–02	39810-S3V-A01ZARM	
		2003	39810-S3V-A11ZARM	
Hard Disk	3.5RL	1996–98	39010-SZ3-315RM	
Drive		1999	39010-SZ3-325RM	
(HDD)	3.2TL	1999	39010-SZ3-325RM	

NOTE: Remanufactured components ordered through the RPO Order Desk are shipped FREIGHT PREPAID; you do *not* accrue Stock Return Allowance.

Complete your part of the Navigation System Component Return Form.

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Technician:

 1996–99 Models: If you are replacing the navigation control unit, make sure you transfer the hard disk drive (HDD) from the old control unit to the remanufactured control unit.

NOTE: Handle the HDD carefully; it can be easily damaged if dropped.

2000 and Later Models: If you are replacing the navigation control unit, make sure you transfer the DVD from the old control unit to the remanufactured control unit.

NOTE: There are two navigation systems in production. The navigation system with voice recognition can be found in the 2003 MDX and the 2004 3.5RL and TSX. They use a DVD with an orange label. All other Acura models with a DVD navigation system use a DVD with a black label. The DVDs are not interchangeable. If you need a replacement for a lost or damaged navigation system DVD, you can purchase one by ordering it from either of these sources:

- The Acura DVD Navigation Software Order Line at 888-549-3798. Call Monday through Friday, between 8:00 a.m. and 4:00 p.m. PST.
- The Acura automobile website at www.acura.com.
- 6. Replace the defective component with the remanufactured component. Make sure the "Customer Complaint" section of the Navigation System Component Return Form thoroughly describes the symptom and contains the information needed by the Remanufacturing Center to repair the core. This information is used to improve the product. If the remanufactured component has a shipping cover and shipping screws, make sure you transfer them to the defective component being returned.

NOTE: If you are replacing the control unit, make sure you update your customer's security PIN information.

7. Do the initialization procedure in the appropriate service bulletin:

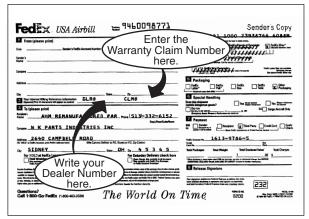
Model	Year	Service Bulletin		
3.5RL	1996-99	97-016: TQI of the Navigation Syste		
	2000-03	99-041: TQI of the Navigation System		
	2004	02-030: TQI of the DVD Navigation System With Voice Recognition		
3.2TL	1999	98-023: TQI of the Navigation System		
	2000-03	99-041: TQI of the Navigation System		
3.2CL	2001-03	99-041: TQI of the Navigation System		
TSX	2004	03-013: TQI of the DVD Navigation System With Voice Recognition		
MDX	2001-02	99-041: TQI of the Navigation System		
	2003	02-030: TQI of the DVD Navigation System With Voice Recognition		

8. Return the defective component to the parts department.

Parts Manager:

9. Fill out the FedEx airbill that came in the box with the remanufactured component. Ship the defective component to the preprinted address on the airbill. Do not ship it to the manufacturer or to the Warranty Parts Inspection (WPI) Center. Write your dealer number and the warranty claim number on it as shown below. The airbill comes preprinted with this return address:

AHM Remanufactured Parts c/o NK PARTS INDUSTRIES 2640 Campbell Road Sidney, OH 45365



Preprinted Federal Express Airbill

NOTE: Do *not* use an ordinary FedEx airbill. This preprinted airbill has a special account number on it for the Navigation System Component Exchange Program. If you need more of these airbills, call the RPO Order Desk at **888-997-7278**.

- 10. On the repair order, write down the warranty claim number, the original part number, the serial numbers from both the new and defective components, and the FedEx airbill number.
- 11. Ship the defective component in the same box the remanufactured component came in. Make sure you include this required paperwork:
 - A copy of the DCS warranty claim
 - Two copies of the Navigation System
 Component Return Form. (If the "Customer
 Complaint section is *not* filled out, make sure you
 get the necessary information from the service
 technician.)

NOTE

- If you do not complete the claim form and the Navigation System Component Return Form or you fail to include them in the box, you will be charged a \$50.00 diagnostic fee.
- When the Remanufacturing Center gets the defective component, your parts account will be credited, and the core credit will be posted to your dealership Balance Forward account. You can identify the credit by the component part number + "CO."

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OUT-OF-WARRANTY REPAIR

Advisor:

 Give your customer an estimate for repairing the defective component, plus the labor cost to replace it.

Technician:

Remove the defective component, and send it to the parts department.

Parts Manager:

- Complete your part of the Navigation System Component Return Form.
- 4. Select the total cost from this chart, based on the type of component and your customer's choice of shipping.

	Repair	With Return Freight	
Component	Cost	UPS Ground	UPS 2nd-Day
Control unit	\$150.00	\$158.00	\$170.00
Display unit	\$120.00	\$128.00	\$140.00
Hard disk drive (HDD)	\$600.00	\$608.00	\$620.00

- 5. Get the required paperwork:
 - A dealership check made out to the manufacturer for the cost of repair and return shipping. If you send a defective component without a check, the manufacturer will send it back to you unrepaired, or they will repair it and return it to you C.O.D.
 - Two copies of the completed Navigation System Component Return Form. If you send the manufacturer the defective component without these copies, they will hold the component unrepaired until they get them.
- Carefully pack the defective component and the paperwork in a suitable box, and label the box clearly. You are responsible for lost or damaged components; keep all shipping documents and insurance receipts.
- 7. Ship the defective component to this address, prepaid, via UPS:

Alpine Electronics 19145 Gramercy Place Torrance, CA 90501

NOTE:

- The manufacturer will repair the defective component and ship it back within 5 working days via UPS ground, prepaid (include the amount in your dealership check) or 2nd-day air, C.O.D. (if you request it). Components damaged by misuse or mishandling cannot be shipped back within the usual 5 days.
- The manufacturer guarantees the repair for 90 days from the date of the paid customer repair order.
- To check on the status of your repair order, call the manufacturer at 800-421-2284 (in California, call 800-262-4150). If you or your customer has any problem with this program, call Acura Client Services at 800-382-2238.

NOTE: A damaged component may need extra repair. If so, the manufacturer will call you with an estimate of any added charges.

- If you accept the estimate, mail a dealership check for the additional amount to the manufacturer, or have the manufacturer ship the repaired component back to you and you pay the difference upon arrival (C.O.D.).
- If you reject the estimate, the defective component will be returned to you along with a refund. However, you will be charged \$30.00 (C.O.D.) for diagnosis, shipping, and handling.

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