

April 21, 2003

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 Acura automobile dealer.

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:

- 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:

- 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 or Audio-HVAC Display Unit	3.5RL	1996-97	39810-SZ3-A81ZARM
		1997.5-98	39810-SZ3-A82ZARM
		1999	39810-SZ3-A91ZARM
		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 Drive (HDD)	3.5RL	1996-98	39010-SZ3-315RM
		1999	39010-SZ3-325RM
	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.

Technician:

5. **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 System
	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.”

OUT-OF-WARRANTY REPAIR

Advisor:

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

Technician:

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

Parts Manager:

3. 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.

Component	Repair Cost	With Return Freight	
		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.
6. 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.
8. 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.