SB-10040487-3717

HONDA Service Bulletin



April 24, 2012

Applies To: 2000 and Later Hybrid Vehicles – ALL

IMA Battery Exchange Program

(Supersedes 10-061, dated July 25, 2011, to revise the information marked by the black bars)

REVISION SUMMARY

Under IMA BATTERY ORDERING, the AHM Hybrid Support contact number was changed.

COVERAGE

This bulletin applies to all Honda IMA batteries, both in-warranty and out-of-warranty.

COMPONENT REPLACEMENT POLICY

Only remanufactured IMA battery modules are available for repair; new units are not available. Any internal failure requiring IMA battery module disassembly qualifies for this program. Follow the warranty information and procedures given in this service bulletin.

NOTE:

- On out-of-warranty repairs, make sure to tell the customer that new units are not available and that a remanufactured IMA battery module is used.
- While Honda remanufactured batteries may reuse some components, the battery cells are replaced with new parts.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

| Flat Rate Time | From the Flat Rate Manual |
|----------------|---------------------------|
| | |

Failed Part: Use the part number from the parts catalogue (example: 1D010-RMX-X01).

Symptom Code: 01201

Part used for repair: Use the **RM** part number located at the bottom of the battery order form, or the order status inquiry screen (example: 1D100-RMX-X05RM).

DIAGNOSIS

Service Advisor:

Interview the customer to get as much information as possible, such as where and when the symptom occurs. This information is vital to the diagnosis, and it also helps determine whether there is a problem with the IMA system. Write the complaint on the repair order.

Service Technician:

1. Confirm the problem using the customer information written on the repair order or have the customer demonstrate the problem, then write down the results on the repair order.

Using the **SYMPTOM TROUBLESHOOTING INDEX** or the **DTC INDEX** in the applicable service manual, follow the diagnostic procedure:

- Refer to the appropriate section in the service manual, or
- From the Interactive Network (iN) main menu:
 - Select SERVICE.
 - Select ISIS (Service Publications).
 - Select SEARCH BY VEHICLE.
 - Enter the model and the model year.
 - Enter a keyword: IMA or BATTERY
 - Select the appropriate Service Bulletin, ServiceNews article, or DTC Troubleshooting from the list.
- 2. Repair the vehicle according to your diagnosis:
 - If the problem is gone, return the vehicle to the customer.
 - If the problem is still there or your diagnosis leads you to replace the IMA battery, go to step 3.
- 3. Replace the IMA battery with a remanufactured one:
 - For vehicle service contract (VSC) and certified used car (CUC) repairs, call **800-999-5901**.
 - For goodwill repairs, contact your dealership's district parts and service manager (DPSM).
 - For 2003–08 Civic Hybrids and 2005–07 Accord Hybrids, refer to Service Bulletin 10-083, *IMA Battery Software and Hardware Updates*.

© 2012 American Honda Motor Co., Inc. – All Rights Reserved

ATB 44965-47841 (1204)

1 of 6



IMA BATTERY ORDERING

Service Technician:

NOTE:

- Use the iN to order a remanufactured IMA battery.
 Do not call the Remanufactured Parts Dealer Service Group.
- A Tech Line reference number **is not** required to submit the order. Check **Yes**, and enter the Reference Number **only** when there is a pre-existing Tech Line contact.
- 1. Go to an iN workstation.
- 2. From the iN main menu, select **SERVICE**, select **Remanufactured Parts**, then select **IMA Battery Order**.
- 3. Enter the VIN for the vehicle you are working on, then select **Search**.



4. Review all displayed publications for additional repair information. If you cannot repair the problem with the information provided, select **IMA Battery Order**.

| BITERACTIVE NETWO | XXX - Windows Internet Explorer | | - | × |
|----------------------------|--|--------|-------------|----|
| 00- E- | hends contra | | 15 | 2. |
| A · m · 13 # | • Page • Safety • Tools • 📦 • 🗈 | | | |
| | | | | |
| 👷 Favortes 🛛 🙀 🖁 | Suggested Sites * II Web Sice Gallery * | | | |
| Report in an ETELEN MILL | Edit Profile Environment Sign Fue | | 100 | |
| MT IN FAVORITES | HOME I SITE NOP I AN EXPYORE I CONTECTUS I NUMERS | HONDA | AN | |
| | PARTS FM / HP 2 CHL PM | | | |
| IF muss this Mens . IF | and a second | 101000 | and in case | |
| Acknowledgements A | IMA Battery Order | | - | |
| Transactions | unar and bissinger scients | | | |
| Parts and Service News | 1413 Jame Tave Ter DIVC HYBRD 2001 | - | _ | |
| ISIS (Service Publications | TilleDescription | 0 | | 19 |
| Vehicle Information | Accessing Sensing System Charges Index by coart (Revised 0101/2005) | 35-525 | | |
| Warnach | ETC PICK is based in the ECM PCH | 00-000 | | |
| Concert Delivery | EDM Lipitate to Prevent Momentary Engine Stud During Dear Shifts | #3-det | | |
| Claims | itas immetokaan kwy Come Dupleaner | 19-065 | | |
| Other Claims / | AliA Battery Michae in Hisrarty Exchange Program (Revised 20.4-2013) | 004070 | | |
| Reinbursenent | menuolaar System (Type 3: (Revised 06/27/2007) | 01-003 | | |
| HCUC XIN Radio Demo | My Corres CHIMIN DTC P14(7 | 09-015 | | |
| Remanufactured Facts | The set of the set of the set of the set of the | 17.017 | | |
| A 44 0 44 | | 00.000 | | |
| ATOM | Lindgene Carrier Lites Incluse The same Carrison | 01-023 | | |
| NA Entry Other | Product Godama BCM Gatave to Prevent Caralyst DTC F0420 and or VPE DTC F1021, MCM Galaxe to Current Resolvations | 05-028 | | |
| Order Status Impury | Product Centers Mill Carrier Cir With DTC POACE #1420 or F2020 (model) LLEV | 11-535 | | |
| Owner Info Change | Hanney Expension, CVT Start Currie Judger (Revised 52/05/2008) (Hubble CVT) | 21.6es | | |
| Service Ray | AC Sprat Crowt Troublesteeting | | | |
| Intrine Appaintments | AC system does not come or both fans and the AC compressor do not work), heater is DI | | | |
| tain 1 los | AT Gee Presser Signal Druct Toutestormy (DVT) | | | |
| All Resulting | Add DTC Troubesteering 11, 12, 15, 17 (Win Add) | | | |
| the management | ASS STC. Truckeehoong 12 Te .11, 13 (We ABS) | | | |
| arrived to a | ABS 012 Treakeeneering 21, 22, 23 24 DVth ABS | | | |
| Customer Relations | #85 CTC Tructelenteering 11 52 53 34 38 37 38 (Wein A82) | | | |
| Owner Link Services | ABS 070 Trubiationing 41: 42, 42, 44 (Wei ABS) | | | 1 |
| Frances Sanding | ABS DTC Troublehooding 31 (With ABS) | | | 16 |

5. Enter the mileage for the vehicle you are working on, and select **Submit** to view the IMA Battery Order form.

| BITERACTIVE NETWORK - Windo | ws Inter | net Explorer | | | | | -08 |
|--|----------|-------------------|----------------|--|-----------|------------|-----------|
| 🚱 🗣 🔊 🗠 n honds o | ore mana | est percent | | ¥ 49 X | Google | | . م |
| 9 · 0 · 13 m · 840 · 1 | Salety + | Tgols - @- 21 | | | | | |
| - Favortes | | Web Size Galery + | | | | | |
| Signed in as STEVEN MILL . But Profile | Indian | Sign Out | - | | | Descention | (A) |
| and all so and a set | Dente | | conneron 1 | - ALCON | 1 | amonios. | ALN |
| USED CARS SERVICE PARTS | - | UNIVERSITY | | | | | |
| (E) Hide This Marris (E) | 115 | | | | | (3 Hele | and Point |
| Acknowledgements P | | epures. | - | IA Battery Order | | | |
| Parts and Service lines | | | - | Vahicle Information | | | |
| Flash | 175 | -MESHONGBOOMT! | 9 | Witage- | 25478 | | |
| 1313 (Service Publications | | | | THE OWNER OF TAXABLE PARTY. | | | |
| Verset | | | | Concession of the local division of the loca | | | |
| Courtesy Delivery Claims | | | \$200-2010 Ave | ntan manakina da, m. Al Agra | Assessed. | | |
| Other Claims / Raimbursament | | | | | | | |
| HCUC XM Radio Demo Activation | | | | | | | |
| Remanufactured Parts | | | | | | | |
| Aude Order | | | | | | | |
| IN Design Comp | | | | | | | |
| Order Barus Impury | | | | | | | |
| Ourset Info Change | | | | | | | |
| Service Bay | | | | | | | |
| Service Appaintments | | | | | | | |
| Texh Line | | | | | | | |
| CSE Reporting | | | | | | | |
| Marketing | | | | | | | |
| Customer Relations | | | | | | | |
| Owner Link Services | | | | | | | |
| C S | | | | | | | 3 |

6. Fill in the IMA Battery Order form.

Questions with a red asterisk (*) are required fields that you must answer to submit the form. Make sure the information is complete. This information is critical to the remanufacturing process.

NOTE: Once you submit your order, you can track it using the Order Status Inquiry screen on the iN. For details, go to IMA BATTERY ORDER PROGRAM FREQUENTLY ASKED QUESTIONS on page 4 of this service bulletin.

| _ | | _ | 1000 | | _ | _ | 7 | Source of Carr | 2.6 |
|--|-------------------------------------|------------------|----------|--------------------------------------|--------------|------------|--------------|----------------|-----|
| | | | Dea | RT EROTTIATION | | - | | | |
| Dealer Humber | 14/AN001 | | | Repair Order Bumb | -64. | 1 | | | |
| DPTS ID Blame* | SELECT >> | * | | Repair Order Date: | | - | 1 1 | 10 | 9 |
| \$500 | Gast | four numbers) | | Approved by Parts | Managerr | C ver | . C No | | |
| Telephone Ho | d d | - | DR. | Have you called Tec this problem? | th Lave abo | ut (ve | 5 C 86 | | |
| 0.000 | | | VAN | ide hatormation | | | | | ł |
| VII | JHMFA3626750004 | 23 | | Mileage | 45000 | | | | |
| Model | CIVIC MA | | | Model Year | 2007 | | | | |
| Body Type | 40R | | | Trim Level | HYBRID | | | | |
| | | | Warranty | Goodwill Information | | | | | |
| Warnanity Status | NWARRANTY | | | Warranty Type | WAR | [Custo | mer Pay | | |
| First use Date | 11/25/2008 | | | Goodwill | - | | | | |
| Emcloament They de | ATTACT OF THE OWNER OF THE OWNER OF | tion title being | - | The buildener's Mater | of The start | Alters and | this into ut | The sector is | |
| PROVIDE DE LA COMPOSITION DE LA COMPOSITICA DE L | Protocol Contract Contract | an nugary. | | | | | | | |
| | | | Custo | inser Information | | | | | |
| Customer liame | | | - | Customer Confa | et j | 1 | - | | |
| | 1 | | | ins: | | | 100 | | |
| Customer's | | | | | | | - | | |
| | | | | | | | 1 | | |
| he was | 1.00 | | Prob | dem Description | - | | | | |
| Could you duplicat | te the problem?* | Cyes | Cillo | Is this a repeat e | omplaint? | | I Yes | Cille | |
| to this a repeat rep | par(comeback)7+ | C Yes | CHO | floes Service Ma | mual Troub | le shoolir | V C Yes | Citto | |
| Is BAA light on ?* | | Cver | CHA | | | 36 | | | |
| Chark anning Bab | tanh | Cum | Cm | | | | | | |
| citess engine ago | a day | Tes | 0 100 | | | | _ | | |
| lic | | 1 | 1 | 1 | 1 | 1 | - | _ | |
| the state of the | the part of the party of | - | | Comments | | | _ | | |
| List Other Sympto | oms Conditions her | 6 | | | | | | | |
| | | | | | | | | - | 1 |
| | | | | | | | | | 2 |
| Bens | Part Mumber | | | Descrip | ation | | | | |
| 1 1 | D100-RMX-305RM | MAB | ATTERY A | SSY. | and dat | | | | 1 |
| | | | | and an other statements | | | | | |
| | | 3 | finded | Save Cancel | | | | | |
| | | | | | | | | | |

7. You will receive a remanufactured IMA battery unit packed in a reusable shipping box. Save this box and the packing materials.

You **must** return the failed IMA battery core in this box. Otherwise, your dealership risks being billed a core loss charge of \$3,000.

- 8. Remove the failed IMA battery:
 - Refer to the IMA section of the appropriate service manual, or
 - Online, enter keywords **IMA REMOVAL**, then select **Battery Module Removal/Installation** from the list.
- 9. Install the remanufactured IMA battery:
 - Refer to the IMA section of the appropriate service manual, or
 - Online, enter keywords IMA REMOVAL, then select Battery Module Removal/Installation from the list.
- 10. Put the failed IMA battery unit core in the same box that the remanufactured unit came in. NOTE:
 - Make sure the failed IMA battery core **is not** disassembled. If the core is disassembled, your dealership will be debited a core loss charge of \$3,000.
 - If you do not return the IMA battery in this same box, your warranty claim will be debited, and the core will be sent back to your dealership.

Parts Manager:

- 11. The IMA Battery Order form you submitted is kept on the iN for 60 days. Print out a copy to put in the box with your core return:
 - From the iN main menu, select SERVICE.
 - Select Transactions.
 - Select **Advanced Search**, and enter a date range.
 - Select Filtered by, then select Service.
 - Under Transaction Description, select IMA Battery Order, then go back to the top of the page and select Search.
 - Scroll down to the appropriate VIN, then select it to view the form.
 - Review the form, then print out a copy by selecting the printer icon.
- 12. Print out a copy of the Core Return Update Acknowledgement to put in the box with your core return:
 - From the iN main menu, select PARTS.
 - Select Returns and Surplus.
 - Select Core Return.
 - Select Core/VIN.
 - Select the order reference number associated with the VIN.
 - Enter the serial number from the core being returned, then select **Submit**.
 - Review the form, then print out a copy by selecting the printer icon.

 Place the printed copies of the IMA Battery Order form and the Core Return Update Acknowledgement into the core return box with the failed IMA battery core.

NOTE:

- If you return a failed IMA battery core without the proper forms, your warranty claim will be debited, and the core will be sent back to your dealership.
- 14. Return the failed IMA battery core:
 - **Backtrack Dealers** Use the backtrack service provided by your daily delivery carrier to return the IMA battery.
 - Non-Backtrack Dealers Ship the failed IMA battery core to the appropriate location by using the prepaid shipping label included with the new IMA battery.

NOTE:

- If the IMA battery return form is incomplete or not included with the failed IMA core, you will be charged a \$50 diagnostic fee.
- If the IMA battery core is not received at the specific address within 21 days from the order date of the remanufactured IMA battery, your warranty claim will be debited, and your dealership will be issued a core loss charge of \$3,000.
- The 2012 Civic Hybrid uses a new lithium-ion IMA battery. This battery is handled as a **regulated hazardous material**, and returns require special handling with certified packaging and documentation. Batteries must be returned via UPS surface freight and not by way of the DSO backtrack service. Refer to PIB A11-0006 for additional information. Contact AHM Hybrid Support at **909-664-9323** if you have questions about return shipping or problems with the packaging, or if the return battery has an unusual smell or appears to be leaking.

IMA BATTERY ORDER PROGRAM FREQUENTLY ASKED QUESTIONS

Question: When do I use the IMA battery order program?

Answer: Use the program whenever you are replacing an IMA battery.

Question: How do I order an IMA battery?

Answer: To order an IMA battery, refer to IMA BATTERY ORDERING on page 2.

Question: Who do I call for questions on the IMA battery order program?

Answer: For questions about the program, call RPO Tech Line at **888-997-7278**, and select option 2.

Question: Who do I call if I need help diagnosing the problem, or if I have technical questions about the IMA battery?

Answer: If you cannot find the answers in the appropriate service manual, service bulletins, or *ServiceNews* articles on iN, create a Tech Line access code, then call Automobile Tech Line:

- 1. From the iN main menu, select **Service**, then select **ISIS**.
- 2. Under **Search by Vehicle**, enter the model, year, and enter a keyword like **IMA** or **BATTERY**, then select **Search**.
- 3. If you cannot repair the problem with the service information provided, select **Tech Line Help**.
- 4. The Tech Line access code screen appears. Fill in all the required fields, then select **SUBMIT**.
- 5. Have the access number ready when you call Tech Line at **800-228-7210**.

Question: Do I need a Tech Line reference number to order an IMA battery?

Answer: No.

Question: What year and model IMA batteries can I order through the IMA battery order program?

Answer: All current models are available.

Question: There are several numbers on the battery module; which one is the serial number?

Answer: Refer to the images below for the proper location of the serial number.

ACCORD



2003 - 2005 CIVIC







2010 - 2012 INSIGHT/CR-Z



2000 - 2006 INSIGHT



Question: How do I obtain pricing or parts availability on remanufactured IMA batteries?

Answer: For IMA battery prices and availability, go to the iN home page and select **Parts**, select **Parts Locator**, then select **Parts Availability**. Enter the part number found at the bottom of the IMA Battery Order form in line 1, enter the quantity desired, then select **Submit**.

| THURSE THE HETHORY - | a mount matter Experier | | | |
|-------------------------------|------------------------------------|--|----------|------------------|
| Gor Eltheimmer | honds.com/vision/100-fearing- | 🗶 🐄 🗶 🚰 (alape | | P |
| 0 · 0 · 0 # · 0 | lage - Safety - Tgols - 💽 - 🚉 | | | |
| - Favortes | ested Sites * 🖉 Web Sice Gallery * | | | |
| liqued in an ATEVEN MALL MART | ratio Emploites Sign Dat | | | |
| WW IN FRADRICES - HOW | E & BITE MAP 1 IN SUPPORT 1 COND | CTUE I ALIANS | 12 HON | ma in |
| CLEINED INTERNET | Cret.ret | | | |
| USO CARS MANUE | UNIVERSITY | | | |
| icknowledgements | + * Required | Parts Availability | | Printip an Print |
| Iransactions | - | | | |
| Parts and Service News | | to use of a president | | |
| Parts Catalog | Disconti di Statili | Trank the PART NUMBER W | (Darm I | |
| Farts Ordering + | The Part | Ourseller Description | | |
| tricing + | 1 10100-FZA-305PM | | Dalwa | |
| wits Locator . | 2 | and the second s | Delete | |
| Parts Locator Inquiry | 1 | | Delete | |
| Parts Availability | | | Detete | |
| beturns and Surplus + | | | Delate | |
| lepair Extinute | | | Delete | |
| Store a | 7 | | Datato | |
| consory Marketing a | | | Dalata | |
| orts Barketing a | | | Dates | |
| arte Library + | 10 | | Dates | |
| | 95 | | Daire | |
| | 12 | | Catrix | |
| | 43 | | Delete | |
| | | | Delete | |
| | 10 | | Datata | |
| | 10 | | Delete | |
| | 17 | | Deiete | |
| | 10 | | Delete | |
| | 18- | | Carlada | |

The IMA battery price, availability, and shipping information is displayed in the Parts Availability field.

Question: How can I track my order once I submit it?

Answer: To track your order, go to the IMA VIN Inquiry Acknowledgement screen on the iN.

- 1. From the iN main menu, select SERVICE.
- 2. Select Remanufactured Parts.
- 3. Select Order Status Inquiry.
- Enter a date in the All Orders Accepted Since box, make sure the Order Status Inquiry for Core/ VIN is selected, then select Submit.

The IMA VIN INQUIRY ACKNOWLEDGEMENT screen appears, listing orders by VIN, ORD REF (Order Reference), STAT (Status), SHIP DATE, SHIPPER, and PART NUMBER. The status of your order is displayed by one of these codes:

Codes generated by RPO Tech Line:

- **PEND** Your order is waiting to be processed by RPO Tech Line.
- HOLD Your order is waiting for additional dealer diagnosis.
- ERR Your order caused an error; call 888-997-7278 (select option 2).
- **DENY** RPO Tech Line denied your order; call **888**-**997-7278** (select option 2).
- **APPR** RPO Tech Line approved your order and forwarded it to AHM Parts.

Codes generated by AHM Parts Operations:

- BO/TOS Your order is on back order or is temporarily out of stock.
- **CAN/BOC** Your order has been cancelled; contact your assigned parts center.
- ALO/BOA Your order has been allocated, but not released for shipment.
- **REL/BOR** Your order has been picked, packed, and shipped.
- **INV** Your order has been invoiced to your dealer parts account.