



Applies To: 2000 and Later Hybrid Vehicles – ALL

April 24, 2012

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.

Operation Number: 1181H5

Flat Rate Time: From the Flat Rate Manual

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

Defect Code: 03214

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*.

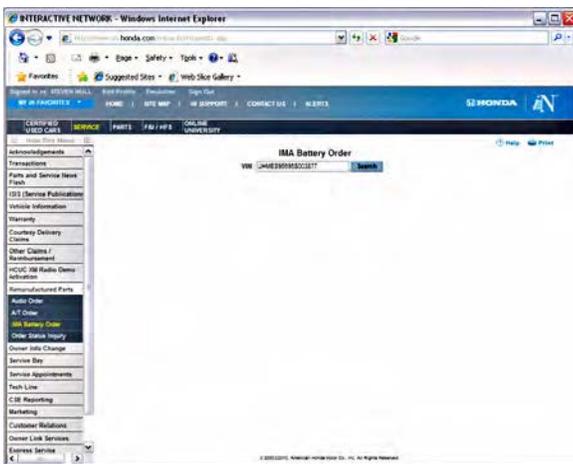
IMA BATTERY ORDERING

Service Technician:

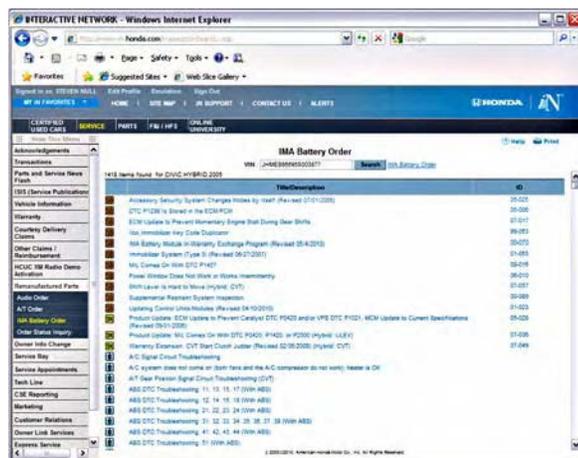
NOTE:

- 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.

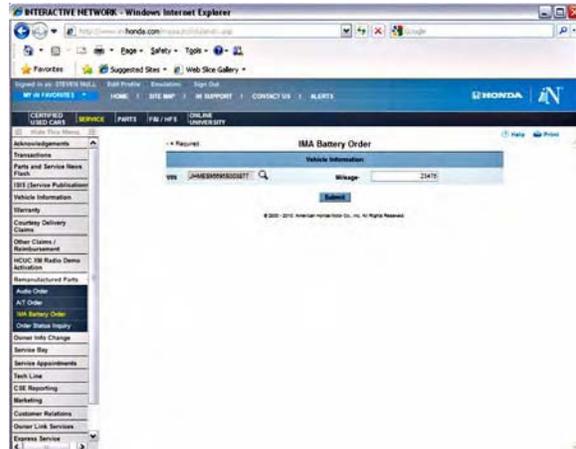
1. Go to an iN workstation.
2. From the iN main menu, select **SERVICE**, select **Remanufactured Parts**, then select **IMA Battery Order**.
3. Enter the VIN for the vehicle you are working on, then select **Search**.



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



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



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.

IMA Battery Order

Hour 2 of 2 (1/2/2010)

Dealer Information

Dealer Number: WAN001 Repair Order Number:

DPTS ID Name: Repair Order Date:

SSN: (Last four numbers) Approved by Parts Manager: Yes No

Telephone No.: Ext.: Have you called Tech Line about this problem?: Yes No

Vehicle Information

VIN: 1HMF50267000423 Mileage: 45000

Model: CIVIC IMA Model Year: 2007

Body Type: 4DR Trim Level: HYBRID

Warranty/Goodwill Information

Warranty Status: IN WARRANTY Warranty Type: WALK Customer Pay

First Use Date: 11/23/2009 Goodwill Authorization:

Use Caution: This multi-day coverage (return) does not consider the customer's state or the restrictions/conditions of the vehicle. Please see the 80 Product Care / Protection Policy.

Customer Information

Customer Name: Customer Contact No.:

Customer's Complaint:

Problem Description

Could you duplicate the problem?: Yes No Is this a repeat complaint?: Yes No

Is this a repeat repair (comeback)?*: Yes No Does Service Manual Trouble-shooting indicate replacing IMA battery?: Yes No

Is IMA light on?: Yes No

Check engine light on?: Yes No

Comments

List Other Symptoms/Conditions here:

Item	Part Number	Description
1	1D1E0-4M60-3029M	IMA BATTERY ASSY

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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.

13. 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.

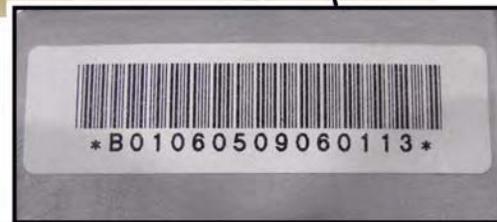
Question: What year and model IMA batteries can I order through the IMA battery order program?

Answer: All current models are available.

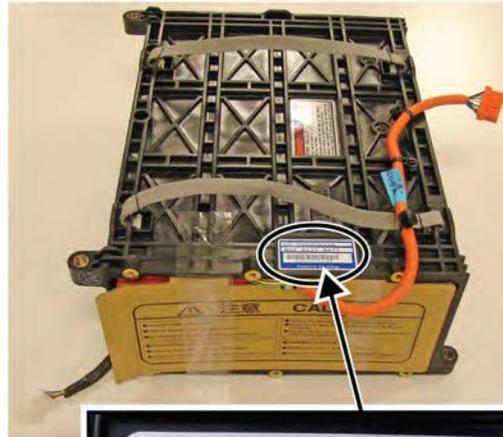
Question: There are several numbers on the battery module; which one is the serial number?

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

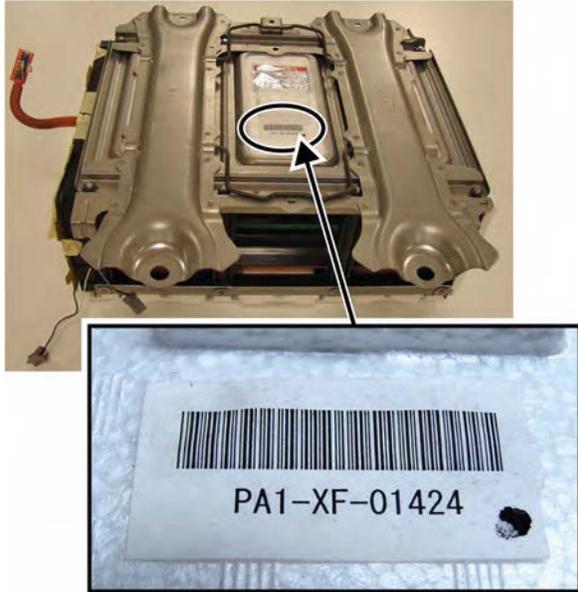
ACCORD



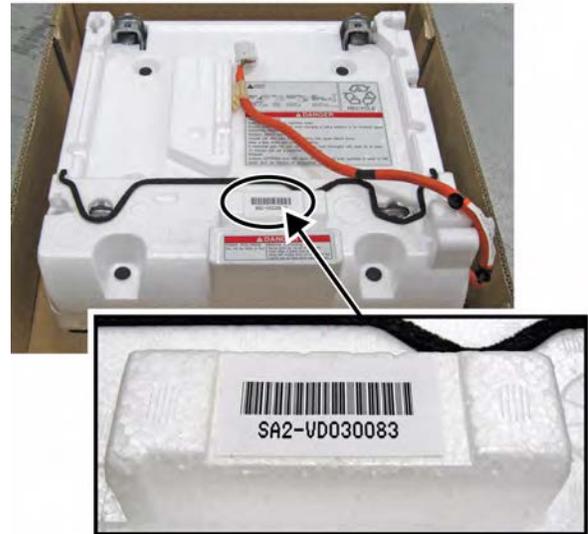
2003 – 2005 CIVIC



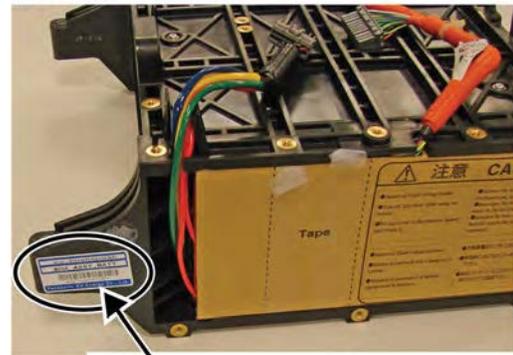
2006 – 2011 CIVIC



2010 – 2012 INSIGHT/CR-Z



2000 – 2006 INSIGHT

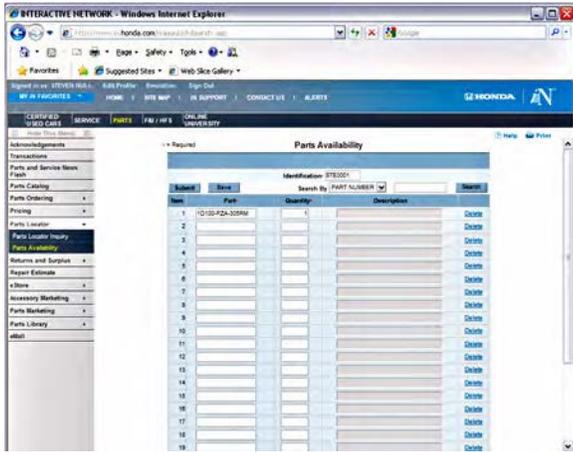


2012 CIVIC



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**.



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**.
4. 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.