June 25, 2015

47845-02055 Version 2

IMA Battery Exchange Program

ACURA

Supersedes 12-012, dated May 22, 2012, to revise the information highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2013-14	ILX Hybrid	ALL	ALL
2014, 2016	RLX Sport Hybrid	ALL	ALL

REVISION SUMMARY

- Under AFFECTED VEHICLES and WARRANTY CLAIM INFORMATION, the RLX Sport Hybrid was added.
- Under IMA BATTERY ORDER PROGRAM FREQUENTLY ASKED QUESTIONS RLX Battery illustration was added.

COVERAGE

This bulletin applies to all ILX and RLX Sport Hybrid 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 client that new units are not available and that a remanufactured IMA battery module is used.
- While Acura remanufactured batteries may reuse some components, the battery cells are replaced with new parts.

CLIENT 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.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Year/Model	Operation Number	Description	Flat Rate Time	Failed Part Number
2013 ILX Hybrid	1181H5		0.9 hr	1D100-R9C-C00
2014 ILX Hybrid	1181H5	IMA battery replacement		1D100-RW0-C05
2014 RLX Sport Hybrid	1181P7		3.3 hrs	1D100-R9S-C00
2016 RLX Sport Hybrid	<mark>1181P7</mark>			

Defect Code: 03214 Symptom Code: 01201 Skill Level: Repair Technician

DIAGNOSIS

Service Consultant:

Interview the client 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 client information written on the repair order or have the client demonstrate the problem, then write down the results on the repair order.

Go to the Interactive Network (iN) for the applicable diagnostic procedure. From the iN main menu:

- Select SERVICE.
- Select SIS (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 client.
 - 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 contact (VSC) and Acura Certified Pre-Owned Vehicle (ACPV) repairs, call 800-999-5901.
 - For goodwill repairs, contact your dealership's district parts and service manager (DPSM).

IMA BATTERY ORDERING AND REPLACEMENT

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.

MIT	LOTINE.	INNO:	PARTS	ATE	ERECUTIVE MARATEMENT	DOM:	COLUMN STATE	ORLINE CONTRACTO		
32 Upto Tim Ethio					Contraction .			a here Porter	(2.44a)	di rese
ha honors de charmier de	-				IMA Batte	ry Order				
Tiernations				578	10/02/04/1404300001		la antitu			
Farita and Betwice New Yearth	1 (M						- 150			
SIX (herone Pubmias	and .									
Vehicle Information										
liarcondy	- 22									
Coursesy turnery Coirrie	-									
Inter thems (Revelue second	1									
ADPV IM Raillo Demo Actoritien										
In the second	8 (a)									
Faile Drive:	-									
Aft Dreek										
CHINA CONTRACTOR										
Duniel Mis. Change										
beringe Stag										
Manportalistiy Pages	14 C									
ACE Proportional	*									
				4.00	5.0012 deterior biolds?	navita in alta	(radiation)			

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

MUTS PRE-CONCE	HINNE MARTE	rs wont exceptions	CRORLA DISPARATA	UNIVERSITY	
Acknowledgements		IMA Battery C	Etesterer Ste	Sales Postst 2 Help	-
Timentone		WW INVOLITION	I Married Int Subsc.	and a second	
farts and Service Revie	at have must be according bird.	an protection	Contract Contractor	NUMB.	_
UA Hereire Poblisment		1 Multissergetor			6
fatigle behaviorenteen a	A PO satisfies was a sector of, issued by Rand				
Darrang al.		maters and 1924 Bullioner do Autriga	-		
	Alt antioder State antien ba	mane year wheneve in 1984 OPT a		(Sall) (Provid)	
Other Claims F					
	Acad Kath Assessment Service for				
Annendictures facts	Erurgi ha berurna da her anar	and lepthing his Long but some	a and (114 hereitar)		
Auto Dress	A for sint European Traublande	digitation			
AT Done	Address tarvell by hard in so	the part of the set			
Red College Division	Advanced Paper and Panalet DT	UTraining the			
Orin Data stary	ATTACANT AND TAXABLE ATT	10.000 000 00000			
Numi Mrs Diaton	Attention which be set	CK + DI Direct & Low Mrs Collidar Lo	Vier but bridge or shybest two		
And the second sec	B dans but mits will apro-				
Service Day +	Auto red time version				
alargemekting fagaret	Autor His town Alfging				
ACE Inducations	B Aufernites with a	\$ 200-2012 on some service			

5. Enter the mileage and select the client's state, then 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.

+ Required			IMA E	Battery Order	а 🖾 ты	Sales Port	8 3	leip 🗳 Prin
-	-	-	Dea	fer Information			-	Source Comments
Dealer Humber	251238		-	Repair Order Sumb	er:	-	_	-
OPTS ID Name	HAR SELECT AN			Repair Order Deter		1	-	10
553-		four numbers	25	Approved by Parts	Managers	Cres	1000	- mark
Telephone No.*		-	and the	Have you called Tec this problem?	h Line about		CNO	
		-	Vela	icle information	-	-	-	
VIII	10/063/74063000	67		Allicage	5000			-
Model	BX HYBRD			Model Tear	2013			
Body Type	+CR			Trim Level	TECHNYB			
			Warmshi	Goodwill Information				
Werranty Status	BI WARRANTY			Warranty Type	WAR]	Custor	ner Pay	
first use Date				Goodwill / VSC				
	Tanty Valention check CICUC IMA ontere.	te monutest		the coverage ents. Prea	se obtain pu	Donzatio	n prior to a	sidmitting
	-		CH	nt Information	_	_	_	
Client Name	-		_	Client Contact No	M () ()	1 3	_	
Client's Comple	airl-						2	
							1	
			Prob	Iom Description				
		Cyes	Cito	Is this a repeat of	omplaint?		f' Yes	Cito
Could you dup!	icate the problem?"				rual Trouble	Abortion		-
		Cves	Can	Goes service Ma			CYAN	
s Dis a repeat	repair(cometack)?-	C Yes		indicate replacing	g likk bather)	n-	Cyas	CNO
is Dia a repeat Is IMA tight on 1	repair(comeback)?-	C yes	C 80	Indicate replacing	g IIAA bathery	r.	Cyas	6 80
is Duis a repeat is IMA signa cont Check, engine 1	repair(comeback)?-			undicate replacing	g lifth battery	r.	CYas	C NO
is Duis a repeat is IMA signa cont Check, engine 1	repair(comeback)?-	C yes	C 80	indicate replacing	g IIAA bather)	ē	Сүль	C NO
s Diis a repeat a IMA tight ont Check engine I NTC	repair(cometack)?- h ight on?-	C Yes	C 80 C 80	Comments	g IMA battery	r.	Став	C BO
is Dris a repeat a IMA sgra ont Check, engine I DTC	repair(comeback)?-	C Yes	C 80 C 80	Indicate replacing	g IMA bathery	é i	Cyas	C 80
is Dris a repeat a IMA sgra ont Check, engine I DTC	repair(cometack)?- h ight on?-	C Yes	C 80 C 80	Indicate replacing	g liAA buttery	÷	C yes	C 80
ls Ihis a repeat la Ihia light on Check, angine I DTC List Other Bym	repain(comeback)?- n light on?- ptoms/Conditions her	C Yes	C 80 C 80	indicate replaciny	g lillA butter)	÷.	Стек	C 86
Is Ihis a repeat Is Ihia light on Check angine I DTC List Other Byrn Norm	repainfcomeback)?- n ptoms:Conditions her Part Muniber	C Yes	Cao Cao	indicate replaciny Commenta	g lillA butter)	•	C 144	C 85
ls Ihis a repeat la Ihia light on Check, angine I DTC List Other Bym	repain(comeback)?- n light on?- ptoms/Conditions her	C Yes C Yes BOX	C 80 C 80	indicate replaciny Commenta	g IMA buttery		C yas	C 85
Is Ihis a repeat Is Ihia light on Check angine I DTC List Other Byrn Norm	repainfcomeback)?- n ptoms:Conditions her Part Muniber	C Yes C Yes BOX	C to C to C to No ASSY, BAT	Indicate replacing Comments Descrip	g IMA buttery		C yas	с во 2

For ILX only: When you receive your order, do not save the packaging for the replacement core. The shipment
includes separate, brand new, UN-certified packaging for the failed core, in accordance with hazardous material
shipping regulations.

If the packaging for the failed core arrives damaged, call AHM Hybrid Support at 909-664-9323.

8. Remove the failed IMA battery:

In the online service manual, enter the keywords IMA REMOVAL, then select Battery Module Removal/Installation from the list.

- 9. Install the remanufactured IMA battery.
- 10. Put the failed IMA battery unit in the packaging supplied with the shipment of the remanufactured core.

NOTE:

- If the battery core is returned in damaged or non-certified packaging, or is not properly marked, labeled and document, your warranty claim will be debited, and your dealerships will be issued a core loss charge of \$3,000.
- You may also be subject to significant penalties for non-compliance with shipping regulations.

IMA BATTERY CORE RETURN

Parts Manager:

- 1. 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 the core:
 - From the iN main menu, select SERVICE.
 - Select Transactions, then select Search.
 - Enter a date range, then enter keywords IMA BATTERY ORDER. Select Search.
 - Scroll down to the date of your order, and select the associated reference number.
 - Review the form, then print out a copy by selecting the printer icon.
- 2. Print out a copy of the Core Return Update Acknowledgement to put in the box with the core:
 - From the iN main menu, select **PARTS**.

- Select Returns and Surplus.
- Select Core Returns.
- Select Cores with 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.
- 3. 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.

4. Return the failed IMA battery core via UPS Freight LTL. **DO NOT** use the DSO backhaul service. See PIB B12-0004 for more information.

NOTE:

- The 2013 ILX Hybrid uses a lithium-ion IMA battery, which is a regulated hazardous material and requires special return procedures for packaging, documentation, transportation training and shipping record retention. Penalties for non-compliance with regulation are significant.
- 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 remanufacture IMA battery, your warranty claim will be debited, and your dealership will be issued a core loss charge of \$3,000.
- Contact AHM Hybrid Support at 909-664-9323 if you have questions about return shipping or problems with the
 packaging, the core has an unusual smell, appears to be damaged, or the battery shows evidence of leaking,
 special shipping will need to be arranged by calling the support number.

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 and 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 the RPO Tech Line at 888-997-7278, and select option 2.

Question: Who do I call if I need help diagnosis 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 SIS.
- 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: 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.



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 parts number found at the bottom of the IMA battery Order form in line 1, enter the quantity desired, then select **Submit**.

[um]	E-DRIMED	SERVICE.	PARTS. JUST	A REPORT OF	CILL BULLETIN COLL		
Max This Barne					Banhasard ST Ter Sales P	telal (Strate Gar	
letoouted generate		Report	nd	Parts Availa	ibility		1
ratia athain							
larts and Barriss New Yeslig		7.045		Americkantor PCT			
terte l'alette		Seder	ut (targ)	Searah By Fr	at manua .	Seatth.	
fernennig ((frame)	Fert	Quartery	Description		
Vera			10103-000-20089			Depende	
consury Sei Ineer	1211	2	-			Dents	
	-					Ottebs	
Samplement Pageng						Denuta	
NURSER			-			and the second se	
atures and burghue		_				(CEVER)	
rune fairnate	1					Oright	
THE						DOCK	
Accessory Marketerg						Determ	
Serie Marketing			1			Dents	
DALF		12	[F		Design	
wik Library	-411	19.	-			Dom	
and the second s	10	12	1			Depets	
		25	1			(man)	

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 Order Status 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 **Order Status Inquiry Acknowledgement** screen appears, which lists details such as the order reference number, shipper number, and order status associated with the VIN.

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 cuased 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 forwared 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 had 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 shipped.
- **INV** Your order has been invoiced to your dealer parts account.

NOTE: If you see an AHM Parts Operations status code that is not listed above, contact your facing Parts Center analyst.

END.