

August 30, 2017

47845-02055 Version 3

IMA Battery Exchange Program

Supersedes 12-012, dated JUNE 25, 2015, 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

- Updated Order Status Inquiry Contact Information.

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	IMA battery replacement	0.9 hr	1D100-R9C-C00
2014 ILX Hybrid	1181H5			1D100-RW0-C05
2014 RLX Sport Hybrid	1181P7		3.3 hrs	1D100-R9S-C00
2016 RLX Sport Hybrid	1181P7			

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:

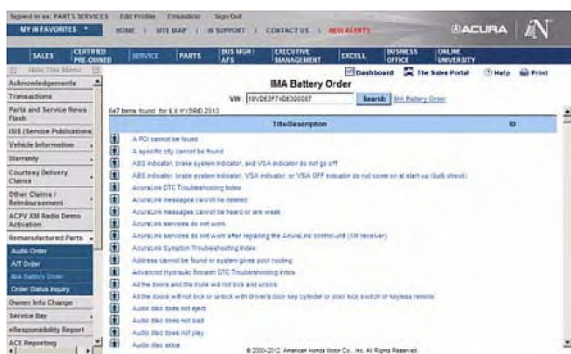
NOTE:

- 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**.



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 and select the client's state, then select **Submit** to view the IMA Battery Order form.



- 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.

- 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**.

- Remove the failed IMA battery:

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

- Install the remanufactured IMA battery.

- 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:

- 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.
- 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 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 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:

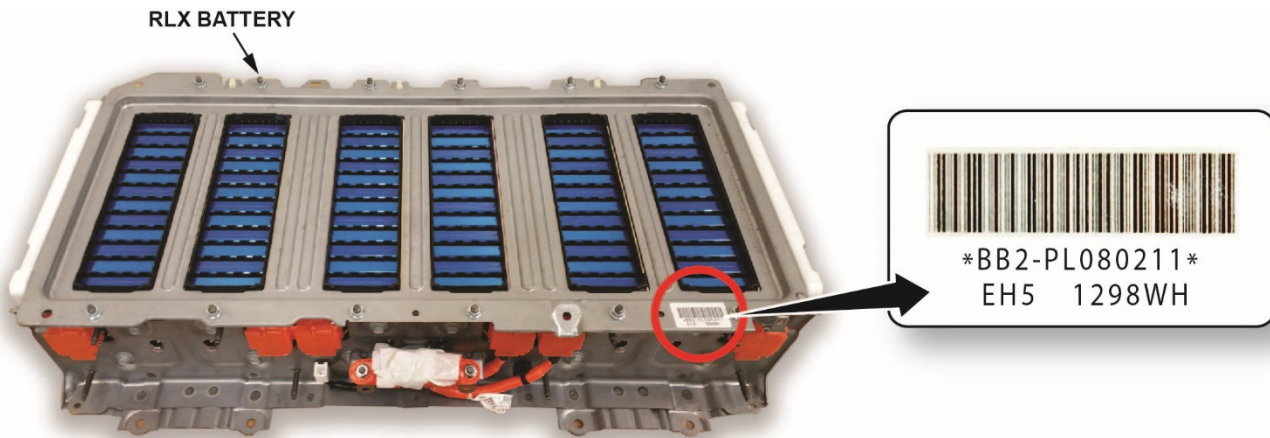
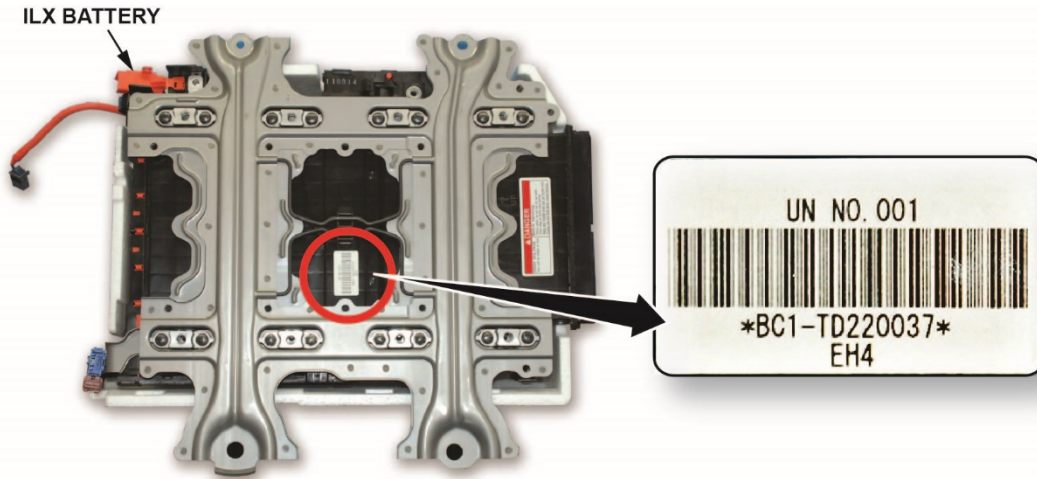
1. From the iN main menu, select **Service**, then select **SIS**.
2. Under **Search by Vehicle**, enter the model, year, and enter a keyword like **IMA** or **BATTERY**, then select **Search**.
3. If you cannot repair the problem with the service information provided, select **Tech Line Help**.
4. The 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.

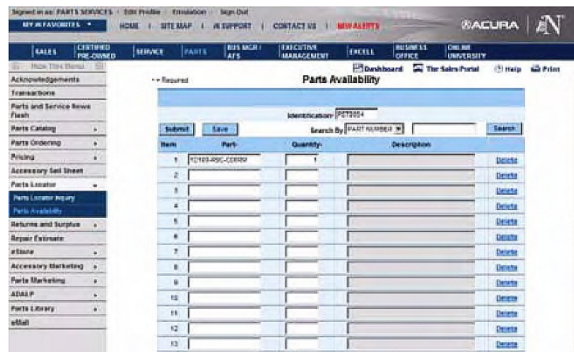
Question: There are several numbers on the battery module. Which one is the serial number?

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**.



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 caused an error; call **800-245-4343**.
- **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 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.