



Automatic Transmission In-Warranty Exchange Program

(Supersedes 90-009, dated September 27, 2007 to update the information marked by the black bars)

REVISION SUMMARY

Updated Order Status Inquiry Contact Information.

COMPONANT REPLACEMENT POLICY

You are required to install a remanufactured A/T (automatic transmission) and torque converter on any vehicle with an internal failure that calls for A/T disassembly that is covered under any of the programs listed under VEHICLES AFFECTED.

These parts are available through the ATR (Automatic Transmission Remanufacturing) Program.

This service bulletin tells you what you need to do to replace an A/T through the ATR Program. This bulletin covers:

- Warranty Claim Information
- Required Materials
- Diagnosis
- In-Warranty Exchange
- ATR Program Frequently Asked Questions

VEHICLES AFFECTED

This service bulletin applies to **all Acura vehicles** covered by these programs:

- New Vehicle Limited Warranty (4 years or 50,000 miles, whichever occurs first)
- AHFC VSC (Vehicle Service Contract)
- CUC (Certified Used Car) Warranty
- Powertrain Limited Warranty, starting with 2006 model year vehicles (6 years or 70,000 miles, whichever occurs first)
- Goodwill consideration
- In certain vehicles, a higher than normal number of A/Ts have defects in material or workmanship that could cause premature wear or failure. To ensure that clients have adequate warranty coverage, American Honda is increasing the warranty on the transmission and the torque converter to 93 months (7 years and 9 months) or 109,000 miles, whichever occurs first, for these vehicles:

1999-02 3.2TL - ALL

2003 3.2TL (except Type S) -

From VIN 19UUA5...3A000001 thru
19UUA5...3A019556

2003 3.2TL Type S -

From VIN 19UUA5...3A000001 thru
19UUA5...3A019061

2001-02 3.2CL - ALL

2003 3.2CL (all models) -

From VIN 19UYA42..3A000001 thru
19UYA42..3A005203

If one of these warranty extension vehicles requires replacement of the A/T or the torque converter, and the New Vehicle Limited Warranty has expired, refer to S/B 02-027, *Warranty Extension: 3.2TL and 3.2CL Automatic Transmission*, for warranty claim information.

WARRANTY CLAIM INFORMATION

OP #	Description	FRT
218102	Replace the A/T and torque converter.	See Flat Rate Page on ISIS
221002	Drain the ATF through a paint strainer.	0.3
223505	Retrieve and clear DTCs with the HDS, and test-drive to duplicate client complaint. NOTE: Do not do this if the ATF is contaminated.	0.6
222133	Replace the pressure control linear solenoid valve. NOTE: Do not do this if the ATF is contaminated.	0.3
222120	Replace the lock-up control linear solenoid valve assembly. NOTE: Do not do this if the ATF is contaminated.	0.3
222125	Replace the shift control solenoid valve assembly. NOTE: Do not do this if the ATF is contaminated.	0.3

Failed Part: Use the **RM** part number (from the repair order) without the **RM**.
Example: 06200-PY4-A00

Defect Code: 58400

Symptom Code: 01201

Skill Level: Repair Technician

NOTE:

- For warranty claim debit questions on failed A/T cores that are disassembled or determined to be NTF (no trouble found), call WPI-Ohio at **(937) 642-2737**.

- For warranty claim debit questions on damaged or missing shipping containers, incomplete or missing core return forms, or late core returns, call the Remanufactured Parts Dealer Services Group at **(888) 997-7278**.
- As of September 2007, most remanufactured A/Ts are shipped with the DSO (daily stock order) without a freight charge. Freight charges are only allowed on a UPO (urgent parts order) and with authorization from your District Parts and Service Manager (DPSM).

REQUIRED MATERIALS

Disposable Paint Strainer (pack of 250):

P/N PMICSM6

(Available through the Acura Tool and Equipment Program. Call **[888] 424-6857** or use the fax order form provided in your Acura Tool and Equipment Program Catalog. Phone lines are open Monday thru Friday from 7:30 a.m. to 7:00 p.m. Central Time.)

DIAGNOSIS

Service Technician

- Print out an Automatic Transmission Worksheet from an iN workstation.
 - From the iN main menu, click on **SERVICE**.
 - Click on **ISIS (Service Publications)**.
 - Click on **SEARCH BY PUBLICATION**.
 - Click on **Job Aids**.

- Click on **Automatic Transmission Worksheet**, and then click on the printer icon.

Automatic Transmission Worksheet	
Dealer Information	
Dealer Number: _____	Goodwill Authorization: _____
Technician Name: _____	Order Date (yyyy-mm-dd): _____
Telephone #: _____ Ext. # _____	Approved by Parts Manager? Yes ___ No ___
Vehicle Information	
VIN: _____	Model: _____ Year: _____
Mileage: _____	Transmission #: _____
Is the vehicle drivable: Yes ___ No ___	Repair Order #: _____
Customer Information	
Customer Name: _____	
Customer Daytime Phone #: _____	
Customer Complaint: _____	
Problem Description	
Shifting/Engagement Problems	Noise/Vibration Problems
Does the transmission have a shifting or engagement problem? Yes ___ No ___	Does the transmission have a noise or vibration problem? Yes ___ No ___
Upshift/downshift problem? Yes ___ No ___	Grinding noise? Yes ___ No ___
Shudder or judder at shifts? Yes ___ No ___	Whine noise? Yes ___ No ___
Slips in forward gears? Yes ___ No ___	Converter lock-up noise? Yes ___ No ___
Slips in reverse? Yes ___ No ___	Vibration while driving? Yes ___ No ___
Clunk when engaging reverse? Yes ___ No ___	Vibration at idle? Yes ___ No ___
Does engine stall in D1 (low gear)? Yes ___ No ___	Other noise or vibration? _____
ATF Leak Problems	Comments
Does the transmission have an ATF leak? Yes ___ No ___	_____
Did leak recur after cleaning? Yes ___ No ___	_____
Is leak at a seal? Yes ___ No ___	_____
Is leak at a gasket? Yes ___ No ___	_____
Is leak at an O-ring? Yes ___ No ___	_____
Is leak through case? Yes ___ No ___	_____
Leak rate? Wet ___ Drip ___ Stream ___	_____
Diagnosis	
Is the Malfunction Indicator Light (MIL) ON? Yes ___ No ___	
Does the D or D5 light flash? Yes ___ No ___	
Is a transmission DTC stored? (record freeze data) Yes ___ No ___	
If YES, what is the DTC? _____	
After clearing the DTC, does the same DTC recur? Yes ___ No ___	
Transmission temperature when the problem occurs? Cold ___ Normal ___ Hot ___	
Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)? Yes ___ No ___	
If Yes, Describe: _____ driving? _____ parked? _____	
Does the problem occur while accelerating? _____ decelerating? _____ steady throttle? _____	
Does the problem occur during shifts between 1 st & 2 nd ? _____ 2 nd & 3 rd ? _____ 3 rd & 4 th ? _____ 4 th & 5 th ? _____ D & R? _____ P & R? _____	
Shift lever position when problem occurs: P ___ R ___ N ___ D ___ D5 ___ D4 ___ D3 ___ 2 ___ L ___	
Vehicle speed (mph) when the problem occurs: _____	
Engine speed (rpm) when the problem occurs: _____	
Throttle position when the problem occurs: Idle ___ 1/4 ___ 1/2 ___ 3/4 ___ Full ___	
Strain the ATF through a paint strainer. Is the ATF contaminated? Yes ___ No ___	
What is the ATF color? Normal ___ Dark ___ Very dark ___	
Does the trailer hitch receiver (inside) look like the vehicle is used for towing? * Yes ___ No ___	
Does the vehicle have an optional ATF cooler? * Yes ___ No ___	
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- Check the ATF level.
 - If the level is OK, go to step 3.
 - If the level is low, add Acura ATF-Z1, and test-drive the vehicle.
 - If the A/T works normally, find and fix the cause of the ATF leak.
 - If the A/T still has a problem, go to step 3.
- Drain the ATF through a disposable paint strainer into a clean container. Look for contamination (small pieces of metal or friction material) in the strainer.

NOTE: Do not throw away the used paint strainer. If you order a remanufactured A/T, you need to send back the used strainer with the failed A/T core.

 - If you find little or no contamination in the strainer, then the ATF is OK, even if it smells burnt, is discolored, and/or the magnetic drain plug has small chips, flakes, or metal fuzz on it. Refill the A/T with Acura ATF-Z1, and then go to step 4.
 - If you find a large amount of contamination in the strainer, do not replace solenoids or clear any DTCs; the problem will recur. Go to step 11.

- If you are not sure of the contamination level in the strainer, drain the ATF from a known-good A/T through a clean strainer, and then compare the two fluids.
 - If the ATF from the failed A/T is similar to the ATF from the known-good A/T, refill both A/Ts with Acura ATF-Z1, and then go to step 4.
 - If the ATF from the failed A/T has a lot more contamination than the ATF from the known-good A/T, refill the known-good A/T with Acura ATF-Z1, and then go to step 11.
4. Make sure the symptom is not a normal characteristic of the vehicle. If possible, compare the vehicle to another one of the same model and year. Refer to these normal A/T operating characteristics to prevent torque converter or A/T replacement:
 - **Quick downshifts.** The grade logic system compares memorized driving conditions with current conditions and shifts the A/T accordingly. When going down a hill, even a light touch of the brake pedal can cause the A/T to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
 - **Does not always shift through the full range of gears.** This can also be caused by the grade logic system keeping the A/T in its optimum gear for different driving conditions.
 - **Mechanical noise when selecting a forward or reverse gear.** It is normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are lowered and you are parked next to a wall or another vehicle.
 - **Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released).** This can occur on most Acura vehicles. It is a result of the measures taken to improve fuel economy.
 - **Late, hard shifts before the engine warms up.** By design, the A/T shifts later and a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.
 5. Even if the MIL is off, check the TCM/PCM for DTCs, and troubleshoot any that you find. Not all DTCs make the MIL come on, and electrical problems can cause the same symptoms as internal A/T problems.

NOTE: A/T solenoid DTCs are electrical problems, not hydraulic. If you need to replace a solenoid, do not order a remanufactured A/T unless replacement would require A/T disassembly.
 6. Make sure the MIL is off, then test-drive the vehicle to verify your client's complaint. To make sure the complaint is not a normal characteristic of the vehicle, compare the vehicle to another of the same model and year, if possible.
 7. Look for related diagnostic or repair information on the *iN*.
 - From the *iN* main menu, click on **SERVICE**.
 - Click on **Automatic Transmission**.
 - Click on **Warranty A/T Order**.
 - Enter the model and year of the vehicle you are working on, and then click on **Search**. The search results will display service bulletin, *ServiceNews*, service manual, and electrical troubleshooting manual information that may help you resolve the problem without replacing the A/T.
 8. If applicable, check the adjustment of the A/T throttle cable and the shift cable.
 9. Do the road test, stall speed test, and oil pressure tests described in the appropriate service manual. Refer to S/B 97-009, *Automatic Transmission Oil Pressure Testing Tools*, for a list of the tools.
 10. Check the transmission for leaks.

Is the transmission leaking?

No - Go to step 11.

Yes - Do the following:

 - Check all fittings, lines, and hoses. Then use a pressure washer with detergent to thoroughly clean the A/T. *Do not use carburetor cleaner or plastic cleaner; they may cause the throttle cable O-ring to become brittle and break.*
 - Check for leaks using Met-L-Chek D-70 Developer (available through the Acura Tool and Equipment Program), and mark the leak point with a felt-tip pen.
 11. If you cannot fix the problem or you find the problem is inside the A/T, replace the A/T with a remanufactured one.
 - If the transmission is being replaced for leakage, the area of the leak must be sprayed with Met-L-Chek D-70 Developer and the leak point marked with a felt-tip pen.
 - For warranty repairs, go to **IN-WARRANTY EXCHANGE**.
 - For VSC and CUC repairs, call **(800) 999-5901**.
 - For goodwill repairs, contact your dealership DPSM.

NOTE: Make your diagnosis carefully. If you return a core that later shows NTF (no trouble found) on both a dynamometer and a teardown/inspection, your warranty claim will be debited a **\$1,000** diagnostic charge. Your dealership will not be credited for the returned core, nor will the core be sent back; it becomes the property of American Honda.

Service Advisor

- Let your client know that your service department will be installing an Acura factory-remanufactured A/T and torque converter.

IN-WARRANTY EXCHANGE

Service Technician

NOTE: Ordering a remanufactured A/T is done on the **IN**. Do not call the Remanufactured Parts Dealer Service Group.

- With a completed Automatic Transmission Worksheet in hand, go to an **IN** workstation.
- From the **IN** main menu, click on **SERVICE**.
- Click on **Automatic Transmission**.
- Click on **Warranty A/T Order**.
- Select the model and year of the vehicle you are working on, and then click on **Search**.

Click on **Warranty Automatic Transmission Order** to bring up the Warranty Automatic Transmission Order form.

The form is titled "Warranty Automatic Transmission Order" and includes the following sections:

- Dealer Information:** Dealer Number (WAND01), Goodwill - VSC Authorization, DPTS Name, Repair Order Date, Telephone No., Approved By Parts Manager (Yes/No).
- Vehicle Information:** VIN, Mileage, Model, Model Year, Transmission No., Repair Order No., VIN Barcode, Is the vehicle drivable? (Yes/No).
- Customer Information:** Customer Name, Customer Contact No., Customer's Complaint, Image Upload (0 images).
- Problem Description:** Shifting/Engagement Problems (e.g., Upshift-downshift problem, Shudder or judder at shifts, Slips in forward gear, Slips in reverse gear, Clunk when engaging reverse, Does engine stall in D1 (low gear)), Noise/Vibration Problems (e.g., Grinding noise, Whine noise, Converter lock-up noise, Vibration while driving, Vibration at idle, Other noise).
- ATF Leak Problems:** Does the transmission have an ATF leak? (Yes/No), Did leak recur after cleaning? (Yes/No), Is leak at a seal? (Yes/No), Is leak at a gasket? (Yes/No), Is leak at an O-Ring? (Yes/No), Is leak through case? (Yes/No), Leak rate? (Wet, Drip, Stream).
- Diagnosis:** Is the malfunction indicator light (MIL) on? (Yes/No), Does the D or D5 light flash? (Yes/No), Is a transmission DTC stored? (record freeze data) (Yes/No), If yes, what is the OBDII DTC?, After clearing the DTC, does the same DTC recur? (Yes/No), Transmission temperature when the problem occurs? (Cold, Normal, Hot), Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)? (Yes/No), If yes, repair description?, Does problem occur while? (Driving, Parked), Does the problem occur while? (Accel., Decel., Cruise), Does the problem occur during shifts from? (1 To 2, 2 To 3, 3 To 4, 4 To 5, D To R, P To R), Shift-lever position when problem occurs? (P, R, N, D, D5, D4, D3, 2, L), Vehicle speed when the problem occurs? (MPH), Engine RPM when the problem occurs? (RPM), Throttle position when the problem occurs? (Idle, 1/4, 1/2, 3/4, Full), Strain the ATF through a paint strainer; is the ATF contaminated? (Yes/No), Describe the ATF color: (Normal, Dark, Very Dark), Does the trailer hitch receiver (inside) look like the vehicle is used for towing? (Yes/No), Does the vehicle have an optional ATF cooler? (Yes/No).

- Use the completed Automatic Transmission Worksheet to help you answer the questions on the Warranty Automatic Transmission Order form. Questions with an asterisk are required fields that must be answered to submit this form. Make sure you include complete information (17-digit VIN, etc.). This information is critical to the remanufacturing process. If you return a failed A/T core without this form properly filled out, your warranty claim will be debited a service charge of \$50.

- Enter the name of the person who confirmed the client complaint in the Client Complaint field of the order form. This information is required in case the Remanufactured Parts Dealer Service Group needs to contact you.

- When you complete the form, click on **Submit** to send it.

NOTE: Once you submit your order, you can track it using the **Warranty A/T VIN Inquiry** screen on the **IN**. For details on how to do this, go to **ATR PROGRAM FREQUENTLY ASKED QUESTIONS**.

- Within **2 working days**, you will receive a remanufactured A/T (with torque converter), along with core return instructions, packed in a reusable shipping container. Save the shipping container, torque converter retaining strap, hole plug, and all internal packing materials. *You must return the failed A/T core and torque converter in this shipping container.*

- Remove the failed A/T:

- Refer to the Automatic Transmission section of the appropriate service manual, or
- Online enter keyword **TRAN REM**, and select **Transmission Removal (A/T)** from the list.

NOTICE

Failure to clean the ATF cooler, hoses, lines, and fittings, as described in S/B 89-015, could cause damage to the remanufactured A/T.

- All A/Ts with ATF coolers: Do the **CLEANING PROCEDURE** in S/B 89-015, **ATF Cooler Cleaner**.

NOTE: Do not do this procedure on vehicles with ATF warmers.

Coolers

CL (1999)
MDX (2001–08)
RDX (2007–08)
RL (1999–08)
RSX (2002–06)
TL (1999, 2007–08)
TSX (2004–08)

Warmers

CL (2001–03)
NSX (1999–05)
TL (2000–06)

12. Install the remanufactured A/T:
 - Refer to the automatic transmission section of the appropriate service manual, or
 - Online enter keyword **TRAN INST**, and select **Transmission Installation (A/T)** from the list.
13. *All A/Ts with ATF coolers:* Install or replace the in-line ATF filter.
 - If there is no in-line ATF filter currently installed, *install* the ATF Filter Kit included with the remanufactured A/T. (This kit includes an in-line ATF filter, hoses, lines, and washers.) If this kit was not included, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278**, and request one.
 - If there is an in-line ATF filter currently installed, *replace* the ATF filter with the new filter from the kit.
14. Fill the remanufactured A/T with Acura ATF-Z1.
15. Make sure the failed A/T core has all of its parts reassembled. *Any failed A/T core that is returned disassembled is considered an unusable core, and your warranty claim will be debited a \$1,000 core loss charge.* Install the torque converter retaining strap and the hole plug on the failed A/T core.
16. Seal the paint strainer you used to check the ATF in a plastic bag.
17. Fill out the Warranty Parts Identification Tag (Reorder Number E2021). *Make sure you include complete information (17-digit VIN, etc.). This information is critical to the remanufacturing process.* Attach the tag to the failed A/T core.
18. Put the failed A/T core in the same shipping container that the remanufactured A/T came in. *If you do not return the failed A/T core in this same shipping container, your warranty claim will be debited \$200.*
19. The Warranty Automatic Transmission Order form you submitted is kept on the iN for **30 days**. To print a copy, do this:
 - From the iN main menu, click on **SERVICE**.
 - Click on **Transactions**.
 - Click on **Advanced Search**, and enter a date range.
 - Click on **Filtered by Service**.
 - Scroll down to the appropriate VIN, then click on it to bring up the form.
 - View the form, and print out a copy by clicking on the printer icon.
20. Print out a copy of the Core Return Update Acknowledgement:
 - From the iN main menu, click on **PARTS**.
 - Click on **Returns and Surplus**.
 - Click on **A/T Core Return**.

- Click on the appropriate VIN to bring up the **Update Core Return Information** screen.
- Enter the A/T core serial number, then click on **Submit** to bring up the Core Return Update Acknowledgement.
- View the form, and print out a copy by clicking on the printer icon.

21. Place the printed copy of the Warranty Automatic Transmission Order form, the Core Return Update Acknowledgement, and the sealed paint strainer into the core return envelope. Leave the envelope in the shipping container with the failed A/T core.

Parts Manager

22. Ship the failed A/T core according to the core return instructions that came with the remanufactured A/T.

NOTE:

- If the failed A/T core is not received at the specified address within **15 days** of delivery of the remanufactured A/T to your dealership, your warranty claim will be debited a **\$1,000** core loss charge. If you know that you cannot return the core within 15 days, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278** to ask for an extension.
- If you do not call for an extension, and the core is received **15 to 60 days** after you receive the remanufactured A/T, your claim will be re-credited, less a **\$250** late core charge.
- If you do not call for an extension, and the core is not received within **60 days**, you will be debited the full amount of the warranty claim.

ATR PROGRAM FREQUENTLY ASKED QUESTIONS

Here is a list of answers to the most frequently asked questions about the ATR Program.

Question: *When do I use the ATR Program?*

Answer: If you are repairing an A/T under warranty (this includes goodwill, VSC, and CUC repair) that has an internal failure requiring disassembly, you must install a remanufactured A/T and torque converter. *American Honda does not allow any disassembly of an A/T under warranty.* Remanufactured A/Ts are also available for non-warranty repairs. For details, refer to the *Acura Remanufactured Parts Application and Reference Guide*:

- From the iN main menu, click on **PARTS**.
- Click on **Parts Catalog**.
- Click on **Remanufactured Parts Application Guide**.

Question: How do I know if the A/T has an internal failure?

Answer: Use the troubleshooting procedures in the Automatic Transmission section of the appropriate service manual. Look for contamination (small pieces of metal or friction material) by draining the ATF through a disposable paint strainer and into a clean container. Do not throw away the used paint strainer. If you order a remanufactured A/T, you need to seal the used strainer in a plastic bag and ship it back with the failed A/T core. If applicable, remove the A/T oil pan to inspect or replace solenoids or wiring, but do not disassemble the A/T further.

Question: How do I order a remanufactured A/T?

Answer: For a warranty, VSC, or CUC repair, use the ordering information on pages 3 and 4. For goodwill repair, contact your DPSM. For a non-warranty repair, order the remanufactured A/T using normal parts ordering channels. For details, refer to the *Acura Remanufacturing Parts Application and Reference Guide*:

- From the iN main menu, click on **PARTS**.
- Click on **Parts Catalog**.
- Click on **Remanufactured Parts Application Guide**.

Question: Who do I call for questions about the ATR Program?

Answer: For paperwork and other administrative questions, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278**. For technical questions, if you cannot find the answers you need in the appropriate service manual, service bulletins, or *ServiceNews* articles, get a Tech Line access code, and then call Tech Line at **(800) 228-7210**.

Question: Do I need a Tech Line reference number to order a remanufactured A/T?

Answer: No.

Question: What year and model A/Ts can I order through the ATR Program?

Answer: Most models are available. For the latest application information, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278**.

Question: Where can I find the part numbers for replacement in-line ATF filters?

Answer: Refer to PIB B02-0018, *Replacement ATF Filters for Remanufactured A/Ts*, on the iN. Click on **PARTS**, **Parts Library**, and then **Parts Bulletins**. In the **Pub ID** search field, enter **B02-0018**, and then click on **Search**.

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

Answer: To track your order, go the **Warranty A/T VIN Inquiry** screen on the iN.

1. From the iN main menu, click on **PARTS**.
2. Click on **Parts Ordering**.
3. Click on **A/T VIN Inquiry**.
4. Enter a date in the **All Orders Accepted Since** box, and then click on **Submit**. The **WARRANTY A/T VIN INQUIRY ACKNOWLEDGEMENT** screen appears listing orders by **VIN**, **ORD REF** (Order Reference), **STAT** (Status), **SHIP DATE**, **SHIPPER**, and **REMAN SERIAL NO**. You can determine the status of your order from these codes:

Generated by the RPO Tech Line:

- **PEND** - Your order is waiting to be processed by the RPO Tech Line.
- **HOLD** - Your order is waiting for additional dealer diagnosis.
- **ERR** - Your order caused an error; call **(800) 245-4343**.
- **DENY** - The RPO Tech Line denied your order; call **(888) 997-7278** (Option 2).
- **APPR** - The RPO Tech Line approved your order and forwarded it to AHM Parts.

Generated by AHM Parts Division:

- **BO/TOS** - Your order is on back order or is temporarily out of stock.
- **CAN/BOC** - Your order has been canceled; 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.