

Automatic Transmission In-Warranty Exchange Program

REVISION SUMMARY

- Revisions were made under IN-WARRANTY EXCHANGE
- Revisions were made under AFFECTED VEHICLES

AFFECTED VEHICLES

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

- 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
- Perform an iN VIN status inquiry to confirm if a vehicle is covered under warranty extensions or by a campaign.

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.

1. With a completed Automatic Transmission Worksheet in hand, go to an iN workstation.
2. From the iN main menu, click on either **PARTS** or **SERVICE**.
3. Click on **Remanufactured Parts**
4. Click on **AT/CVT Order**.
5. Enter the VIN of the vehicle you are working on, select the transmission type and then click on **Search**.

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

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.

6. 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.
7. 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.
8. When you complete the form, click on **Submit** to send it.

NOTE

Once you submit your order, you can track it using the **Order Status Inquiry** screen on the iN. For details on how to do this, go to **ATR PROGRAM FREQUENTLY ASKED QUESTIONS**.

9. **Once the order is approved, a remanufactured transmission (with a torque converter if applicable) will be sent in a reusable container. Most transmissions are shipped DSO from your local parts center, but occasionally the transmission will need to be shipped from another location and may take a few extra days to arrive. Save the shipping container to return the failed transmission.**
10. Remove the failed A/T:
 - Refer to the Automatic Transmission section of the appropriate service manual.
 - Select the model and year of the vehicle your are working on then enter in keyword **TRAN REM**, and select **A/T Removal** from the list.
 - Do not drain the ATF from the 9 and 10 speed automatic transmissions prior to removal, the transmission is to be shipped back with the remaining fluid. The replacement transmission will come filled with the proper ATF.

NOTE

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. On all ZF 9 speed transmissions with an accessory external cooler, you must replace the complete accessory cooler with the transmission

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

12. Install the remanufactured A/T. Refer to the service information.
13. Replace the in-line ATF filter if the A/T already has one currently installed.
14. On all transmissions (Excluding 9 speed A/T with external cooler and 10 speed A/T) check the fluid level on the remanufactured A/T. If necessary, top off with the specified Acura ATF.
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 a printed copy of the warranty Automatic Transmission Order form and the Core Return Update Acknowledgement in a packing envelope, then place the strainer in a separate plastic bag and put it in the packing envelope. Staple the packing envelope to the plastic bag on the core.

Parts Manager

NOTES

- 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.

REQUIRED MATERIALS

| Part Name | Part Number | Quantity |
|---|-------------|----------|
| Disposable Paint Strainer (pack of 250) | PMICSM6 | 1 |

NOTE

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

1. Print out an Automatic Transmission Worksheet from SIS.
 - From the iN main menu, click on **SERVICE**.
 - Click on **SIS (Service Information System)**.
 - Select the model and year of the vehicle.
 - Select **Info Type**.
 - Select **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 Does the transmission have a shifting or engagement problem? Yes ___ No ___ Uphill/downhill problem? Yes ___ No ___ Shudder or judder at shifts? Yes ___ No ___ Slips in forward gears? Yes ___ No ___ Slips in reverse? Yes ___ No ___ Clunk when engaging reverse? Yes ___ No ___ Does engine stall in DT (low gear)? Yes ___ No ___ | Noise/Vibration Problems Does the transmission have a noise or vibration problem? Yes ___ No ___ Grinding noise? Yes ___ No ___ Whine noise? Yes ___ No ___ Converter lock-up noise? Yes ___ No ___ Vibration while driving? Yes ___ No ___ Vibration at idle? Yes ___ No ___ Other noise or vibration? _____ |
| 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 ___ | Comments _____ _____ _____ _____ |
| 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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2. Check the ATF level.

- If the level is OK, (except 9 speed A/T without external cooler) go to step 3.
- If the level is low, add the specified Acura transmission fluid for the vehicle that you are working on, and test-drive the vehicle.
 - If the A/T works normally, find and fix the cause of the ATF leak. Go to step 9.
 - If the A/T still has a problem, go to step 3.

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.

NOTES

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 the specified Acura transmission fluid, 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 10.
- 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 the specified Acura transmission fluid, 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 the specified Acura transmission fluid, and then go to step 10.
- 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 not equipped with the brake hold feature. 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.
- 4. 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.

5. 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.

6. 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.
7. If applicable, check the adjustment of the A/T shift cable.
8. 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.
9. 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 the ATF Florescent Dye (See ASB 07-059 AFT Leak Detection) or Met-L-Chek D-70 Developer (available through the Acura Tool and Equipment Program), and mark the leak point with a felt-tip pen and send a photo of the leak when you order a transmission.

NOTE

Do not use Honda ATF Florescent Dye in any ZF 9 speed automatic transmission, 7 or 9 speed dual clutch transmission (RLX, MDX Sport Hybrid or NSX) first generation CVT with a start clutch (ILX Hybrid).

10. 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

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

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 ACPV 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 **Customer Pay Transmission Application and Availability Chart** :

- From the iN main menu, click on **PARTS**.
- Click on **Parts Marketing / Remanufactured Parts**.
- Click on **Customer Pay Transmission Application and Availability Chart**.

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 ACPV repair, use the ordering information on pages 6 and 7. 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 Marketing / Remanufactured Parts..**
- Click on **Customer Pay Transmission Application and Availability Chart**.

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 B02-0030, 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.

- From the iN main menu, click on **PARTS**.
- Click on **Parts Ordering**.
- Click on **ORDER STATUS Inquiry**.
- 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.

END