



Applies To: **1998 and Later Models – ALL**

April 19, 2019

Audio, Navigation, RES, and i-MID Unit In-Warranty and Customer Pay Exchange and Out-of-Warranty Repair

(Supersedes 06-001, dated August 30, 2017, to revise the information marked by the black bars)

REVISION SUMMARY

Updated Order Status Inquiry Contact Information.

COVERAGE

This bulletin applies to all Honda audio units, CD players/changers, cassette tape players, navigation units, rear entertainment system (RES) units, and i-MID units, both in warranty and out of warranty.

COMPONENT REPLACEMENT POLICY

Use remanufactured components for warranty and customer pay repairs on customer vehicles. Follow the information and procedures given in this service bulletin and in Parts Information Bulletin A06-0001, *Audio, Navigation, RES, and i-MID Unit Warranty and Customer Pay Exchange Program*.

- Use new components to repair new, unsold vehicles.
- A new component may be used to repair a customer's vehicle under warranty only if the remanufactured component is currently unavailable from American Honda.
- You must receive authorization from your District Parts and Service Manager (DPSM) before ordering a new component.
- For vehicle service contract (VSC) and certified used car (CUC) repairs, call **800-999-5901**.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

- Operation Number: From the Flat Rate Manual
- Flat Rate Time: From the Flat Rate Manual
- Failed Part: Use the original factory P/N (without the **RM**) from the parts catalog (ex.: 08A06-341-110)
- Defect Code: From the Flat Rate Manual
- Symptom Code: From **Audio Customer Contention Codes** in the Flat Rate Manual
- Part used for repair: Use the **RM** P/N from the repair order (ex.: 08A06-341-110RM)

IN-WARRANTY DIAGNOSIS

Service Advisor:

1. Interview the customer to get as much information as possible, such as where and when the problem occurs. This information is vital in helping you determine if the audio, navigation, RES, or i-MID system is operating normally or if a problem exists. Write the complaint on the repair order.

NOTE: For CD/DVD-related problems, verify if the customer used discs with adhesive labels.

Service Technician:

2. Print the appropriate system worksheet from an Interactive Network (iN) workstation. (For i-MID units, go to step 3.)
 - From the iN main menu, click on **SERVICE**.
 - Click on **SIS (Service Publications)**.
 - Click on **Technical Library**.
 - Select the model and the model year, then click on **Job Aids**.
 - Click on **Audio System Worksheet, Navigation System Worksheet, or Rear Entertainment System Worksheet**.

AUDIO SYSTEM WORKSHEET			
Warranty Audio Order - Audio System			
Dealer Information			
Dealer Number	Repair Order Number*		
DPTS# / Name*	Repair Order Date* / /		
SSN*	(last four numbers)	Approved By Parts Manager*	Yes No
Telephone No.*	() - () ext ()	Called Tech Line?*	Yes No
		Reference #	
Vehicle Information			
VIN	Mileage		
Model	Model Year		
Body Type	Trim Level	Interior Color Code	
Warranty / Goodwill Information			
Goodwill Authorization			
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	Compares to a known good vehicle?*	Yes No
What is the problem? (Check all that apply)*	AM (Describe in Comments section below)	Cassette Player	CD Player/Changer
	XM (Factory Installed)		Other (Describe in Comments section below)
Is this audio order related to Service Bulletin 04-0277?	Yes No	(Days/Months/Years)	
How long after purchase did the problem begin?*			
Other Accessories	Cassette Player	CD Player	CD Changer Security System HFL
	Window Tinting	OnStar	LoJack Rear Entertainment System (Non-OEM)
	Rear Camera	Radar Detector	XM Radio iPod Link
	Other (Describe in Comments section below)		
Conditions			
When*	Always	Sometimes	After using for (Minutes/Hours)
Where*	Anywhere	Country	City Other location (Describe in Comments section below)
Weather*	All weather	Dry	Cloudy Raining
Outside Temperature*	degrees F		
Driving*	Stopped	Moving	Both
Engine*	Running	Off	Both
Other Conditions	(Describe in Comments section below)		



CUSTOMER 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 Honda automobile dealer.

- Duplicate and confirm the problem using the customer information written on the repair order, or have the customer demonstrate the problem. Write your results on the worksheet. (For i-MID units, you will write your results on the Core Return Form referenced in step 7 of the IN-WARRANTY EXCHANGE section.)

Using the **SYMPTOM TROUBLESHOOTING INDEX** or the **DTC INDEX** (if applicable) in the applicable service manual, find the symptom that matches the customer's complaint, and follow the diagnostic procedure:

- Refer to the appropriate section in the service manual, or
- From the iN main menu:
 - Click on **SERVICE**.
 - Click on **SIS (Service Publications)**
 - Click on **SEARCH BY VEHICLE**.
 - Select the model and model year, and enter keyword **AUDIO**, **NAVI**, or **RES**, and the DTC (if applicable).

NOTE: For i-MID units, use keyword **AUDIO**.

- Select the appropriate service bulletin, ServiceNews article, or symptom troubleshooting from the list.

- Repair the vehicle according to your diagnosis, then confirm the repair by trying to duplicate the customer's original complaint, or check to see if the DTC returns:

- If the problem is gone, return the vehicle to the customer.
- If the problem is still there, go to step 5.

- Replace the unit with a remanufactured unit:

- For warranty repairs, go to the **IN-WARRANTY EXCHANGE** procedure.
- For vehicle service contract (VSC) and certified used car (CUC) repairs, call **800-999-5901**.
- For goodwill repairs, contact your DPSM.

IN-WARRANTY EXCHANGE

Service Technician:

NOTE:

- Use the iN to order a remanufactured audio, navigation, RES, or i-MID unit. **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** if there is a preexisting Tech Line contact.
- Go to an iN workstation. From the iN main menu, click on **SERVICE**, then **Remanufactured Parts**, then **Audio Order**.
 - Select the model, year, and keyword **AUDIO**, **NAVIGATION**, or **RES**, then click **Search**.
NOTE: For i-MID units, use keyword **AUDIO**.
 - Review the publications applicable to the problem. If you cannot repair the problem, go to step 4.

- Click on **Audio Order**. Enter the VIN and mileage, and click **Submit** to view the Warranty Audio Order form.

Screen 1

Warranty Audio Order

** Required

Dealer Information

Dealer Number: 206747 Repair Order Number: []
 IPTS ID / Name: [] Repair Order Date: [] / [] / []
 SSN: [] (Last four numbers) Approved By Parts Manager: []
 Telephone No.: [] [] [] [] [] [] Ext: [] Called Tech Line?: [] Yes [] No

Vehicle Information

VIN: 2N1FY1E69H520111 Mileage: 2343
 Model: RIDGELINE Model Year: 2006
 Body Type: 4DR Trim Level: RTL/NAV Interior Color Code: DC

Warranty / Goodwill Information

Warranty Status: In Warranty Warranty Type: WAR
 First Use Date: 07/24/2005 Goodwill Authorization: []

Customer Information

Customer Name: [] Customer Contact No.: [] [] [] [] [] []
 Customer's Complaint: []

Select Form

Screen 2

Warranty Audio Order- Audio System

** Required

Common Information

Problem Description

Could you duplicate the problem?: [] Yes [] No Is this a repeat complaint?: [] Yes [] No
 Is this a repeat repair (comeback)? [] Yes [] No Compares to a "known good" vehicle?: [] Yes [] No

What is the problem? (Check all that apply):
 AM (Describe in Comments section below) Cassette Player
 FM (Describe in Comments section below) CD Player/Changer
 XM Radio (Factory installed) Other (Describe in Comments section below)

Is this audio order related to Service Bulletin 04-027?: [] Yes [] No

How long after purchase did the problem begin? []

Other Accessories
 Cassette Player CD Player CD Changer Security System JFL
 Window Tinting OnStar LockSet Rear Entertainment System (Non-OBM)
 Rear Camera Radar Detector XM Radio iPod Link
 Other (Describe in Comments section below)

Conditions

When: [] Always [] Sometimes After using for: [] [] []
 Where: [] Anywhere [] Country City: [] Other location (Describe in Comments section below)
 Weather: [] All weather [] Dry Cloudy: [] Raining: []
 Outside Temperature: [] degrees F
 Driving: [] Stopped [] Moving [] Both
 Engine: [] Running [] Off Both: []
 Other Conditions: [] (Describe in Comments section below)

Shared Functions

Symptoms
 No sound No digital display
 Noise / static No illumination
 Sound distorted Won't turn on
 L. Front R. Front Will not accept anti-theft code: []
 L. Rear R. Rear Cosmetic problems (Describe in Comments section below)
 Subwoofer Center speaker Damaged joy stick/Analog/Buttons (Describe in Comments section below)
 All speakers Other (Describe in Comments section below)
 Other location (Describe in Comments section below)

Cassette Player

Symptoms **Conditions**

No eject/tape jammed Keeps ejecting All tapes
 Extra/damaged tapes Sound muffled Specific tape Length: [] minutes
 No loading Plays too fast
 No play Plays too slow
 No sound Keeps changing sides
 Ejects while playing Other (Describe in Comments section below)

CD Player/Changer

Symptoms **Conditions**

Error code: [] (Code displayed) All discs Specific disc Position in magazine: []
 No play No sound Adhesive CD labels used? [] Yes [] No
 Skips No loading Factory recorded CD jammed in unit
 Over bumps No eject CD-R (home recorded) jammed in unit
 Using test disc Ejects while playing Description of CD stuck in unit:
 All the time Ejects immediately
 Other (Describe in Comments section below)

Comments

List "Other" Symptoms/Conditions here

Parts Information

Delivery Preference: SURFACE

Item	Order Part	Part Number	Description
1	<input type="checkbox"/>	39100-SJC-A40ZARM	NAVI TUNER ASSEMBLY
2	<input type="checkbox"/>	39100-SJC-A40ZBRM	NAVI TUNER ASSEMBLY
3	<input type="checkbox"/>	39110-SJC-A41ZARM	6 CD CHANGER
4	<input type="checkbox"/>	39110-SJC-A41ZBRM	6 CD CHANGER

- For audio, navigation, or RES units: Use your completed system worksheet to help you answer the questions on the Warranty Audio Order form.

Screen #2 of the form contains the problem description, condition information, and shared functions. Fill this section out with as much information as possible. Select one part number from the list provided, then click on **Submit**.

For i-MID units only: Fill out Screen #1 and click on **Audio System**. In Screen #2, only fill out the fields marked with a red asterisk, then scroll down to Parts Information. Select one part number, then click on **Submit**.

It is your responsibility to ensure that the correct part number is selected based on color and application information.

NOTE: Once you submit your order, you can track it using the Warranty Audio VIN Inquiry screen on the iN. For details, go to WARRANTY AUDIO ORDER PROGRAM FREQUENTLY ASKED QUESTIONS on page 4 of this service bulletin.

- You will receive a remanufactured unit packed in a reusable shipping box. Save this box and the packing materials.
You **must** return the failed core in this box. Otherwise, your dealership risks being billed a core loss charge, ranging from \$800 to \$2,500, depending on the unit.
- For i-MID units only: Fill out the i-MID Core Return Form that came with the remanufactured unit, and give it to the parts department.

If you need another copy of the form, go to **SIS**:

- Click on **Technical Library**.
- Select the model and the model year, then click on **Job Aids**.
- Click on **i-MID Core Return Form – Warranty i-MID Order – Audio System**.

- Remove the failed audio/navigation/RES/i-MID unit:
 - Refer to the appropriate component section of the service manual, or
 - Online, enter keyword **AUDIO**, **NAVI**, or **RES**. Select the appropriate removal procedure from the list.

NOTE: For i-MID units, use keyword **AUDIO**.

- Install the remanufactured unit:
 - Refer to the appropriate component section of the service manual, or
 - Online, enter keyword **AUDIO**, **NAVI**, or **RES**. Select the appropriate installation procedure from the list.

NOTE: For i-MID units, use keyword **AUDIO**.

- If the remanufactured unit has a shipping cover and shipping screws, make sure you transfer them to the failed unit being returned. Also be sure to transfer all the mounting brackets to the replacement unit. Failure to do this may result in dash squeaks and rattles.

NOTE: If the customer's media (CD, CD magazine, DVD, DVD-A, cassette tape, etc.) is stuck in the unit, *leave it there* for these reasons:

- The manufacturer needs it for diagnosis and testing.
- Any failed core that is returned disassembled is considered an unusable core. Customer media (CDs, CD magazines, DVDs, DVD-As, cassette tapes, etc.) will be properly removed by the supplier at the point of tear down and inspection of the failed unit, and mailed to your dealer.

Make sure the failed core **is not** disassembled! If the core is disassembled, your dealership will be debited a core loss charge ranging from \$800 to \$2,500, depending on the unit.

- Put the failed core in the same box that the remanufactured unit came in.
NOTE: If you do not return the failed core in this same box, your warranty claim will be debited and the core will be sent back to your dealership.
- For Customer Pay orders, go to the iN under **Reman Parts/Special Orders**. Click on **Customer Pay** check box

The screenshot shows the 'Audio Order - Audio System' form. Key sections include:

- Common Information:** Includes fields for Dealer Number, Repair Order Number, DPTS ID / Name, Repair Order Date, SSN, Approved By Parts Manager, Telephone No., and a checkbox for 'Have you called Tech Line about this problem?'.
- Vehicle Information:** Includes VIN, Mileage, Model, Model Year, Body Type, Trim Level, Interior Color Code, and BK.
- Warranty / Goodwill Information:** Includes Warranty Status (In Warranty), Warranty Type (WAR), First Use Date (12/21/2013), Goodwill Authorization, and a checked 'Customer Pay' checkbox.
- Customer Information:** Includes Customer Name, Customer Contact No., and Customer's Complaint.
- Problem Description:** Includes questions like 'Could you duplicate the problem?', 'Is this a repeat complaint?', 'Is this a repeat repair (comeback)?', and 'Compares to a "known good" vehicle?'.

Parts Manager:

13. *For audio, navigation, or RES units:* The Audio Order form you submitted stays on the iN for 60 days. Print a copy to put in the box with the core:
- From the iN main menu, click on **SERVICE**.
 - Click on **Transactions**.
 - Click on **Search**, and enter a date range.
 - Click on **Filtered by Service**.
 - Under **Transaction Description**, click on **Audio Order**, then go back to the top of the page and click on **Search**.
 - Scroll down to the appropriate VIN, then select it to view the form.
 - Review the form, then click on the printer icon.
- For i-MID units only:* Locate the i-MID Core Return form that the service technician filled out.
14. Print a copy of the Core Return Update Acknowledgement to put in the box with the core:
- From the iN main menu, click on **PARTS**.
 - Click on **Returns and Surplus**.
 - Click on **Core Returns**.
 - Select the appropriate VIN to view the **Core Return Acknowledgement** screen.
 - Review the form, then click on the printer icon.
15. Put the Warranty Audio Order form (or the handwritten i-MID Core Return form) and the Core Return Update Acknowledgement into the core return box with the failed core.
- NOTE: If you return a failed core without the proper forms, your warranty claim will be debited and the core will be sent back to your dealership.
16. Ship the failed core to the appropriate location by using the prepaid shipping label that came with the remanufactured unit.
- NOTE: For information on penalties for returns after 30 days, see PIB A06-0001, *Audio, Navigation, RES, and i-MID Unit Warranty Exchange Program*.

WARRANTY AUDIO ORDER PROGRAM FREQUENTLY ASKED QUESTIONS

Question: When do I use the warranty audio order program?

Answer: Use the program when you are replacing an audio, navigation, RES, or i-MID unit under warranty (including goodwill) that has an internal failure.

NOTE: The customer's media (CD, CD magazine, DVD, DVD-A, cassette tape, etc.) is removed by the supplier at tear down and inspection of the failed unit, and mailed to your dealership.

Any failed audio/navigation/RES/i-MID unit core that is returned disassembled is considered an unusable core, and your dealership will be issued a core loss charge ranging between \$800 and \$2,500.

Remanufactured audio/navigation/RES/i-MID units are not available for non-warranty repairs.

New components should be used to repair new, unsold vehicles.

A new component may be used to repair a customer's vehicle **only** if the remanufactured component is currently unavailable from American Honda.

Your DPSM must authorize ordering a new component.

Question: How do I order a remanufactured audio, navigation, RES, or i-MID unit?

Answer: For a warranty replacement, see IN-WARRANTY EXCHANGE on page 2.

For a goodwill repair, contact your DPSM.

For a non-warranty repair, see OUT-OF-WARRANTY REPAIR on page 5.

Question: What if it is a VSC or CUC replacement?

Answer: For vehicle service contract (VSC) and certified used car (CUC) repairs, call **800-999-5901**.

Question: Who do I call for questions on the warranty audio order program?

Answer: For administrative questions, call the Remanufactured Parts Dealer Service Group at **888-997-7278**, option 1.

Question: Who do I call if I need help diagnosing the problem or if I have technical questions about the unit?

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 Tech Line:

1. From the iN main menu, click on **SERVICE**.
2. Click on **SIS (Service Publications)**.
3. Click on **Search by Vehicle**.
4. Select the model and year, and enter keyword **AUDIO, NAVI, or RES**, then click **Search**.
NOTE: For i-MID units, use keyword **AUDIO**.
Review the displayed publications. If you cannot find the answer in any of these publications, click
5. on **Tech Line Help**.
6. The Tech Line access code screen appears. Fill in all the required fields, then click on **SUBMIT**.
7. Call Tech Line at **800-228-7210**. Have the access code ready.

Question: Do I need a Tech Line reference number to order a remanufactured audio, navigation, RES, or i-MID unit?

Answer: No.

Question: What year and model audio/navigation/RES/i-MID unit can I order through the warranty audio order program?

Answer: Most current models are available through the vehicle's standard warranty period. If your application is not available, you will receive a message instructing you to call the Remanufactured Parts Dealer Service Group at **888-997-7278**, option 1.

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

Answer: To track your order, go the Warranty Audio Order VIN Inquiry screen on the iN.

1. From the iN main menu, click on **PARTS**.
2. Click on **Parts Ordering**.
3. Click on **Order Status Inquiry**.
4. Enter a date in the **All Orders Accepted Since** box, select **Order Status Inquiry for Cores/VIN**, then click on **Submit**.

The **Order Status Inquiry Acknowledgement** screen appears, listing orders by **Reference No, Core Type, VIN, Shipper, Ship Date, Qty, Reman Serial No, Status, and Techline Ref No.**

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 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 shipped.
- **INV** – Your order has been invoiced to your dealer parts account.

If you see an AHM Parts Operations status code not listed above, contact your facing parts center analyst.

CORE RETURN INFORMATION

Service Technician:

1. If the customer's media (CD, CD magazine, DVD, DVD-A, or cassette tape) is stuck inside the failed unit, fill out a **Customer Media Return Label** (reorder number Y0325), and attach it to the unit. The manufacturer will remove the media, and mail it back to your dealership.

The form is titled "Customer Media Return Label" and is enclosed in a rounded rectangular border. It contains the following fields: "NAME" with a horizontal line below it, "STREET ADDRESS" with a horizontal line below it, "CITY" with a horizontal line below it, "STATE" with a horizontal line below it, and "ZIP CODE" with a horizontal line below it. The alphanumeric code "Y0325" is printed in the bottom right corner of the form.

2. Use the prepaid shipping label. Each audio supplier provides a prepaid shipping label with the remanufactured audio unit.

Return the core using this label to ensure that it is received at the appropriate location for credit. Use the prepaid shipping labels to return audio cores to authorized locations only; do not use them for any other purpose. If you need additional prepaid shipping labels, contact Remanufactured Parts Operations at **888-997-7278**, option 1.

- Complete the shipping label with your dealership information.
 - Pack one audio unit per box, and use a separate shipping label for each one.
 - On the line requesting **Your Internal Reference Information**, enter YOUR DEALER NUMBER and the WARRANTY CLAIM NUMBER.
3. On the repair order, write down the warranty claim number, the original part number, the serial numbers from both the failed and remanufactured units, and the return tracking number.
 4. Ship the failed unit in the same box the remanufactured unit came in. Make sure you include this required paperwork:
 - A copy of the Core Return Update Acknowledgement from the iN.
 - A copy of the Warranty Audio Order form from the iN (or the handwritten i-MID Core Return Form).

NOTE: When the failed unit arrives at the remanufacturing center, your warranty audio order will be updated to indicate that the core was received. For information on penalties for returns after 30 days, see PIB A06-0001, *Audio, Navigation, RES, and i-MID Unit Warranty Exchange Program*.

OUT-OF-WARRANTY REPAIR (AUDIO, NAVIGATION, RES, AND I-MID)

NOTE:

- If you are making a repair or exchange because of a service bulletin or service campaign, do not use OUT-OF-WARRANTY procedures. Refer to IN-WARRANTY EXCHANGE for more information.
- For **Customer-Pay Remanufactured Audio Program information**, see PIB A12-0001, *Customer-Pay Remanufactured Audio Program*.

Service Advisor:

1. Work with the Parts Manager to contact the manufacturer for a repair cost estimate, plus shipping, before sending them the failed unit. Then, give your customer a copy of the estimate for removing and replacing the unit, the shipping cost, and the cost for repairing the unit.
2. Obtain an Out-of-Warranty/New Replacement component repair form, and complete the Service Advisor's section. To obtain the form, do this:
 - In **SIS**, click on **Technical Library**, select the model and year, then click on **Job Aids**.
 - Select the applicable form from the list, and print it out:
 - Out-of-Warranty/New Replacement Audio System Component Repair Form
 - Out-of-Warranty/New Replacement Navigation System Component Repair Form
 - Out-of-Warranty/New Replacement Rear Entertainment System Component Repair Form
 - Out-of-Warranty/New Replacement i-MID System Component Repair Form

Service Technician:

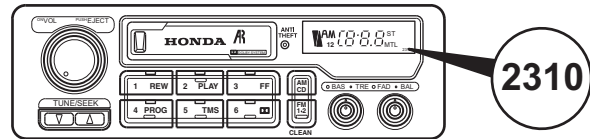
3. Remove the failed unit:
 - Refer to the appropriate component section of the service manual or,
 - Online, enter keyword **AUDIO**, **NAVI**, or **RES**, and select the appropriate removal procedure from the list.

NOTE:

- For i-MID units, use keyword **AUDIO**.
 - If the customer's media (CD, CD magazine, DVD, DVD-A, cassette tape, navigation DVD, etc.) is stuck in the unit, *leave it there*. The manufacturer will remove and return it.
4. Complete the Technician's section of the Out-of-Warranty/New Replacement component repair form.

Parts Manager:

5. Complete the Parts Manager's section of the Out-of-Warranty/New Replacement component repair form. Make sure you include your name, department, and dealership phone number on the form.
6. Identify the manufacturer. Units sent to the wrong manufacturer may not be shipped back within the usual 5–7 days.
 - Look for the number code on the face of the unit.



First Digit of Number Code	Manufacturer
1	Komtec (Panasonic)
2	Alpine
3	Pioneer
4	Clarion
6	Fujitsu Ten
9	Mitsubishi

- If the unit has no number code on its face, check the label on the unit housing, and compare the first two or three letters of the radio reference number (or audio unit model number) to this list:

Alpine – BN, BB, HF, MF, MN, BV, RD, RG, BN, FAH, MU, CD, CM, MC, MD, MT, MF

Clarion – PH

Fujitsu Ten – CE, SD

Panasonic

- Audio: CAH, CO, CR, RM
- RES Display: CY, CN, CV, TR, CX, CY

Pioneer – AV, CD, DE, DV, FHM, FX, GE, KEH

Mitsubishi

- Audio/Navigation: NR
- RES Display: ED
- DVD Player: DV

If you still can't locate the radio reference number or audio unit model number, call Remanufactured Parts Operations at **888-997-7278**, option 1.

7. Complete the required paperwork:
- *If you are paying by credit card (Visa or MasterCard only):* Fill in these fields on the component repair form:
 - Credit card number
 - Credit card expiration date
 - The name as it appears on the credit card
 - Signature (authorized card holder)
 - Phone number
 - Authorized charge amount

NOTE: If you send in a failed unit without a check, with a check listing the wrong estimated amount, or with incomplete credit card information, the manufacturer may send it back to you unrepaired, or they may repair it and send it back to you C.O.D.

- *If paying by check:* Make a dealership check out to the manufacturer for the cost of repair and return shipping. Make sure to include the check number on the form.

NOTE: For all Panasonic products, make your check out to **Panasonic Automotive Systems of America** and mail to the following address:

**Panasonic Automotive Systems of America
24542 Network Place
Chicago, IL 60673**

Please note that you will not need to enclose a check for payment; an invoice will be generated after the component is received. Credit cards are NOT accepted.

- Print two copies of the completed Out-of-Warranty/New Replacement component repair form. Keep one copy with the repair order, and include the other copy with the failed unit when you send it to the manufacturer.
8. Carefully pack the failed unit and the paperwork in a suitable box, and label the box clearly. You are responsible for lost or damaged units; keep all shipping documents and insurance receipts.
9. Ship the failed unit to the appropriate manufacturer via UPS.

**Alpine Customer Service (USA), Inc.
2012 Abalone Ave., Unit D
Torrance, CA 90501
800-421-2284, Ext. 860407**

**Bose Corporation
Automotive Systems Division-Service
Framingham, MA 01701-9168
800-231-2673**

**Clarion Factory Service Center
241 Beaver Rd.
Walton, KY 41094
800-347-8667
(Make checks payable to Clarion)**

**Fujitsu Ten
19600 S. Vermont Ave.
Torrance, CA 90502
800-237-5413**

**FTH Group Inc. (Kenwood Accessory Parts)
16685 E. Johnson Dr.
City of Industry, CA 91745
626-333-2435**

(You must get an RMA authorization number from www.fthgroupinc.com; from the home page, select Consumer Products)

**PASA c/o United Radio (Panasonic)
776 Highway 74 South**

**Dock: UR1
Peachtree City, GA 30269
800-423-8150**

(Make checks payable to Panasonic Automotive Systems of America. *See NOTE in step 7.)

**Mitsubishi Electric Automotive America, Inc.
15603 Centennial Drive
Northville, MI 48168
734-455-4622**

**Pioneer Electronics USA, Inc.
313 S Pioneer Blvd.
Springboro, OH 45066
800-553-3756**

**Visteon
c/o Model Electronics
615 E. Crescent Ave.
Ramsey, NJ 07446
800-433-9657**

(Visteon offers an open line of credit. Call their 800 number to establish an account.)

NOTE:

- The manufacturer will repair the unit and ship it back within **5–7 working days**, via UPS ground prepaid or 2nd Day Air (whichever you requested). Do not forget to include the shipping cost in your dealership payment. Units damaged by misuse or mishandling cannot be shipped back within the usual 5–7 days.
- Each manufacturer's guarantee for the repair differs. To confirm the repair guarantee, contact the manufacturer using the phone number listed above.

10. To check on the status of your repair order, call the manufacturer.

NOTE: A damaged unit may need extra repair. If so, the manufacturer will call you with an estimate of any added charges.

- If you accept the estimate, either authorize the increased amount to be applied to the credit card payment, or mail a dealership check for the additional amount to the manufacturer, or have the manufacturer ship the unit back to you, and you pay the difference upon arrival (C.O.D.).
- If you reject the estimate, the failed unit will be returned to you along with a refund. However, you will be charged **\$30.00** (C.O.D.) for diagnosis, shipping, and handling. The unit will be shipped back to you, via UPS Ground.

If your customer has any further questions or concerns, have them call Automobile Customer Service at **800-999-1009**.

Technician: Mark all that apply. Could you duplicate the problem? Yes No **1** Your Initials: **7**

<p><input type="checkbox"/> Shared Functions</p> <p>2 Symptoms</p> <p><input type="checkbox"/> No sound</p> <p style="margin-left: 20px;"><input type="checkbox"/> Noise/static</p> <p style="margin-left: 40px;"><input type="checkbox"/> Sound distorted</p> <p style="margin-left: 20px;"><input type="checkbox"/> Left Front</p> <p style="margin-left: 20px;"><input type="checkbox"/> Right Front</p> <p style="margin-left: 20px;"><input type="checkbox"/> Left Rear</p> <p style="margin-left: 20px;"><input type="checkbox"/> Right Rear</p> <p style="margin-left: 20px;"><input type="checkbox"/> All speakers</p> <p style="margin-left: 20px;"><input type="checkbox"/> Other location: (List in Comments.)</p> <p><input type="checkbox"/> No digital display</p> <p><input type="checkbox"/> No illumination</p> <p><input type="checkbox"/> No power</p> <p><input type="checkbox"/> Will not accept anti-theft code:</p> <p style="margin-left: 40px;">____ _ (Enter the code you tried.)</p> <p><input type="checkbox"/> Other: (List in Comments.)</p> <p>Check for</p> <ul style="list-style-type: none"> • Blown fuses (CLOCK and RADIO) • Faulty speaker or wires (Use the Audio System Analyzer and adapters.) 	<p><input type="checkbox"/> Radio</p> <p>3 Symptoms</p> <p><input type="checkbox"/> Fades in and out</p> <p><input type="checkbox"/> Cuts in and out</p> <p><input type="checkbox"/> Noisy</p> <p><input type="checkbox"/> Sound distorted</p> <p><input type="checkbox"/> Weak sound</p> <p><input type="checkbox"/> No sound</p> <p><input type="checkbox"/> Electrical noise</p> <p style="margin-left: 20px;"><input type="checkbox"/> from engine</p> <p style="margin-left: 20px;"><input type="checkbox"/> from other source (List in Comments.)</p> <p><input type="checkbox"/> Other: (List in Comments.)</p> <p>Conditions</p> <p>Mode:</p> <p style="margin-left: 20px;"><input type="checkbox"/> AM only</p> <p style="margin-left: 20px;"><input type="checkbox"/> FM only</p> <p style="margin-left: 20px;"><input type="checkbox"/> AM and FM</p> <p>Stations:</p> <p style="margin-left: 20px;"><input type="checkbox"/> All stations</p> <p style="margin-left: 20px;"><input type="checkbox"/> Weak stations</p> <p style="margin-left: 20px;"><input type="checkbox"/> Strong stations</p> <p>Check for</p> <p>Antenna continuity</p> <ul style="list-style-type: none"> • Mast • Mast tube • Ground • Cable <p>Antenna cable connections:</p> <ul style="list-style-type: none"> • At the antenna • At the radio 	<p><input type="checkbox"/> Tape Player</p> <p>4 Symptoms</p> <p><input type="checkbox"/> No eject/tape jammed</p> <p><input type="checkbox"/> Eats/damages tapes</p> <p><input type="checkbox"/> No loading</p> <p><input type="checkbox"/> No play</p> <p><input type="checkbox"/> No sound</p> <p><input type="checkbox"/> Ejects while playing</p> <p><input type="checkbox"/> Keeps ejecting</p> <p><input type="checkbox"/> Sound muffled</p> <p><input type="checkbox"/> Plays too fast</p> <p><input type="checkbox"/> Plays too slowly</p> <p><input type="checkbox"/> Keeps changing sides</p> <p><input type="checkbox"/> Other: (List in Comments.)</p> <p>Conditions</p> <p><input type="checkbox"/> All tapes</p> <p><input type="checkbox"/> Specific tape: Length: _____ minutes</p> <p>Check for</p> <ul style="list-style-type: none"> • Long tape (more than 100 minutes) • Damaged tape or label peeling off • Dirty head (Clean it and try again.) • Performance (Use test tape P/N 07908-A01020A.) 	<p><input type="checkbox"/> CD Player</p> <p>5 Symptoms</p> <p><input type="checkbox"/> Error code: _____ <small>Code displayed</small></p> <p><input type="checkbox"/> No eject</p> <p><input type="checkbox"/> No loading</p> <p><input type="checkbox"/> Ejects while playing</p> <p><input type="checkbox"/> Keeps ejecting</p> <p><input type="checkbox"/> No play</p> <p><input type="checkbox"/> No sound</p> <p><input type="checkbox"/> Skips — <input type="checkbox"/> Over bumps</p> <p style="margin-left: 20px;"><input type="checkbox"/> All the time</p> <p><input type="checkbox"/> Other: (List in Comments.)</p> <p>Conditions</p> <p><input type="checkbox"/> All discs</p> <p><input type="checkbox"/> Specific disc: # _____ <small>Position in magazine</small></p> <p>Check for</p> <ul style="list-style-type: none"> • Scratched disc (Damaged disc can cause skipping and no play.) • Improper installation <ul style="list-style-type: none"> — Springs in wrong direction — Shipping screw(s) not removed
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6 Comments (List "Other" Symptoms and Conditions here.) _____

NOTE: The form for the audio system is shown. The navigation, RES, and i-MID forms are similar.

1. Can you duplicate your customer's complaint?
2. Review the shared function symptoms and mark all that are applicable. If there are shared function symptoms, also mark the **Shared Functions** box at the top of the list.
3. If the problem shows up only in AM and/or FM functions (tape and CD functions are not affected), mark the **Radio** box at the top of this list, and mark the appropriate **Symptoms** and **Conditions** boxes.
4. If the problem affects cassette operation only, mark the **Tape Player** box at the top of this list, and mark the appropriate **Symptoms** and **Conditions** boxes.
5. If the problem affects only the CD player or CD changer, mark the **CD Player** box at the top of the list, and mark the appropriate **Symptoms** and **Conditions** boxes.
6. Use the **Comments** section to detail any symptoms or conditions that helped you duplicate the problem. If there are any other facts that will help the manufacturer understand the problem, write them in this area.
7. After completing all the sections, initial the form in the upper right corner.

Parts Manager: Complete the information below, and follow the instructions.

Payment Options (for out-of-warranty repairs; see S/B 06-001 for supplier information)

1 **Check number** _____
Must enclose check with unit when sending to supplier for repair.

2 **Credit card*** _____ Exp date: _____
 M/C Signature is required to authorize charge to cardholder. **4** Authorized charge amount
 VISA **3** Name (Print) _____ \$ _____
Signature _____
Phone _____

*Suppliers accept MasterCard and Visa. If paying by credit card, all information requested above must be completed.

Warranty Claim Number ** 5	Faulty Unit Part Number 6	Serial Number 7	Replacement Unit Part Number ** 8	Serial Number ** 9
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- Make two copies of this completed form. Attach the original (Dealer Copy) to the hard copy of the repair order.
- **New Replacement:** Pack one copy of this completed form and a copy of the warranty claim in the box with the faulty unit.
- **Out of Warranty:** Pack one copy of this completed form in the box with the faulty unit **when sending to the supplier for repair.**

** This information is required if it is a new audio unit replacement.

NOTE: The form for the audio system is shown. The navigation, RES, and i-MID forms are similar.

1. If you are paying for the repair by check, make a dealership check out to the manufacturer for the cost of the repair and return shipping. Write the check number in the space provided.
2. If you are paying for the repair by credit card, enter the credit card number and the expiration date, and indicate which credit card you are using (only Visa or Mastercard are accepted).
3. Print the name of the credit card holder, then get the authorized card holder's signature, and include a phone number.
4. Enter the authorized charge amount for the cost of the repair and return shipping.

5. If this is a new unit replacement, enter the warranty claim number. If this is an out-of-warranty repair, leave it blank.
6. Enter the part number of the failed unit being returned.
7. Enter the serial number of the failed unit being returned.
8. If this is a new unit replacement, enter the part number of the new unit installed in your customer's vehicle.
9. If this is a new unit replacement, enter the serial number of the new unit installed in your customer's vehicle.