

Warranty Extension: Audio-HVAC Display Is Dim or Dark(Supersedes 04-021, *Audio-HVAC Display Is Dim or Dark*, dated February 15, 2006.)**The entire content of this bulletin has changed.)****BACKGROUND**

In some audio units, a component failure on the PCB (printed circuit board) could cause the audio display to become dark or dim and prevent the audio/HVAC panel buttons from illuminating. On vehicles with navigation systems, this condition does not affect the display, but the navigation panel buttons do not illuminate.

To ensure that clients have adequate warranty coverage for this potential problem, Acura is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 4 years or 50,000 miles warranty applies, whichever occurs first.

CLIENT NOTIFICATION

Owners of affected vehicles will receive a notification of this warranty extension. An example of the client notification is at the end of this service bulletin.

CORRECTIVE ACTION

If confirmed by your diagnosis, replace the PCB (printed circuit board) inside the audio unit. The PCB core must be returned for credit.

PARTS INFORMATION

Printed Circuit Board (without navigation system):
P/N 3917A-SEC-A01RM

Printed Circuit Board (with navigation system):
P/N 3917A-SEC-A51RM

TOOL INFORMATION

PCB Tool Kit: P/N 07AAZ-SDAA170

(The kit includes an ESD/anti-static mat, a wrist strap, five colored markers, and a screw container.)

WARRANTY CLAIM INFORMATION

OP#	Description	FRT	Template ID
0101E4	Replace the audio unit's PCB (vehicles without navigation system).	0.8	04-021E
0101E4	Replace the audio unit's PCB (vehicles with navigation system)	0.8	04-021F

Failed Part: Use the **RM** part number (from the repair order) without **RM**.
Example: 3917A-SEC-A01

Defect Code: 5DY00

Symptom Code: Q3300

Skill Level: Repair Technician

DIAGNOSIS

1. Turn the ignition switch to the ON (II) position.
2. With the radio on, select a radio station using one of the presets.
 - If you hear the radio station but don't see the radio frequency selected, and the radio/HVAC panel buttons are not illuminated with the headlights on, go to REPAIR PROCEDURE.
 - If you cannot hear the radio station and cannot see the radio frequency selected, this bulletin does not apply. Continue with normal troubleshooting.

NOTE: For problems and repairs not covered by this bulletin, troubleshoot as needed and refer to Service Bulletin 06-001 *Audio, Navigation, and RES Unit In-Warranty Exchange, and Audio and DVD Player Out-of-Warranty Repair*.

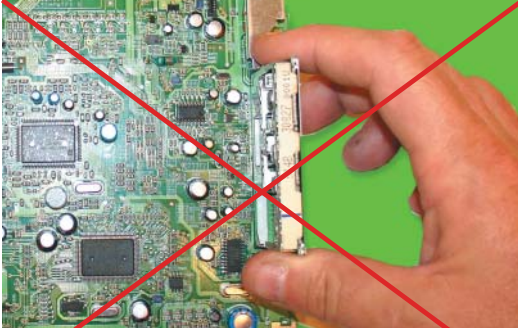
PCB HANDLING PRECAUTIONS

NOTICE

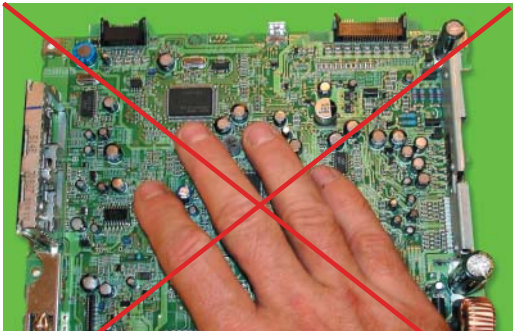
Static electricity can damage the components on the PCB. Always follow proper handling procedures.

- Handle the PCB only by the edges of the board.
- Always use the anti-static mat and wrist strap when doing this repair.

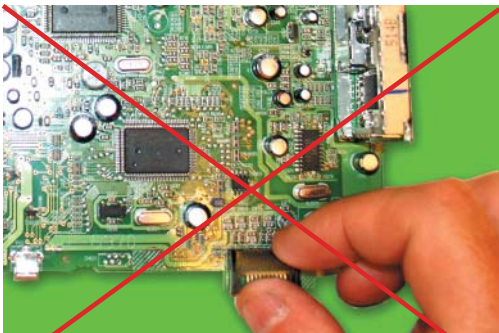
Never lift the PCB by the component parts.



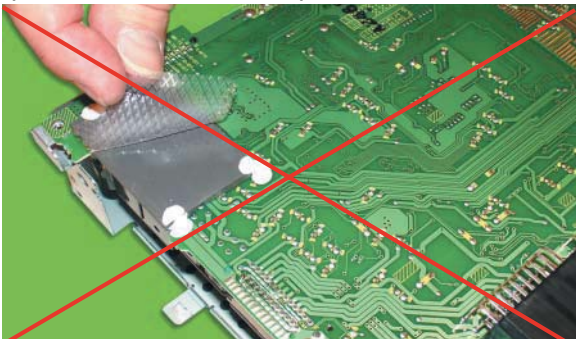
Never touch the electrical components of the PCB.



Never lift or hold the PCB by the connectors.



To prevent damage to the thermal pad, don't remove the protective cover until step 14.

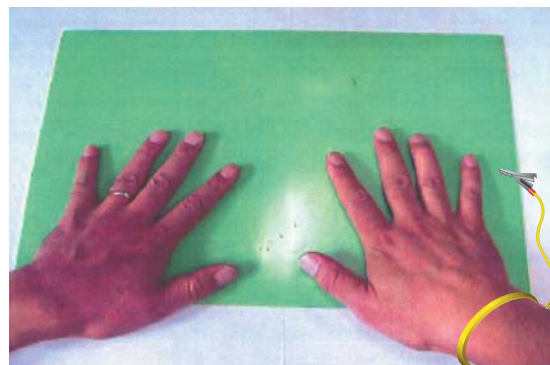


REPAIR PROCEDURE

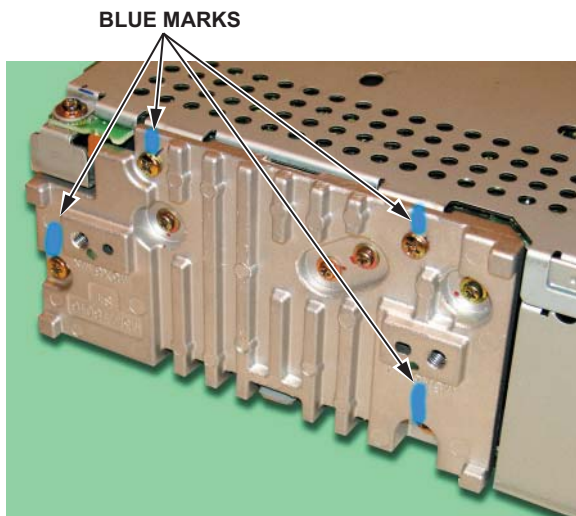
NOTE:

- Before you replace a PCB, refer to the PCB HANDLING PRECAUTIONS.
- To replace a PCB, you need the ESD/anti-static mat from the PCB tool kit (P/N 07AAZ-SDAA170) and a clean work surface.
- Before you open the audio unit or handle the replacement PCB, attach the wrist strap (included in the PCB tool kit) around one of your wrists and attach the alligator clip to the ESD mat.
- Replacement PCBs come with a new serial number label, an anti-theft code card, and two labels with the new serial number and anti-theft code. Apply the serial number label to the anti-theft card, and give the card to the client. Make sure the client knows the importance of keeping the anti-theft code card in a safe place. Advise them to discard the original anti-theft code card.
- Check the radio and HVAC functions before you begin. Make sure you note all functions are working before you begin to prevent unnecessary troubleshooting. This repair is for illumination problems only. Other problems and repairs are not covered by this bulletin.

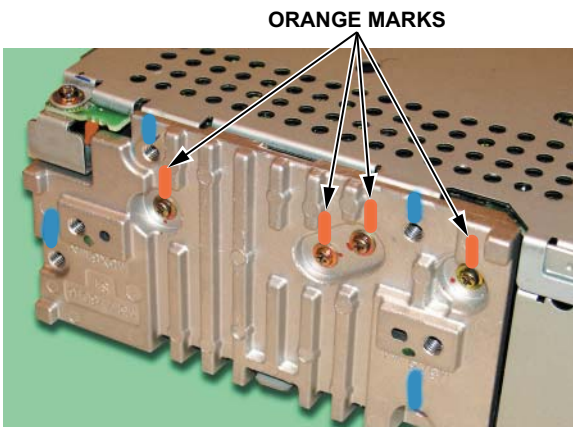
1. Remove the audio unit from the dashboard:
 - Refer to page 22-333 of the *04-07 TSX Service Manual*, or
 - Online, enter keyword **AUDIO**, and select **Audio-HVAC Display Panel Removal/Installation** from the list.
2. Place the audio unit on the ESD/anti-static mat. Then attach the wrist strap around one of your wrists, and attach the alligator clip to the ESD mat.



3. Using the blue marker, mark the four 3 x 8 mm screws on the audio unit's heat sink as shown. Then remove the four screws, and place them in the section of the screw container marked with the blue dot.

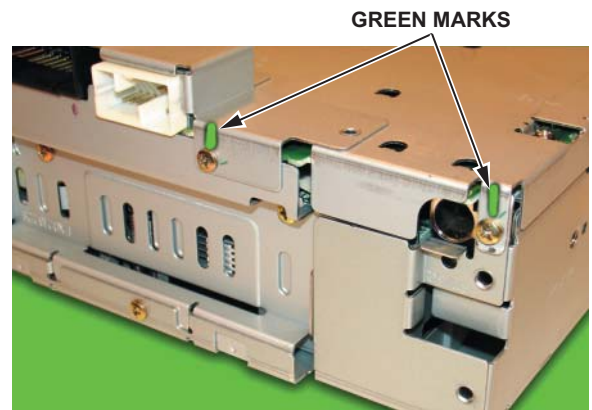


4. Using the orange marker, mark the four 2.6 x 16 mm screws on the heat sink as shown. Then remove the four screws, and place them in the section of the screw container marked with the orange dot.

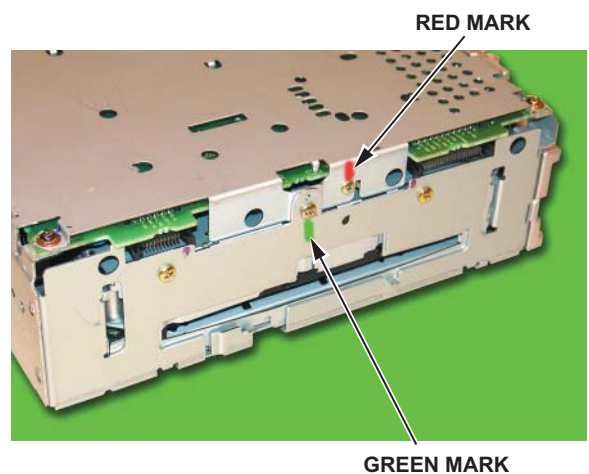


5. Remove the heat sink, and set it aside.

6. Using the green marker, mark the two screws on the back cover of the audio unit as shown. Then remove the two screws, and place them in the section of the screw container marked with the green dot.



7. Using the green marker, mark the large screw on the front lower cover of the audio unit. Also, mark the small screw with the red marker. Then remove the two screws, and place them in the appropriate sections of the screw container marked with the green dot and the red dot.



8. Using the black marker, mark the three screws on the bottom cover as shown. Then remove the three screws, and place them in the section of the screw container marked with the black dot.

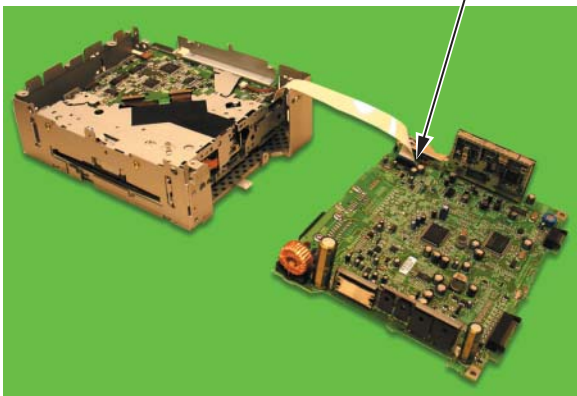


9. Take the bottom cover off the audio unit, and set it aside.
10. Carefully lift the PCB (printed circuit board), touching only the edges as shown.

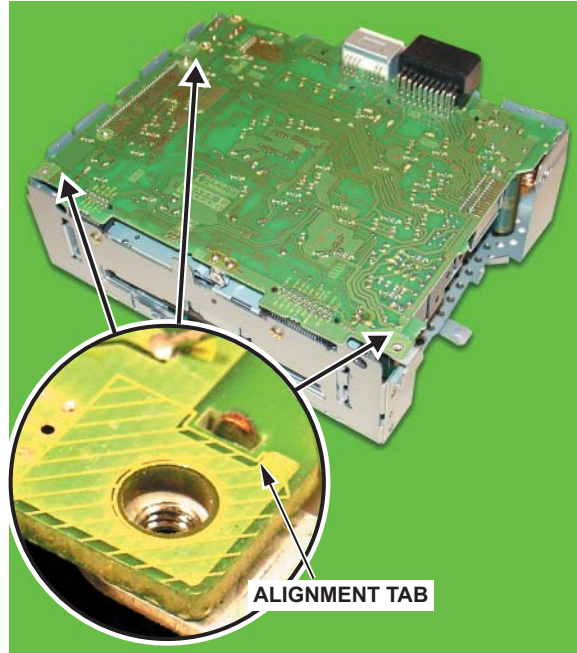


11. Set the PCB next to the audio unit on the ESD mat, and pull on the ribbon cable to disconnect it from the PCB.

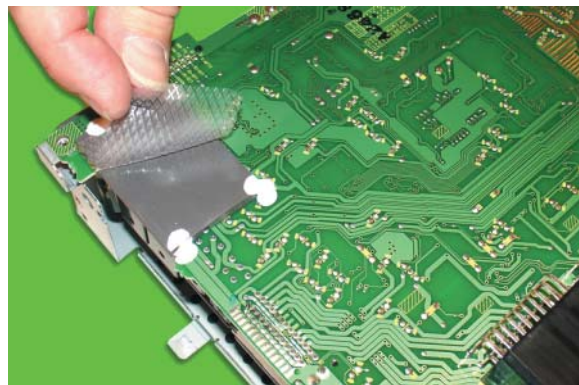
Disconnect the ribbon cable.



12. Remove the new PCB from the anti-static bag, touching only the edges, and place it on the ESD mat. Put the old PCB into the anti-static bag for return. With the new PCB on the ESD mat, push the ribbon cable into the connector on the PCB.
13. Carefully place the replacement PCB into the audio unit. To ensure proper PCB placement, align the three alignment tabs and bolt holes.



14. Carefully remove the protective cover from the gray thermal pad on the replacement PCB.



15. Reassemble the audio unit in the reverse order of removal.
16. Stick the light blue serial number label (supplied with the replacement PCB) over the original serial number label on the audio unit.
17. Reinstall the audio unit in the vehicle.
18. Check the audio unit and HVAC controls:
 - Press the PWR button to confirm that the unit turns On\Off.
 - The display should show **code**. Enter the new audio unit code provided with the replacement PCB.
 - Adjust the dimmer switch to make sure the switch illumination works correctly.
 - Check the operation of all radio and heating\air conditioning buttons.
 - Insert a CD to confirm proper CD operation.
 - Move the vehicle outside, and check the AM, FM, and XM radio reception (if equipped).
 - If the audio unit and the HVAC controls are all OK, return the vehicle to the client with the new anti-theft code card. Be sure the client understands that the new card replaces the old card and that the old card should be discarded to avoid confusion.
 - If there are any problems with the audio unit or the HVAC controls, recheck all connections that were disconnected during the repair, including the ribbon cable to the PCB. If the radio still does not function correctly, refer to Service Bulletin 06-001 for audio unit replacement information.
19. Place the original PCB in the same box the remanufactured PCB came in, and return it to your parts department so it can be returned to the vendor for remanufacturing.

PART MANAGER

Fill out the shipping label that came with the remanufactured PCB, then ship the original PCB in the same box the remanufactured PCB came in.

NOTE: If the original PCB is not returned to the vendor within 20 days from the date the warranty claim is paid, your dealership will be debited with a core loss charge.

Example of Client Letter

Winter/Spring 2007

Warranty Extension: 2004 TSX Audio Unit Display

Dear 2004 TSX Owner:

This letter is to notify you of a warranty extension on your vehicle's audio unit.

Warranty Extension Details

In some audio units, a component failure on the printed circuit board (PCB) could cause the audio display to become dark or dim, and prevent the audio/HVAC panel buttons from illuminating. On vehicles with navigation systems, this condition does not affect the display, but the navigation panel buttons do not illuminate.

To ensure that you have adequate warranty coverage for this potential problem, Acura is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 4 years or 50,000 miles warranty applies, whichever occurs first.

If the audio display becomes dark or dim, or if the HVAC buttons don't illuminate when the headlights are on, take your vehicle to any Acura dealer for an inspection. If the dealer finds the problem to be the audio unit display, and your vehicle is within the extended warranty time/mileage limits, they will replace the printed circuit board (PCB) inside the audio unit, *free of charge*. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2004 TSX receiving this warranty extension. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have a defective audio unit replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have questions about this notice, or need help contacting an Acura dealer, please call Acura Client Services at (800) 382-2238.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Acura Automobile Division

January 23, 2007

Dear Service Manager:

American Honda is announcing a warranty extension for the audio unit display on 2004 TSXs.

In some 2004 TSXs, the audio unit could have a component failure on its printed circuit board (PCB). This condition causes the audio display to become dark or dim, and prevents the audio/HVAC panel buttons from illuminating. On vehicles with navigation systems, this condition does not affect the display, but the navigation panel buttons do not illuminate.

To ensure that clients have adequate warranty coverage for this potential problem, the audio unit display is now covered for 7 years or 100,000 miles, whichever occurs first. All other features and functions of the audio system are covered under normal warranty.

NOTE: The only vehicles needing inspection and/or possible repair are those returned by clients with the specific complaint of a dark or dim radio display, and non-illuminating audio/HVAC buttons.

Inspection/Repair Strategy

The repair is to inspect the audio unit display and, if needed, replace the printed circuit board (PCB) inside the audio unit. Then, as soon as possible, return the original PCB to the vendor for remanufacturing. The sooner the vendor receives your original PCBs, the faster they can make the remanufactured PCBs available to repair additional vehicles.

NOTE: If a PCB is not returned to the vendor within 20 days from the date the warranty claim is paid, your dealership will be debited with a core loss charge.

For PCB handling, repair, parts, tools, and warranty information, refer to the revised S/B 04-021, *Warranty Extension: Audio/HVAC Display Is Dark or Dim*.

Client Notification

Notifications will begin mailing in mid-February. To ensure that the PCB remanufacturer has enough lead time, the mailing of client notifications will be staggered, based on repair demand. Clients who previously had a countermeasured audio unit replaced under warranty will not receive a notification. On those vehicles, no action should be required.

Since this is not a campaign, you will not receive a campaign responsibility report. To see if a vehicle may need its audio unit PCB replaced, make sure the client has a notification letter **and** do a VIN status inquiry.

Tool Information

A PCB tool kit (containing an ESD [electro-static discharge]/anti-static mat, a wrist strap, colored markers, and a screw container) will be shipped to your dealer the week of January 22. The PCB tool kit is **required** for PCB handling.

Parts Information

A small quantity of audio unit PCBs will be allocated in late January/early February. Additional PCBs will be available only through the Integrated Campaign Control System. This system automatically allocates a replacement campaign part the same day your campaign warranty claim is paid.

Sincerely,

**American Honda Motor Co., Inc.
Acura Automobile Division**