

Applies To: **ALL**

January 25, 2006

Audio, Navigation, and RES Unit In-Warranty Exchange, and Audio and DVD Player Out-of-Warranty Repair

(Supersedes 06-001, dated January 16, 2006, to update the information indicated by the black bars.

Replaces 87-015, *Audio Unit In-Warranty Exchange/Out-of-Warranty Repair*, dated May 13, 2005;02-029, *Rear Entertainment System Component Exchange Program*, dated November 11, 2002; and 05-001, *2005 RL: Audio Unit Diagnosis*, dated August 11, 2005)

COVERAGE

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

COMPONENT REPLACEMENT POLICY

Use only remanufactured components for warranty repairs on client vehicles. Follow the warranty information and procedures given in this service bulletin.

- Remanufactured audio, navigation, and RES units are not available for non-warranty repairs.
- Use new components to repair new, unsold vehicles.
- A new component may be used to repair a client's vehicle 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.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: From the Flat Rate Manual

Flat Rate Time: From the Flat Rate Manual

Failed Part: Use the **RM** part number from the repair order without the **RM** (example: 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** part number from the repair order (example: 08A06-341-110RM)

IN-WARRANTY DIAGNOSIS

Service Consultant:

Interview the client to get as much information as possible. Information like where and when does the problem occur is vital to diagnosis. This information also helps you to determine if the audio, navigation, RES system is operating normally, or if a problem exists. Write the complaint on the repair order.

NOTE: For CD/DVD related problems you must verify if the client used CD/DVD adhesive labels.

Service Technician:

1. Print out the appropriate system worksheet from an Interactive Network (iN) workstation.
 - From the iN main menu, click **SERVICE**.
 - Click **(ISIS) Service Publications**.
 - Click **SEARCH BY PUBLICATION**.
 - Click **Job Aids**.
 - Click **Audio System, Navigation System, or Rear Entertainment System Worksheet**.

AUDIO SYSTEM WORKSHEET			
Warranty Audio Order - Audio System			
* = Required			
Dealer Information		Repair Order Number *	
Dealer Number		Repair Order Date *	
DPTS# / Name *		Approved By Parts Manager *	Yes No
SSN *	(last four numbers)	Called Tech Line ? *	Yes No
Telephone 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	Compares to a known good vehicle? *	
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 (Factory Installed)		Other (Describe in Comments section below)	
Is this audio order related to Service Bulletin 04-027? *			
Yes	No	(Days/Months/Years)	
How long after purchase did the problem begin? *			
Other Accessories			
Cassette Player	CD Player	CD Changer	Security System
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	
Weather *			
All weather	Dry	Cloudy	
Outside Temperature * degrees F			
Driving *			
Stopped	Moving	Both	
Engine *			
Running	Off	Both	
Other Conditions (Describe in Comments section below)			

- Duplicate and confirm the problem using the client's information written on the repair order, and write the results on the repair order.

Using the **SYMPTOM TROUBLESHOOTING INDEX**, find the symptom that matches the client's complaint, and follow the diagnostic procedure.

- Refer to the appropriate section in the service manual, or
 - From the *iN* main menu:
 - Click **SERVICE**.
 - Click **ISIS (Service Publications)**.
 - Click **SEARCH BY PUBLICATION**.
 - Enter a keyword: AUDIO, NAVIGATION, or RES.
 - Select the appropriate **Symptom Troubleshooting** from the list.
- Repair the vehicle according to your diagnosis, then confirm the repair by trying to duplicate the client's original complaint.
 - If the problem is gone, return the vehicle to the client.
 - If the problem is still there, go to step 4.
 - Replace the audio/navigation/RES 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 dealership's District Parts and Service Manager (DPSM).

IN-WARRANTY EXCHANGE

Service Technician:

NOTE:

- Use the *iN* to order a remanufactured audio, navigation, or RES unit. Do not call the Remanufactured Parts Dealer Service Group!
- A Techline reference number is not required to submit the order. Check **Yes** and enter the **Preference** number only when there is a preexisting techline contact.

- With your completed Audio/Navigation/RES Worksheet, go to an *iN* workstation.
- From the *iN* main menu, click **SERVICE**.
- Click **AUDIO**.
- Click **Warranty Audio Order**.
- Select the model, year, and keyword (AUDIO, NAVIGATION, or RES) for the vehicle you are working on, then click **Search**.
- Review all displayed publications for additional repair information. If you cannot repair the problem, proceed to step 6.

- Click **Warranty Audio Order** to view the Warranty Audio Order form.

Screen 1

Warranty Audio Order

Dealer Information

Dealer Number: 206747 Repair Order Number: []

DPTS ID / Name: [] Repair Order Date: []

SSN: [] Approved by Parts Manager: []

Telephone No.: [] Called Tech Line?: []

Vehicle Information

VIN: 2HUYK1659H528111 Mileage: 2343

Model: RIDGELINE Model Year: 2006

Body Type: 4DR Trim Level: RTLNAV Interior Color Code: EE

Warranty / Goodwill Information

Warranty Status: In Warranty Warranty Type: YWAR

First Use Date: 07/24/2005 Goodwill Authorization: []

Customer Information

Customer Name: [] Customer Contact No.: []

Customer's Complaint: []

Select Form

Audio System Navigation System Rear Entertainment System

Save

Screen 2

Warranty Audio Order- Audio System

Common Information

Submit Save Cancel

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 ☐ HFL

☐ Window Tinting ☐ OnStar ☐ LoJack ☐ Rear Entertainment System (Non-CEM)

☐ 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 sticks/buttons (Describe in Comments section below)

☐ All speakers ☐ Other (Describe in Comments section below)

☐ Other location (Describe in Comments section below)

Cassette Player

Symptoms

☐ No eject/tape jammed ☐ Keeps ejecting ☐ All tapes

☐ Eject/damages 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

☐ 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 buttons ☐ No eject ☐ CD-R (home recorded) jammed in unit

☐ Using test disk ☐ Ejects while playing ☐ Description of CD attack 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	NAV,TUNER ASSEMBLY
2	<input type="checkbox"/>	39100-SJC-A40ZBRH	NAV,TUNER ASSEMBLY
3	<input type="checkbox"/>	39110-SJC-A41ZARM	6 CD CHANGER
4	<input type="checkbox"/>	39110-SJC-A41ZBRH	6 CD CHANGER

Submit Save Cancel

8. Enter the VIN and mileage, and click the **Submit** button to view the Warranty Audio Order form. Use the completed Audio/Navigation/RES Worksheet to help you answer the questions on the Warranty Audio Order form.

Questions with a red asterisk(*) are required fields that you must answer to submit this form. Make sure the information is complete (17-digit VIN, etc.). This information is critical to the remanufacturing process.

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 **Submit**.

It is your responsibility to ensure 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 on how to do this, go to **WARRANTY AUDIO ORDER PROGRAM FREQUENTLY ASKED QUESTIONS** on page 4 of this bulletin.

9. You will receive a remanufactured audio/navigation/RES unit, along with core return instructions, packed in a reusable shipping box. Save this box and the packing materials.
- You **must** return the failed audio/navigation/RES unit core in this box. Otherwise your dealership risks being billed a core loss charge, ranging from \$800 to \$2500, depending on the unit.
10. Remove the failed audio/navigation/RES unit:
- Refer to the appropriate component section of the service manual or,
 - Online, enter a keyword: AUDIO, NAVIGATION, or RES, and select the appropriate removal procedure from the list.
11. Install the remanufactured audio/navigation/RES unit:
- Refer to the appropriate component section of the service manual or,
 - Online, enter a keyword: AUDIO, NAVIGATION, or RES, and select the appropriate installation procedure from the list.

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

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

- The manufacturer needs it for diagnosis and testing.
- Any failed audio/navigation/RES unit core that is returned disassembled is considered an unusable core. Client media (CDs, CD magazine, DVD, DVD-As, cassette tape, 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 audio/navigation/RES unit core is not disassembled!

Your dealership will be debited a core loss charge ranging from \$800 to \$2500, depending on the unit.

13. Put the failed audio/navigation/RES unit core in the same box that the remanufactured unit came in.

NOTE: If you do not return the failed audio/navigation/RES unit core in this same box, your warranty claim will be debited and the core will be rejected back to your dealership.

14. The Warranty Audio/Navigation/RES Unit Order form you submitted is kept on the *IN* for 60 days. Print out a copy to put in the box with your core return:
- From the *IN* main menu, click **SERVICE**.
 - Click **Transactions**.
 - Click **Advanced Search**, and enter a date range.
 - Click **Filtered by Service**.
 - Under **Transaction Description**, click **Warranty Audio Order**, then go back to the top of the page and click **Search**.
 - Scroll down to the appropriate VIN, then select it to view the form.
 - Review the form, and print out a copy by clicking the printer icon.
15. Print out a copy of the Core Return Update Acknowledgement to put in the box with your core return:
- From the *IN* main menu, click on **PARTS**.
 - Click **Returns and Surplus**.
 - Click **Audio Core Return**.
 - Select the appropriate VIN to view the **Update Core Return** information screen.
 - Review the form, and print out a copy by clicking the printer icon.

16. Place the printed copies of the Warranty Audio/Navigation/RES Unit Order form and the Core Return Update Acknowledgement into the core return box with the failed audio/navigation/RES unit core.

If you return a failed audio/navigation/RES core without the proper forms, your warranty claim will be debited and the core will be rejected back to your dealership.

Parts Manager:

17. Ship the failed audio/navigation/RES unit core to the appropriate location by using the prepaid shipping label that came with the remanufactured audio/navigation/RES unit.

NOTE:

- If the failed audio/navigation/RES unit core is not received at the specified address within 30 days from the order date of the remanufactured audio/navigation/RES unit to your dealership, your warranty claim will be debited, and your dealership will be issued a core loss charge ranging between \$800 and \$2,500. If you know that you cannot return the core within 30 days, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278** to ask for an extension.
- If you do call for an extension, and the core is not received within **60 days** from the order date, you will be debited the full amount of the warranty claim.
- If you do not call for an extension, and the core is received between **31 and 60 days** from the order date of the remanufactured audio/navigation/RES unit, a \$250 late core charge will be assessed.

WARRANTY AUDIO ORDER PROGRAM FREQUENTLY ASKED QUESTIONS

Here is a list of answers to the most frequently asked questions about the warranty audio order program.

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

Answer: When you are replacing an audio/navigation/RES unit under warranty (including goodwill) that has an internal failure.

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

Any failed audio/navigation/RES 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 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 client'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 unit?

Answer: For a warranty replacement, use the ordering information **IN-WARRANTY EXCHANGE** on page 2.

For goodwill repair, contact your DPSM.

For a non-warranty repair, see the **Out-of-Warranty** section of this service bulletin.

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 and select option 1.

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

Answer: If you cannot find the answers in the appropriate service manual, service bulletins, or *ServiceNews* articles, or need a Tech Line access code, then call Tech Line at (800) 824-6632.

Question: Do I need a Tech Line reference number to order a remanufactured audio/navigation/RES unit?

Answer: No.

Question: What year and model audio/navigation/RES 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 informing you to call the Remanufactured Parts Dealer Service Group at (888) 997-7278.

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 **PARTS**.
2. Click **Parts Ordering**.
3. Click **Audio VIN Inquiry**.
4. Enter a date in the **All Orders Accepted Since** box, and then click **Submit**.

The **AUDIO VIN INQUIRY ACKNOWLEDGEMENT** screen appears listing orders by **VIN**, **ORD REF** (Order Reference), **STAT** (Status), **SHIP DATE**, **SHIPPER**, and **PART NUMBER**.

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 (888) 997-7278 (select option 1).
- **DENY** - The RPO Tech Line denied your order; call (888) 997-7278 (select 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 backorder 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 picked, packed, and shipped.
- **INV** - Your order has been invoiced to your dealer parts account.

CORE RETURN INFORMATION

Service Technician:

1. If the client's media (CD, or CD magazine, DVD, DVD-A, or cassette tape) is stuck inside the faulty 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.

Customer Media Return Label

NAME _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

Y0325

2. Use the Prepaid Shipping Label. Each audio supplier will provide a prepaid shipping label with the RM audio unit.

Please return the core using this label to ensure your core is received at the appropriate location for credit. Use these special prepaid shipping labels to return audio cores to authorized locations only; please do not use them for any other purpose. If you need additional prepaid shipping labels, contact Remanufactured Parts Operations.

- Complete the shipping label with your dealer 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 faulty and remanufactured units, and the return tracking number.
 4. Ship the faulty 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.

NOTE: When the Remanufacturing Center gets the faulty unit, your warranty audio order will be updated to indicate the core was received. If the core is received 31–60 days from the order date, and you have been debited a core loss charge, your dealership will be credited back less a \$250 late fee.

OUT-OF-WARRANTY REPAIR (BACK TO '82 UNITS)

Service Consultant:

1. Give your client an estimate for repairing the unit (see step 5), plus the labor cost to replace it. For an Alpine unit, your client has the option of contacting Alpine Electronics directly. Alpine's customer service number is **800-421-2284, Ext. 8888**.

Service Technician:

2. Remove the faulty unit. If a tape or CD is stuck inside, *leave it there*; the manufacturer will remove and return it. Send the unit to the parts department.

Parts Manager:

3. Fill out your part of the Audio System Diagnosis and Core Return Form.

4. Select the total cost from this chart, based on the type of unit and your client's choice of shipping.

Audio Unit	Repair Cost	with Return Freight	
		UPS Ground	UPS 2nd-Day
Radio	\$45.00	\$53.00	\$65.00
Radio w/keyless entry	\$80.00	\$88.00	\$100.00
Booster/equalizer	\$45.00	\$53.00	\$65.00
Radio w/cassette	\$120.00	\$128.00	\$140.00
CD player or CD player w/radio or CD changer	\$140.00	\$148.00	\$160.00
CD changer controller	\$45.00	\$53.00	\$65.00
Cassette player	\$45.00	\$53.00	\$65.00
CD changer/radio/cassette combo	\$200.00	\$208.00	\$220.00
DVD player	\$140.00	\$148.00	\$160.00
Video player	\$120.00	\$128.00	\$140.00

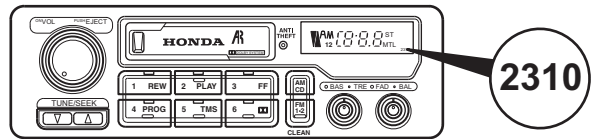
NOTE: For 1989 vehicles with a Bose system, contact the manufacturer for pricing and arrangements at

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

5. Get the required paperwork:
- A dealership check made out to the manufacturer for the cost of repair and return shipping. If you send a faulty unit without a check, the manufacturer will send it back to you unrepared, or they will repair it and send it back C.O.D.
 - Two copies of the completed Audio System Diagnosis and Core Return Form. If you send the manufacturer the faulty unit without these copies, they will hold the unit unrepared until they get them.

6. Identify the manufacturer. Units sent to the wrong manufacturer cannot be shipped back in the usual 5 days.

- Look for the number code on the face of the unit.



First Digit of Number Code	Manufacturer
1	Panasonic
2	Alpine
3	Pioneer
4	Clarion
6	Fujitsu Ten

- 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 the audio unit model number) to this list:

CE or SDFujitsu Ten
CM, CD, MR, or MFApine
CQ or CRPanasonic
KEH or DEHPioneer
PHClarion

7. Carefully pack the faulty 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.

8. Ship the faulty unit to the appropriate manufacturer via UPS.

Alpine Electronics of America
19370 Van Ness Avenue
Torrance, CA 90501
49 States: 800-421-2284, Ext. 8888
CA only: 800-262-4150, Ext. 8888

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

Clarion Factory Service Center
661 W. Redondo Beach Blvd.
Gardena, CA 90247-4201
310-327-9100 (Ask for Customer Service)

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

Kenwood Service Center West
13030 Alondra Blvd
Cerritos, CA 90701
562-483-8740

Komtec Electronics (Panasonic)
2500 Mira Mar Avenue
Long Beach CA 90815
562-985-1414

Pioneer Electronics Service, Inc.
Honda OEM Division
2162 Dividend Dr.
Columbus, OH 42228
614-777-7232

NOTE:

- The manufacturer will repair the unit and ship it back within **5 working days** via UPS ground, prepaid (include the amount in your dealership check) or 2nd-day air, C.O.D. (if you request it). Units damaged by misuse or mishandling cannot be shipped back within the usual 5 days.
- The manufacturer guarantees the repair for **90 days** from the date of the paid customer repair order.

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

If your client has any further questions or concerns, have them call Acura Client Services at **(800) 382-2238**.

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, 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 faulty 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.

It is very important that you fill out the Out-of-Warranty/New Replacement Audio System Diagnosis Repair Form fully and accurately. An accurate explanation of the problem and conditions helps the manufacturer to duplicate the problem, speeding the repair, and reducing the number of "No Trouble Found" (NTF) units.

Your Initials: **10**

1. Enter the last four digits of your six-digit dealer number.
2. Enter the date the vehicle was delivered to the first owner.
3. Enter the repair order number.
4. Enter the current date.
5. Enter the vehicle's current mileage reading.
6. Enter the VIN.
7. Describe the complaint as explained to you by your customer.
8. Fill in the appropriate blanks to detail the complaint.
 - Was your client able to duplicate the problem for you?
 - Is this a repeat visit; has this client been in before about this same problem?
 - What part or parts of the audio system are affected: AM, FM, tape player, CD player, CD changer, multimedia player, cellular phone, and/or keyless entry system? Check all that apply.
 - Mark any accessories that have been added to the vehicle. Put an **A** if it is a Acura accessory or an **X** if it is an aftermarket accessory.
 - How long after the purchase of the vehicle/ accessory did the problem occur? Enter the number of days, months, or years.

- 06-001

2. Technician: Mark all that apply. Could you duplicate the problem? ☐ yes ☐ no **1** Your Initials: _____

<p><input type="checkbox"/> Shared functions</p> <p>2 Symptoms</p> <p><input type="checkbox"/> No sound <input type="checkbox"/> Noise/static <input type="checkbox"/> Sound distorted</p> <p><input type="checkbox"/> L. Front <input type="checkbox"/> R. Front <input type="checkbox"/> L. Rear <input type="checkbox"/> R. Rear <input type="checkbox"/> All speakers <input type="checkbox"/> Other location: _____ <small>(List in Comments.)</small></p> <p><input type="checkbox"/> No digital display <input type="checkbox"/> No illumination <input type="checkbox"/> No power <input type="checkbox"/> Will not accept anti-theft code: _____ <small>(Enter the code you tried.)</small></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 <input type="checkbox"/> Cuts in and out <input type="checkbox"/> Noisy <input type="checkbox"/> Sound distorted <input type="checkbox"/> Weak sound <input type="checkbox"/> No sound <input type="checkbox"/> Electrical noise <input type="checkbox"/> from engine <input type="checkbox"/> from other source <small>(List in Comments.)</small></p> <p><input type="checkbox"/> Other: (List in Comments.)</p> <p>Conditions</p> <p>Mode: <input type="checkbox"/> AM only <input type="checkbox"/> FM only <input type="checkbox"/> AM and FM</p> <p>Stations: <input type="checkbox"/> All stations <input type="checkbox"/> Weak stations <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 <input type="checkbox"/> Eats/damages tapes <input type="checkbox"/> No loading <input type="checkbox"/> No play <input type="checkbox"/> No sound <input type="checkbox"/> Ejects while playing <input type="checkbox"/> Keeps ejecting <input type="checkbox"/> Sound muffled <input type="checkbox"/> Plays too fast <input type="checkbox"/> Plays too slowly <input type="checkbox"/> Keeps changing sides <input type="checkbox"/> Other: (List in Comments.)</p> <p>Conditions</p> <p><input type="checkbox"/> All tapes <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 <input type="checkbox"/> No loading <input type="checkbox"/> Ejects while playing <input type="checkbox"/> Keeps ejecting <input type="checkbox"/> No play <input type="checkbox"/> No sound <input type="checkbox"/> Skips — <input type="checkbox"/> Over bumps <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 <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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Comments (List "Other" Symptoms and Conditions here.) _____

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1. Can you duplicate your client's complaint?
2. If the problem shows up in more than one mode (both radio and tape player, for example) mark the **Shared functions** box at the top of the list, then mark the appropriate **Symptoms** box or boxes.
3. If the problem shows up only in AM and/or FM functions (cassette 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’s Section

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

Warranty Claim Number * 1	Faulty Unit Part Number 2	Serial Number 3	Replacement Unit Part Number * 4	Serial Number * 5
<ul style="list-style-type: none">• 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.

☐ Manufacturer Copy

☐ Dealer Copy

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1. If this is a new unit exchange, enter the warranty claim number. If this is an out-of-warranty repair, leave it blank.

2. Enter the part number of the faulty unit being returned.

3. Enter the serial number of the faulty unit being returned.
4. Enter the part number of the remanufactured unit installed in your client's vehicle.

5. Enter the serial number of the remanufactured unit installed in your client's vehicle.