
 Applies To: **See VEHICLES AFFECTED**
February 5, 2008

Warranty Extension: Audio-HVAC Display Is Dim or Dark

(Supersedes 04-027, dated November 27, 2007 to update the information marked by the black bar)

BACKGROUND

NOTE: Because of a class action settlement, the warranty extension coverage for the audio unit display on affected vehicles purchased or leased between April 13, 2002, and November 7, 2006, is now 7 years or **105,000 miles**, whichever occurs first. For more information, refer to Service Bulletin 06-085, *Warranty Extension: Vehicle Warranty Mileage*.

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.

To ensure that customers have adequate warranty coverage for this potential problem, American Honda is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 3 years or 36,000 miles warranty applies, whichever occurs first.

VEHICLES AFFECTED

NOTE: Affected vehicles do not have the navigation system.

Only a small number of vehicles within a wide range of vehicles are affected by this warranty extension.

Before beginning work, verify vehicle eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

2003 Accord

2-Door LX V6 – ALL

2-Door EX and EX-L L4 Without Navigation – ALL

2-Door EX V6 Without Navigation – ALL

4-Door LX V6 – ALL

4-Door EX and EX-L L4 Without Navigation – ALL

4-Door EX V6 Without Navigation – ALL

2004 Accord

2-Door EX L4 Without Navigation –

From VIN 1HGCM7...4A000001
thru 1HGCM7...4A015986

2-Door EX and LX V6 Without Navigation –

From VIN 1HGCM8...4A000001
thru 1HGCM8...4A014829

4-Door EX L4 Without Navigation –

From VIN 1HGCM5...4A000001
thru 1HGCM5...4A087360

From VIN JHMCM5...4C000077
thru JHMCM5...4C032831

4-Door EX and LX V6 Without Navigation –

From VIN 1HGCM6...4A000001
thru 1HGCM6...4A058136

CUSTOMER NOTIFICATION

Owners of affected vehicles received a notification of this warranty extension. An example of the customer notification is at the end of this service bulletin.

CORRECTIVE ACTION

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

PARTS INFORMATION

The matrix lists audio unit information as installed at the factory. There is a chance that the audio unit has been changed from the original. To ensure that the correct PCB is used, always match the audio unit part number (label found on the audio unit chassis) with the PCB part number. The part number for an audio unit starts with "39175," and the PCB part number starts with "3917A." Match the next six characters of the audio unit part number with the next six of the PCB part number.

Example: Radio P/N 39175-SDN-A11
PCB P/N 3917A-SDN-A11RM

Accord Model	Audio Unit P/N	PCB P/N, H/C
2003 2-Door EX L4 Without Navigation	39175-SDN-A11	P/N 3917A-SDN-A11RM H/C 8554263
2003 2-Door EX-L L4 Without Navigation		
2003 2-Door LX V6		
2003 2-Door EX V6 M/T Without Navigation	39175-SDN-A61	P/N 3917A-SDN-A61RM H/C 8554289
2003 2-Door EX V6 A/T Without Navigation	39175-SDN-A11	P/N 3917A-SDN-A11RM H/C 8554263
2003 4-Door EX L4 Without Navigation	39175-SDA-A11	P/N 3917A-SDA-A11RM H/C 8554222
2003 4-Door EX-L L4 Without Navigation		
2003 4-Door LX V6		
2003 4-Door EX V6 Without Navigation		
2004 2-Door EX L4 Without Navigation	39175-SDN-A11	P/N 3917A-SDN-A11RM H/C 8554263
2004 2-Door EX-L L4 Without Navigation	39175-SDN-L11	P/N 3917A-SDN-L11RM H/C 8554321
2004 2-Door LX V6	39175-SDN-A11	P/N 3917A-SDN-A11RM H/C 8554263
2004 2-Door EX V6 A/T Without Navigation	39175-SDN-L11	P/N 3917A-SDN-L11RM H/C 8554321
2004 2-Door EX V6 M/T Without Navigation	39175-SDN-L61	P/N 3917A-SDN-L61RM H/C 8554347
2004 4-Door EX L4 Without Navigation	39175-SDA-A11	P/N 3917A-SDA-A11RM H/C 8554222
2004 4-Door EX-L L4 Without Navigation	39175-SDA-L11	P/N 3917A-SDA-L11RM H/C 8554305
2004 4-Door LX V6	39175-SDA-A11	P/N 3917A-SDA-A11RM H/C 8554222
2004 4-Door EX V6 Without Navigation	39175-SDA-L11	P/N 3917A-SDA-L11RM H/C 8554305

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

In warranty: The normal warranty applies.

Operation Number: 0101E4

Flat Rate Time: 0.8 hour

Failed Part: P/N 39175-SDA-A11
H/C 7137268

Defect Code: 5DY00

Symptom Code: Q3200

Skill Level: Repair Technician

DIAGNOSIS

1. Turn the ignition switch to the ON (II) position.
2. Use the eject button to remove all CDs from the audio unit.
3. With the radio on, select a radio station using one of the presets.
 - If you hear the radio station but cannot see the radio frequency selected, and the radio/HVAC panel buttons are not illuminated with the headlights on, go to REPAIR PROCEDURE.
 - If you can't hear any sound and can't see the radio frequency selected, this bulletin does not apply. Continue with normal troubleshooting.

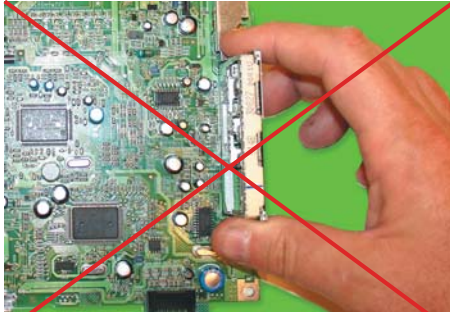
NOTE: For problems and repairs not covered by this bulletin, troubleshoot as needed, and refer to Service Bulletin 06-001, *Audio, Navigation, and RES Unit In-Warranty Exchange, and Audio and DVD Player Out-of-Warranty Repair.*

PCB HANDLING PRECAUTIONS

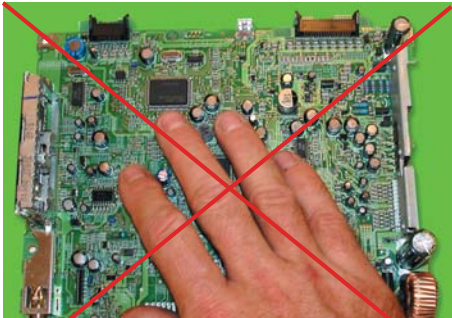
NOTICE

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

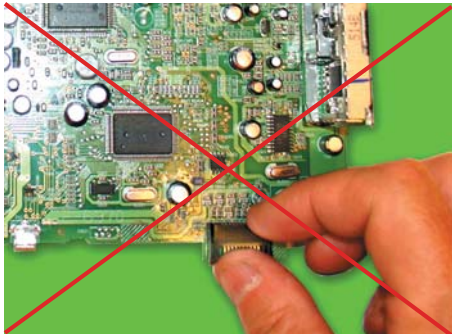
- Handle the PCB only by the edges of the board.
- Always use the anti-static mat and wrist strap when doing this repair.
- Never lift the PCB by the component parts.



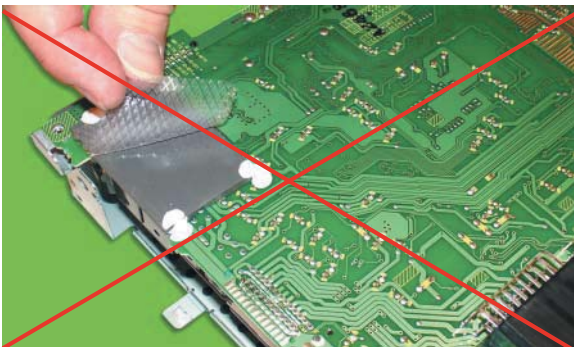
- Never touch the electrical components of the PCB.



- Never lift or hold the PCB by its connectors.



- To prevent damage to the thermal pad, don't remove the protective cover until step 15.

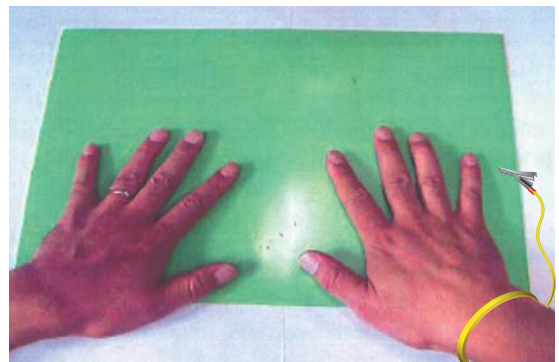


REPAIR PROCEDURE

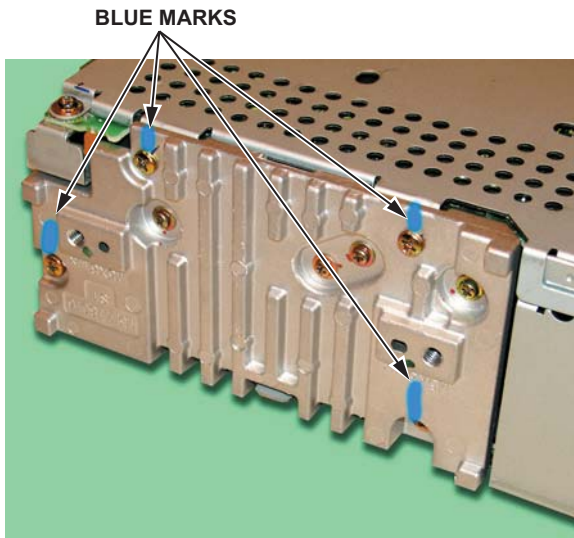
NOTE:

- 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 customer. Make sure the customer knows the importance of keeping the anti-theft code card in a safe place. Advise them to discard the original anti-theft code card.
- To prevent unneeded troubleshooting, check the radio and HVAC functions, and verify that all functions are working before you begin. This repair is for illumination problems only. Other problems and repairs are not covered by this bulletin.

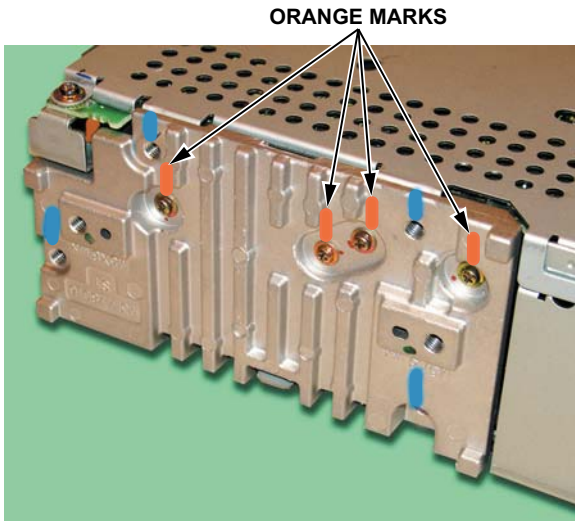
1. Press the eject button, and remove all of the CDs from the audio unit.
2. Remove the audio unit from the dashboard:
 - Refer to page 22-372 of the *2003–2007 Accord Service Manual*, or
 - Online, enter keywords **AUDIO PANEL**, and select **Audio-HVAC Display Panel Removal/Installation** from the list.
3. 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.



4. 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.

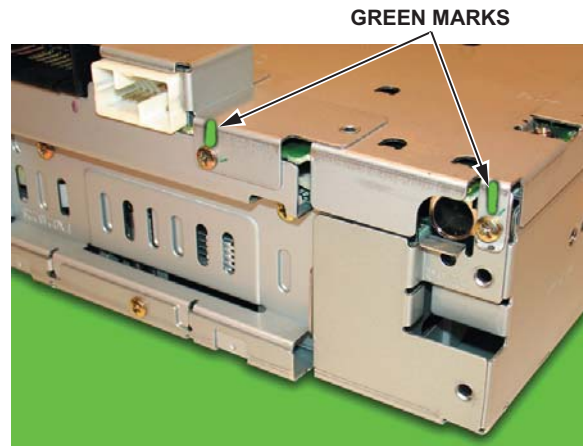


5. Using the orange marker, mark the four 2.6 x 16 mm screws on the heat sink as shown. Then remove the four screws, and place them in the section of the screw container marked with the orange dot.

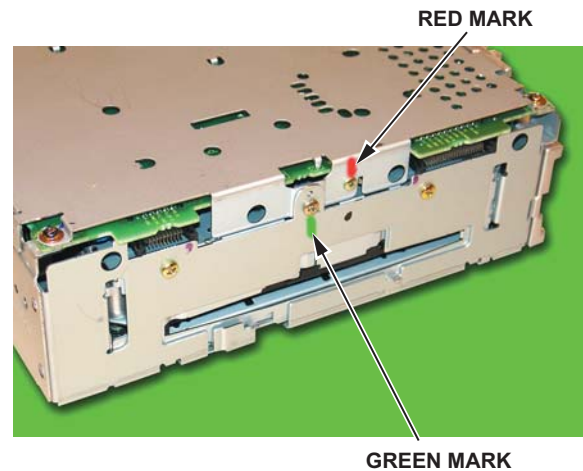


6. Remove the heat sink, and set it aside.

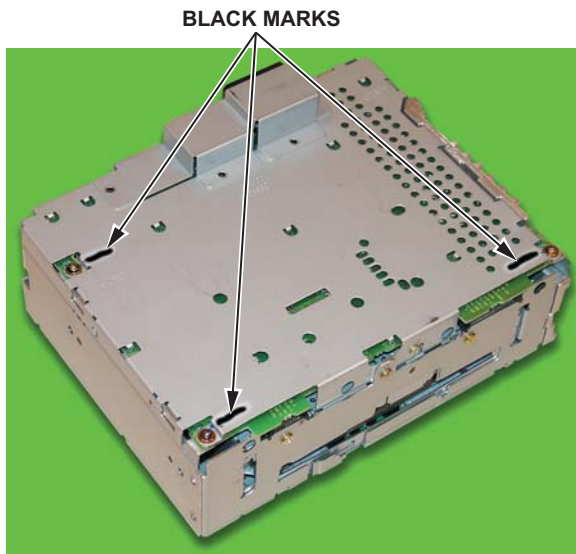
7. Using the green marker, mark the two screws on the back cover of the audio unit as shown. Then remove the two screws, and place them in the section of the screw container marked with the green dot.



8. 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.



- 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.

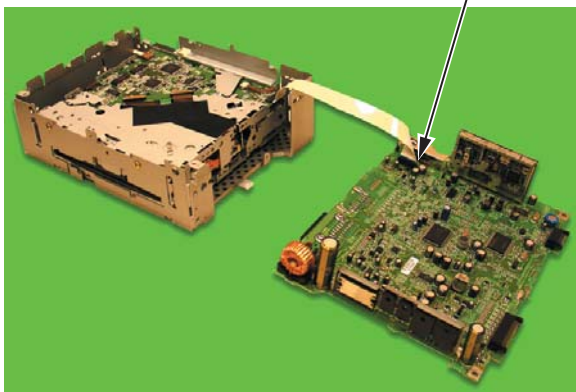


- Take the bottom cover off the audio unit, and set it aside.
- Carefully lift the PCB, touching only the edges as shown.

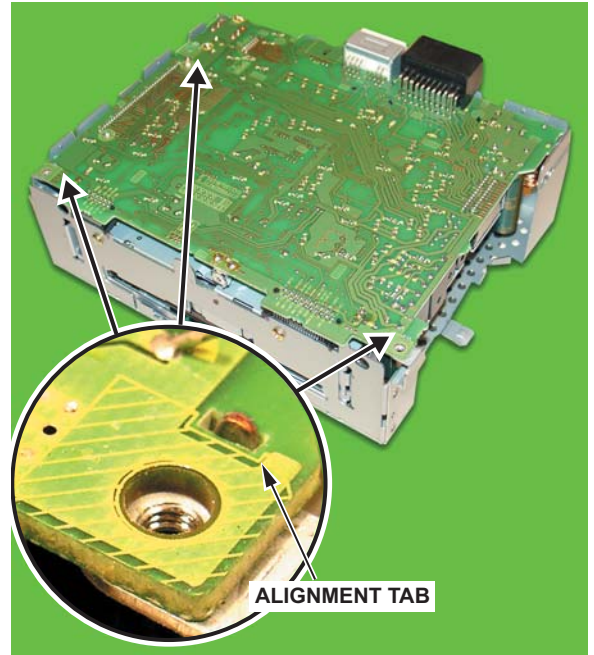


- Set the PCB next to the audio unit on the ESD mat, and pull on the ribbon cable to disconnect it from the PCB.

Disconnect the ribbon cable.



- Remove the new PCB from the anti-static bag, touching only the edges, and place it on the ESD mat. Put the original 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.
- Carefully place the new PCB into the audio unit. To ensure proper PCB placement, align the three alignment tabs and screw holes.



- Carefully remove the protective cover from the gray thermal pad on the new PCB.



- Reassemble the audio unit in the reverse order of removal.
- Stick the light blue serial number label (supplied with the new PCB) over the original serial number label on the audio unit.

NOTE: The PCB kit includes a new serial number label to be placed over the existing label on the customer's audio unit. The anti-theft code is linked to the serial number. If the new label is not applied to the unit, a future serial number search for the anti-theft code will yield an incorrect code. The original label is white and the replacement is light blue.

18. Reinstall the audio unit in the vehicle.
19. 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 new PCB.
 - Adjust the dimmer switch to make sure the switch illumination works correctly.
 - Check the operation of all radio and HVAC 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 customer with the new anti-theft code card. Be sure the customer 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.
20. Return the original PCB to the supplier using the packaging that the remanufactured PCB came in. To prevent damage to the returned PCB, be sure to place the PCB first in the plastic bag, then into the cardboard insert, before placing it into the box.

PARTS MANAGER

A small quantity of audio unit PCBs were allocated in late January/early February 2007. The PCB allocations cover these part numbers:

- P/N 3917A-SDN-A11RM
- P/N 3917A-SDA-A11RM
- P/N 3917A-SDA-L11RM

Additional PCBs are available through the Integrated Campaign Control System. This system automatically allocates a replacement campaign part the same day your campaign warranty claim is paid.

These remaining audio unit PCBs are available only through controlled parts orders:

- P/N 3917A-SDN-A61RM
- P/N 3917A-SDN-L11RM
- P/N 3917A-SDN-L61RM

To order one of these PCBs, you need to submit a VIN. 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. For additional warranty information, refer to Parts Information Bulletin A07-0002 *Warranty Extension: Audio-HVAC Display Is Dim or Dark*.

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 Customer Letter

Winter/Spring 2007

Warranty Extension: 2003–2004 Accord Audio Unit Display

Dear Accord 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.

To ensure that you have adequate warranty coverage for this potential problem, American Honda is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 3 years or 36,000 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 Honda 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 2003–04 Accord 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 a Honda dealer, please call Automobile Customer Service at (800) 999-1009.

Sincerely,

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