

August 30, 2017

Applies To: See VEHICLES AFFECTED

ACURA

## Automatic Transmission In-Warranty Exchange Program

(Supersedes 90-009, dated September 27, 2007 to update the information marked by the black bars)

## **REVISION SUMMARY**

Updated Order Status Inquiry Contact Information.

## COMPONANT REPLACEMENT POLICY

You are required to install a remanufactured A/T (automatic transmission) and torque converter on any vehicle with an internal failure that calls for A/T disassembly that is covered under any of the programs listed under VEHICLES AFFECTED.

These parts are available through the ATR (Automatic Transmission Remanufacturing) Program.

This service bulletin tells you what you need to do to replace an A/T through the ATR Program. This bulletin covers:

- Warranty Claim Information
- Required Materials
- Diagnosis
- In-Warranty Exchange
- ATR Program Frequently Asked Questions

## **VEHICLES AFFECTED**

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

- New Vehicle Limited Warranty (4 years or 50,000 miles, whichever occurs first)
- AHFC VSC (Vehicle Service Contract)
- CUC (Certified Used Car) Warranty
- Powertrain Limited Warranty, starting with 2006 model year vehicles (6 years or 70,000 miles, whichever occurs first)
- Goodwill consideration
- In certain vehicles, a higher than normal number of A/Ts have defects in material or workmanship that could cause premature wear or failure. To ensure that clients have adequate warranty coverage, American Honda is increasing the warranty on the transmission and the torque converter to 93 months (7 years and 9 months) or 109,000 miles, whichever occurs first, for these vehicles:

1999-02 3.2TL - ALL

2003 3.2TL (except Type S) -From VIN 19UUA5...3A000001 thru 19UUA5...3A019556

2003 3.2TL Type S -From VIN 19UUA5...3A000001 thru 19UUA5...3A019061

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BTB 13892-37886 (0709)

2001–02 3.2CL - ALL

2003 3.2CL (all models) -From VIN 19UYA42..3A000001 thru 19UYA42..3A005203

If one of these warranty extension vehicles requires replacement of the A/T or the torque converter, and the New Vehicle Limited Warranty has expired, refer to S/B 02-027, *Warranty Extension: 3.2TL and 3.2CL Automatic Transmission,* for warranty claim information.

## WARRANTY CLAIM INFORMATION

OP #	Description	FRT
218102	Replace the A/T and torque converter.	See Flat Rate Page on ISIS
221002	Drain the ATF through a paint strainer.	0.3
223505	Retrieve and clear DTCs with the HDS, and test-drive to duplicate client complaint. NOTE: Do not do this if the ATF is contaminated.	0.6
222133	Replace the pressure control linear solenoid valve. NOTE: Do not do this if the ATF is contaminated.	0.3
222120	Replace the lock-up control linear solenoid valve assembly. NOTE: Do not do this if the ATF is contaminated.	0.3
222125	Replace the shift control solenoid valve assembly. NOTE: Do not do this if the ATF is contaminated.	0.3

Failed Part:	Use the <b>RM</b> part number (from the repair order) without the <b>RM.</b> Example: 06200-PY4-A00
Defect Code:	58400
Symptom Code:	01201
Skill Level:	Repair Technician

NOTE:

For warranty claim debit questions on failed A/T cores that are disassembled or determined to be NTF (no trouble found), call WPI-Ohio at (937) 642-2737.

1 of 6

Skill Level

CLIENT INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

- For warranty claim debit questions on damaged or missing shipping containers, incomplete or missing core return forms, or late core returns, call the Remanufactured Parts Dealer Services Group at (888) 997-7278.
- As of September 2007, most remanufactured A/Ts are shipped with the DSO (daily stock order) without a freight charge. Freight charges are only allowed on a UPO (urgent parts order) and with authorization from your District Parts and Service Manager (DPSM).

## **REQUIRED MATERIALS**

Disposable Paint Strainer (pack of 250):

P/N PMICSM6

(Available through the Acura Tool and Equipment Program. Call **[888] 424-6857** or use the fax order form provided in your Acura Tool and Equipment Program Catalog. Phone lines are open Monday thru Friday from 7:30 a.m. to 7:00 p.m. Central Time.)

## DIAGNOSIS

## Service Technician

- 1. Print out an Automatic Transmission Worksheet from an *i*N workstation.
  - From the *i*N main menu, click on **SERVICE**.
  - Click on ISIS (Service Publications).
  - Click on SEARCH BY PUBLICATION.
  - Click on Job Aids.

• Click on Automatic Transmission Worksheet, and then click on the printer icon.

ATF leak?       Yes       No         ATF leak?       Yes       No         Is leak at a seal?       Yes       No         Is leak at an O-ring?       Yes       No         Is leak at an O-ring?       Yes       No         Is leak at a O-ring?       Yes       No         Desc the Dr or DS for the Series DS or DS of the Series DS or	Auto		mission Worksheet			
Enchnicition Name:         Order Date (sys)-rmm-db):	Dealer Number:		Goodwill Authorization:			
Telephone #.         Ext. #         Approved by Parts Manager?         Yes         No	Technician Name:		Order Date (vvvv-mm-dd):			
Vehicle Information           VIN:         Mode:         Year:         Y	Telephone #:	Ext. #	Approved by Parts Manager?			
Mileage:						
Mileage:	VIN		Model	Year:		
Is the vehicle drivable:         Yes         No         Repart Order #:           Customer Information           Customer Charter Lagrand Coder #:           Customer Charter Lagrand Coder #:           Customer Charter Lagrand Coder #:           Customer Complaint:           Contromer Complaint:           Problem Description           No:           Shifting/Engagement Problems           Does the transmission have a shifting or engagement problem? Yes           No:           Colspan="2">Colspan="2">No:           Does the transmission have a shifting or engagement problem? Yes           No:           Converter lock-up noise or vibration problem?           Shifting/Engagement Problems           Converter lock-up noise or vibration problem?           Site in forward geers?           Yes         No:           Converter lock-up noise or vibration?           Converter lock-up noise or vibration?           Site in forward geers?           No:           Converter lock-up noise or vibration?           Converestono				1001.		
Customer Information         Customer Dayline Phone #:						
Customer Complaint:           Problem Description           Shifting/Engagement Problems           Dass the transmission harmonic methods and solar or bubation problem?           Shifting/Engagement problem?         No           Converter tockup noise or vibration problem?         Yes         No           Converter tockup noise?         Yes         No           Shifting/Engagement problem?         Yes         No           Shifting/Engagement         Vibration active?         Yes         No           Shifting/Engagement         Vibration active?         Yes         No           Dister for shifting to the problem colspan="2">Dister for shifting and colspan="2">Shifting for shifting and colspan="2">Shifting for shifting and colspan="2" <th <="" colspan="2" td=""><td></td><td></td><td></td><td></td></th>	<td></td> <td></td> <td></td> <td></td>					
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Customer Complaint:           Roblem Description           Note the transmission have a subscription           Some the transmission have a subscription           Data the transmission have a subscription           Some the transmission have a subscription problem? Yes	Customer Davtime Phone #:					
Problem Description           Noting/Engagement Problems           Dask the intermision have         Dask the intermision have           addition of the end of the	Customer Complaint:					
Shifting/Engagement Problems         Noise/Ntraition Problems           See the transmission have a shifting or engagement problem?         Yes						
Does the transmission have a shifting or engagement problem? Yes         No         Does the transmission have a noise or vibration problem? Yes         No           Jpshild-downshift problem?         Yes         No         Grinding noise?         Yes         No           Jpshild-downshift problem?         Yes         No         Grinding noise?         Yes         No           Jpshild-downshift problem?         Yes         No         Convertifier took-up noise?         Yes         No           Jpshild-downshift problem?         Yes         No         Convertifier took-up noise?         Yes         No           Does the transmission have an AFF teak?         Yes         No         Other noise or vibration?         Yes         No           Does the transmission have an AFF teak?         Yes         No         Comments         Comments           AFF teak?         Yes         No         Comments         Comments         Comments           AFF teak?         Yes		Problem	Description			
ahting or engagement problem? Yes No		nt Problems		Problems		
Joshift Group         Yes         No         Grinding noise?         Yes         No           Silps in forward gears?         Yes         No         White noise?         Yes         No           Silps in forward gears?         Yes         No         Converter lock-up noise?         Yes         No           Silps in forward?         Yes         No         Converter lock-up noise?         Yes         No           Dark there engaging reverse?         Yes         No         What noise or wheathor?         Yes         No           Silps in forward?         Grinding noise?         Yes         No         Other noise or wheathor?         Yes         No           Silps in forward?         Yes         No         Other noise or wheathor?         Yes         No           Silps in forward?         Yes         No         Convention or wheathor?         Yes         No           Silps in forward?         Yes         No         Convention         Convention         Silps in forward?           Silps in forward?         Yes         No         Convention         Convention         Silps in forward?           Silps in a tagasket?         Yes         No         Convention         Convention         Convention           Silps in toutrif	Does the transmission have a	0 V N.	Does the transmission have			
Shudder or judor at shifts?         Yes         No         Whine noise?         Yes         No           Silps in forward gener?         Yes         No         Ubration at lefter?         Yes         No           Silps in forward gener?         Yes         No         Ubration at lefter?         Yes         No           Dates enging reverse?         Yes         No         Ubration at lefter?         Yes         No           Dates enging reverse?         Yes         No         Other noise or vibration?         Yes         No           Dates enging reverse?         Yes         No         Other noise or vibration?         Yes         No           Dates first deaning?         Yes         No         Other noise or vibration?         Yes         No           Is lake at an 2-ring?         Yes         No         Other noise or vibration?         Yes         No           Is lake at an 2-ring?         Yes         No         Other noise or vibration?         Yes         No           Is lake at an 2-ring?         Yes         No         Other noise or vibration?         Yes         No           Is lake at an 2-ring?         Yes         No         Other noise or vibration?         Yes         No           Is lake at an 2-ring?						
Siles in forward gears? Yes No Converter lock-up noise? Yes No Vursation while driving? Yes No Vursation while driving? Yes No Vursation while driving? Yes No Other noise or vibration? Ves No Other noise or vibration? Ves No Vursation while driving? Yes No Vursation while noise or vibration? Ves No No Part Lask Problems Comments No Part Lask Problems Siles in the Art E cost Problem cocurs: No No No Siles Area No						
Silps in reverse?         Yes         No         Vbration while driving?         Yes         No           Dates engine stall in D1 (boy gent?)         Yes         No         Other noise or vibration?         No           ATF lack?         Other noise or vibration?         Yes         No         Other noise or vibration?         No           ATF lack?         No         Other noise or vibration?         Yes         No         Other noise or vibration?         No           Does the transmission have an ATF lack?         No         Comments         Comments         Comments           Dri lask nous after deaning?         Yes         No         Comments         Comments         Comments           Is lask at an O-ring?         Yes         No         Comments         Comments         Comments           Is lask at an O-ring?         Yes         No         Comments         Comments         Comments           Is lask at an O-ring?         Yes         No         Comments         Comments         Comments           Is lask at an O-ring?         Yes         No         Comments         Comments         Comments           Is lask at an O-ring?         Yes         No         Comments         Comments         Comments           Is lask at an O-ring						
Clunk when engaging reverse?     Yes     No     Vbrain and idle?     Yes     No       ATF Losk Problems     Other noise or vibration?     Other noise or vibration?     No       Soles the transmission have an     Comments     Comments       Does the transmission have an     No     Image: Comments       Does the transmission have an     No     Image: Comments       Does the transmission have an     No     Image: Comments       Does the transmission have an     Image: Comments     Image: Comments       Does the transmission have an     Image: Comments     Image: Comments       Disk at an Origin the transmission transmissis transmission transmission transmission transmission trans						
Does engine stall in D1 (dov gent? Yes						
AFF Leak Problems         Comments           AFF Leak?         Yose         No           AFF Reak?         Yes         No           Op leak necus after dearing?         Yes         No           Is leak at an 2 after dearing?         Yes         No           Is leak at an 2 after dearing?         Yes         No           Is leak at an 2 after dearing?         Yes         No           Is leak at an 2 after deare         Is leak at an 2 after deare         Is leak at an 2 after deare           Is leak at an 2 after deare         Diagnosis         Is leak at an 2 after deare         Is leak at an 2 after deare           Is the Malfanction Indicator Light (ML) D(?)         Yes         No         Is leak at an 2 after deare         No           Is the Malfanction Indicator Light (ML) D(?)         Yes         No         Is leak at an 2 after deare         No           If YES, what is the DTC?         Yes         No         Yes         No         Is leak at a rannision temperature when the poblem occurs?         Yes         No           Ves. Describe         Does the problem occur while         accelerating?         dealerating?         stak at ?           Does the problem occur while         accelerating?         dealerating?         stak at ?         Yes         No						
ATF leak?       Yes       No         ATF leak?       Yes       No         Is leak at a seal?       Yes       No         Is leak at an O-ring?       Yes       No         Is leak at an O-ring?       Yes       No         Is leak at a O-ring?       Yes       No         Desc the Dr or DS for the Series DS or DS of the Series DS or				ts.		
Did leak recurrater cleaning?     Yes     No       Did leak recurrater cleaning?     Yes     No       Is leak at a gasker?     Yes     No       Is leak at a gasker?     Yes     No       Is leak at an ofting?     Yes     No       Is leak transfer     Yes     No       Is the Mafunction Indicator Light (ML) ON?     Yes     No       Does the D or D6 light flash?     Yes     No       Hor cleaning the DTC2     Monte State Taramission temperature when the problem occurs?     Cold     Normal       Micro leaning the DTC2. does the another transfer cleaning?     Yes     No       Does the problem occur while     accelerating?     decelerating?     parked?       Does the problem occur while     accelerating?     decelerating?     parked?       Does the problem occur while     accelerating?     decelerating?     parked?       Does the problem occur while     monter     P     P     No       Notation that of the recover     P     No     P     P       Vericle aspect (rmp) when the problem occurs:     Idl     '1/2     '1/2     '1/2     '1/2       Throttle p	Does the transmission have an					
is leak at seal?         Yes         No           is leak at seal?         Yes         No           is leak at a chring?         Yes         No           is leak at an O-ring?         Yes         No           is leak through cost         Yes         No           Leak rate?         Wet         Drip         Stream           Diagnosis           No           Is the Malfunction Indicator Light (ML) CN?         Yes         No           Visto         Stream             Wind clearing the DTC?         Yes         No           Wind clearing the DTC?         Yes         No           Has the transmismonuce repairs (colenoids, ECMPCM, etc.)?         Yes         No           Has the transmismonuce repairs (colenoids, ECMPCM, etc.)?         Yes         No           Does the problem occurrs' line         accelerating?         deviderating?         Des Mer OPIN           Does the problem occurrs' line         accelerating?         Yes         No         Yes           Vesit Devisithe	Did leak recur after cleaning?					
Is lask at no C-nig?         Yes         No           Is lask at no C-nig?         Yes         No           Is lask through reserved to a stream         Diagnosis             Diagnosis           Is the Malfunction Indicator Light (ML) ON?         Yes         No           Is the Malfunction Indicator Light (ML) ON?         Yes         No           Is the Malfunction Indicator Light (ML) ON?         Yes         No           Is a transmission DTC stored? (record freeze data)         Yes         No           If YES, what is the DTC?         Codd         No         No           Tansmission temperature when the problem occurs?         Codd         Nommal         No           Dase the problem occur while         accelerating?         Codd         Nommal         No           Does the problem occur while         accelerating?         develorating?         parked?         Does the problem occur while         accelerating?         develorating?         parked?         Does the problem occurs:         P         R         No         Does D4         D3         2         L           Vehicle speed (mpl) when the problem occurs:         Ide         No         D4         D3         2         L           Throute position when the problem occurs:         Ide	Is leak at a seal?	Yes No				
Is leak through case?         Yes         No           Leak nate?         Drip         Stream           Diagnosis           In Manual Colspan           Bit Malancion Indicator Light (ML) OR?           Vers         No           Diagnosis           In Manual Colspan           No           One the Dr CD Suppt (Bath)           Vers         No           Vers         No           Vers         No           Vers         No           Transmission temporature when the poblem occura?         Cold         Normal           Hot Colspan="2"         Vers         No           Does the problem occur while         accelerating?         gatedr?           Does the problem occ	ls leak at a gasket?	Yes No				
Leak rate?         Wet         Drip         Stream           Diagnosis           as the Malfunction Indicator Light (ML) ON?         Yes         No           Does the D or DS light flash?         Yes         No           Tarsamssion temperature when the problem cocurs?         Yes         No           With clearing the DTC7.         Yes         No           With clearing the DTC7.         Yes         No           Wast is the DTC7.         Yes         No           Tarsamssion temperature when the problem cocurs?         Cold         Normal           Tarsamssion temperature when the problem cocurs?         Yes         No           Does the problem cocur while         accelerating?         Gold         Normal           Does the problem cocurs?         P         R         N         D         D5         D4         D3         2         L           Vehicle speed (mph) when the problem cocurs:         Isseed (mph) when the problem cocurs:         Isseed (mph) when the problem cocurs:         Ves         No         Yes         No           Vehicle speed (mph) when the problem cocurs:         Isseed (mph) when the problem cocurs:         Isseed (mph) when the problem cocurs:         Ves         No         Yes         No         Yes         No         Yes	Is leak at an O-ring?	Yes No				
Diagnosis           is the Malfunction Indicator Light (MIL) ON?         Yes         No           Oses the D or DS light flash?         Yes         No           S a transmission DTC stored? (record freeze data)         Yes         No           VES, what is the DTC?         Yes         No           After Clearing the DTC, does the same DTC recur?         Yes         No           Transmission temperature with the problem occurs?         Cold         Normall         Hot           Transmission temperature with the problem occurs?         Cold         Normall         Hot           Obes the problem occur while         accelerating?         declarating?         parked?         No           Obes the problem occurs:         P         N         D         D5         D4         D3         2         L           Weikle sepesition when problem occurs:         M         N         D         D5         D4         D3         2         L           Vehicle speed (mpl) when the problem occurs:         Idle         Yi4         Yi4         Yi4         Yi4         Yi4         Fill         Fill         Fill         Fill         Fill         Normall         Hot         Yi4         Yi4         Yi4         Yi4         Yi4         Yi4	Is leak through case?	Yes No				
is the Mathemation Indicator Light (ML) CN?         Yes         No           Does the D or DS light flash?         Yes         No           Does the D or DS light flash?         Yes         No           VES         what is the DTC?         Yes         No           VFSS         what is the DTC?         Yes         No           There relearing the DTC, does the same DTC recu?         Yes         No           There relearing the DTC, does the same DTC recu?         Cold         Normal           Transmission temperature when the problem occurs?         Cold         Normal         Hot           Does the problem occur while         accelerating?         devine(?)         No         Mort Coles the problem occurs:         No           Does the problem occurs:         P         R         N         D         DS         D4         D3         2         L           Vehicle speed (mpl) when the problem occurs:         Idle         N         D         D5         D4         D3         2         L         Vehicle speed (mpl) when the problem occurs:         Idle         Yes         No         Ves         No	Leak rate? Wet	Drip Stream				
Does the Dor D5 light flash <sup>7</sup> Yes         No           As transmission DC stored? (record freeze data)         Yes         No           If YES, what is the DTC?         Yes         No           Micro learing the DTC. does the same DTC recur?         Yes         No           Micro learing the DTC. does the same DTC recur?         Yes         No           Dass the problem cocur while         Oces the problem cocur while         Oces the problem cocur while           Does the problem cocur while         accelerating?         decelerating?         develority           Does the problem cocur while         accelerating?         develority         4 R*         P R           Does the problem cocur while         accelerating?         develority         4 R*         P R         P R         No         D S         2 R R*         D S         2 R         R P         R R         L         Leproblem cocurs:		Dia	gnosis			
is a transmission DTC stored? (record freeze data)         Yes         No           VFES, what is the DTC?         No         No           After clearing the DTC, does the same DTC recur?         Yes         No           After clearing the DTC, does the same DTC recur?         Yes         No           Transmission temperature when the problem occurs?         Cold         Normal         Hot           Transmission temperature when the problem occurs?         Cold         Normal         Hot           Does the problem occur while         accelerating?         devlerating?         Darked?           Does the problem occurs while         accelerating?         devlerating?         D arked?         P & R?           Shift tever position when problem occurs:          N         D & D	Is the Malfunction Indicator Ligh	t (MIL) ON?		Yes No		
If YES, what is the DTC?	Does the D or D5 light flash?					
After clearing the DTC, does the same DTC rocur?         YesNo           Transmission temperature when the problem occurs?         ColdNormalHot           Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)?         YesNo           Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)?         YesNo           Does the problem occur while         driving? decelerating? decelerating?         No           Does the problem occur while         accelerating? decelerating?         teady throttler         No           Does the problem occur while is accelerating?         decelerating?         teady throttler         No           Does the problem occurs:		record freeze data)		Yes No		
Cold						
Yes No           Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)?         Yes						
If Yes, Describe:       driving?						
Does the problem occur while         accelerating?         driving?         parked?           Does the problem occur while         accelerating?         extend throttle?         Does the problem occur while         back throtse           Does the problem occur while         accelerating?         2*8 d*7         4*8 d*7         0 a R         P a R*?           Shift were position when problem occurs:         P         R         N         D         D5         D4         D3         2         L           Vehicle speed (mpl) when the problem occurs:         Improve throttle?         Improvet		evious repairs (solenoid:	s, ECM/PCM, etc.)?	Yes No		
Does the problem occur while         accelerating? decelerating? steady throttle?           Does the problem occur while         1% 6 2 <sup>rd</sup> ? 2% 8 3 <sup>rd</sup> ? 3% 8 4 <sup>rd</sup> ? 4% 8 4 <sup>rd</sup> ?				0 1 10		
Does the problem occur during shifts between 1*4 2*47 _ 2*4 3*7 _ 2*4 3*47 _ 4*6 3*7 _ 0 8*7 _ P 8*7 _           Shift kere position when problem occurs:           Vehicle speed (mpl) when the problem occurs:           Ingrine speed (mpn) when the problem occurs:           Ingrine speed (mpn) when the problem occurs:           Instrine tATF through a paint strainer, is the ATF control to the strain text of the movement.           Vial         3/4						
Shift lever position when problem occurs:         PRNDD5D4D32L           Vehicle speed (mpn) when the problem occurs:		B Chine 9 list, googudod effic	and e ard a and e ath a lath e stha	_ steady infolder		
Vehicle speed (mpl) when the problem occurs:						
Engine speed (pm) when the problem occurs:				L		
Introduct position when the problem occurs:         Idle/i/i						
Strain the ATF through a paint strainer. Is the ATF contaminated? <u>Yes</u> No What is the ATF color? <u>Normal Dark Very dark</u> Does the trailer hich receiver (inside) look like the vehicle is used for towing? <u>Yes No</u>			Idle 1/4 1/2	3/a Full		
What is the ATF color? Normal Dark Very dark Does the trailer hitch receiver (inside) look like the vehicle is used for towing? * Yes No						
Does the trailer hitch receiver (inside) look like the vehicle is used for towing? * Yes No	What is the ATF color?					
		side) look like the vehicle				
				Yes No		

- 2. Check the ATF level.
  - If the level is OK, go to step 3.
  - If the level is low, add Acura ATF-Z1, and test-drive the vehicle.
    - If the A/T works normally, find and fix the cause of the ATF leak.
    - If the A/T still has a problem, go to step 3.
- 3. Drain the ATF through a disposable paint strainer into a clean container. Look for contamination (small pieces of metal or friction material) in the strainer.

NOTE: Do not throw away the used paint strainer. If you order a remanufactured A/T, you need to send back the used strainer with the failed A/T core.

- If you find little or no contamination in the strainer, then the ATF is OK, even if it smells burnt, is discolored, and/or the magnetic drain plug has small chips, flakes, or metal fuzz on it. Refill the A/T with Acura ATF-Z1, and then go to step 4.
- If you find a large amount of contamination in the strainer, do not replace solenoids or clear any DTCs; the problem will recur. Go to step 11.

- If you are not sure of the contamination level in the strainer, drain the ATF from a known-good A/T through a clean strainer, and then compare the two fluids.
  - If the ATF from the failed A/T is similar to the ATF from the known-good A/T, refill both A/Ts with Acura ATF-Z1, and then go to step 4.
  - If the ATF from the failed A/T has a lot more contamination than the ATF from the known-good A/T, refill the known-good A/T with Acura ATF-Z1, and then go to step 11.
- 4. Make sure the symptom is not a normal characteristic of the vehicle. If possible, compare the vehicle to another one of the same model and year. Refer to these normal A/T operating characteristics to prevent torque converter or A/T replacement:
  - Quick downshifts. The grade logic system compares memorized driving conditions with current conditions and shifts the A/T accordingly. When going down a hill, even a light touch of the brake pedal can cause the A/T to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
  - Does not always shift through the full range of gears. This can also be caused by the grade logic system keeping the A/T in its optimum gear for different driving conditions.
  - Mechanical noise when selecting a forward or reverse gear. It is normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are lowered and you are parked next to a wall or another vehicle.
  - Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released). This can occur on most Acura vehicles. It is a result of the measures taken to improve fuel economy.
  - Late, hard shifts before the engine warms up. By design, the A/T shifts later and a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.
- 5. Even if the MIL is off, check the TCM/PCM for DTCs, and troubleshoot any that you find. Not all DTCs make the MIL come on, and electrical problems can cause the same symptoms as internal A/T problems.

NOTE: A/T solenoid DTCs are electrical problems, not hydraulic. If you need to replace a solenoid, do not order a remanufactured A/T unless replacement would require A/T disassembly.

6. Make sure the MIL is off, then test-drive the vehicle to verify your client's complaint. To make sure the complaint is not a normal characteristic of the vehicle, compare the vehicle to another of the same model and year, if possible.

- 7. Look for related diagnostic or repair information on the  $i\!N$ .
  - From the *I*N main menu, click on SERVICE.
  - Click on Automatic Transmission.
  - Click on Warranty A/T Order.
  - Enter the model and year of the vehicle you are working on, and then click on **Search**. The search results will display service bulletin, *ServiceNews*, service manual, and electrical troubleshooting manual information that may help you resolve the problem without replacing the A/T.
- 8. If applicable, check the adjustment of the A/T throttle cable and the shift cable.
- Do the road test, stall speed test, and oil pressure tests described in the appropriate service manual. Refer to S/B 97-009, *Automatic Transmission Oil Pressure Testing Tools*, for a list of the tools.
- 10. Check the transmission for leaks.

Is the transmission leaking?

No - Go to step 11.

**Yes -** Do the following:

- Check all fittings, lines, and hoses. Then use a pressure washer with detergent to thoroughly clean the A/T. *Do not use carburetor cleaner or plastic cleaner; they may cause the throttle cable O-ring to become brittle and break.*
- Check for leaks using Met-L-Chek D-70 Developer (available through the Acura Tool and Equipment Program), and mark the leak point with a felt-tip pen.
- 11. If you cannot fix the problem or you find the problem is inside the A/T, replace the A/T with a remanufactured one.
  - If the transmission is being replaced for leakage, the area of the leak must be sprayed with Met-L-Chek D-70 Developer and the leak point marked with a felt-tip pen.
  - For warranty repairs, go to IN-WARRANTY EXCHANGE.
  - For VSC and CUC repairs, call (800) 999-5901.
  - For goodwill repairs, contact your dealership DPSM.

NOTE: Make your diagnosis carefully. If you return a core that later shows NTF (no trouble found) on both a dynamometer and a teardown/inspection, your warranty claim will be debited a **\$1,000** diagnostic charge. Your dealership will not be credited for the returned core, nor will the core be sent back; it becomes the property of American Honda.

## Service Advisor

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

## **IN-WARRANTY EXCHANGE**

## Service Technician

NOTE: Ordering a remanufactured A/T is done on the *I*N. *Do not call the Remanufactured Parts Dealer Service Group.* 

- 1. With a completed Automatic Transmission Worksheet in hand, go to an *i*N workstation.
- 2. From the *i*N main menu, click on SERVICE.
- 3. Click on Automatic Transmission.
- 4. Click on Warranty A/T Order.
- 5. Select the model and year of the vehicle you are working on, and then click on **Search**.

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

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- 6. Use the completed Automatic Transmission Worksheet to help you answer the questions on the Warranty Automatic Transmission Order form. Questions with an asterisk are required fields that must be answered to submit this form. Make sure you include complete information (17-digit VIN, etc.). This information is critical to the remanufacturing process. If you return a failed A/T core without this form properly filled out, your warranty claim will be debited a service charge of \$50.
- 7. Enter the name of the person who confirmed the client complaint in the Client Complaint field of the order form. This information is required in case the Remanufactured Parts Dealer Service Group needs to contact you.
- 8. When you complete the form, click on **Submit** to send it.

NOTE: Once you submit your order, you can track it using the **Warranty A/T VIN Inquiry** screen on the *i*N. For details on how to do this, go to **ATR PROGRAM FREQUENTLY ASKED QUESTIONS**.

- 9. Within **2 working days**, you will receive a remanufactured A/T (with torque converter), along with core return instructions, packed in a reusable shipping container. Save the shipping container, torque converter retaining strap, hole plug, and all internal packing materials. *You must return the failed A/T core and torque converter in this shipping container*.
- 10. Remove the failed A/T:
  - Refer to the Automatic Transmission section of the appropriate service manual, or
  - Online enter keyword **TRAN REM**, and select **Transmission Removal (A/T)** from the list.

## NOTICE

Failure to clean the ATF cooler, hoses, lines, and fittings, as described in S/B 89-015, could cause damage to the remanufactured A/T.

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

NOTE: Do not do this procedure on vehicles with ATF warmers.

Coolers CL (1999) MDX (2001–08) RDX (2007–08) RL (1999–08) RSX (2002–06) TL (1999, 2007–08) TSX (2004–08)

## Warmers

CL (2001–03) NSX (1999–05) TL (2000–06)

- 12. Install the remanufactured A/T:
  - Refer to the automatic transmission section of the appropriate service manual, or
  - Online enter keyword **TRAN INST**, and select **Transmission Installation (A/T)** from the list.
- 13. *All A/Ts with ATF coolers:* Install or replace the inline ATF filter.
  - If there is no in-line ATF filter currently installed, *install* the ATF Filter Kit included with the remanufactured A/T. (This kit includes an in-line ATF filter, hoses, lines, and washers.) If this kit was not included, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278**, and request one.
  - If there is an in-line ATF filter currently installed, *replace* the ATF filter with the new filter from the kit.
- 14. Fill the remanufactured A/T with Acura ATF-Z1.
- 15. Make sure the failed A/T core has all of its parts reassembled. Any failed A/T core that is returned disassembled is considered an unusable core, and your warranty claim will be debited a \$1,000 core loss charge. Install the torque converter retaining strap and the hole plug on the failed A/T core.
- 16. Seal the paint strainer you used to check the ATF in a plastic bag.
- 17. Fill out the Warranty Parts Identification Tag (Reorder Number E2021). *Make sure you include complete information (17-digit VIN, etc.). This information is critical to the remanufacturing process.* Attach the tag to the failed A/T core.
- 18. Put the failed A/T core in the same shipping container that the remanufactured A/T came in. *If you do not return the failed A/T core in this same shipping container, your warranty claim will be debited* **\$200**.
- 19. The Warranty Automatic Transmission Order form you submitted is kept on the *I*N for **30 days**. To print a copy, do this:
  - From the *I*N main menu, click on **SERVICE**.
  - Click on **Transactions**.
  - Click on **Advanced Search**, and enter a date range.
  - Click on Filtered by Service.
  - Scroll down to the appropriate VIN, then click on it to bring up the form.
  - View the form, and print out a copy by clicking on the printer icon.
- 20. Print out a copy of the Core Return Update Acknowledgement:
  - From the *i*N main menu, click on **PARTS**.
  - Click on Returns and Surplus.
  - Click on A/T Core Return.

- Click on the appropriate VIN to bring up the **Update Core Return Information** screen.
- Enter the A/T core serial number, then click on **Submit** to bring up the Core Return Update Acknowledgement.
- View the form, and print out a copy by clicking on the printer icon.
- 21. Place the printed copy of the Warranty Automatic Transmission Order form, the Core Return Update Acknowledgement, and the sealed paint strainer into the core return envelope. Leave the envelope in the shipping container with the failed A/T core.

## Parts Manager

- 22. Ship the failed A/T core according to the core return instructions that came with the remanufactured A/T. NOTE:
  - If the failed A/T core is not received at the specified address within **15 days** of delivery of the remanufactured A/T to your dealership, your warranty claim will be debited a **\$1,000** core loss charge. If you know that you cannot return the core within 15 days, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278** to ask for an extension.
  - If you do not call for an extension, and the core is received **15 to 60 days** after you receive the remanufactured A/T, your claim will be recredited, less a **\$250** late core charge.
  - If you do not call for an extension, and the core is not received within **60 days**, you will be debited the full amount of the warranty claim.

# ATR PROGRAM FREQUENTLY ASKED QUESTIONS

Here is a list of answers to the most frequently asked questions about the ATR Program.

Question: When do I use the ATR Program?

**Answer:** If you are repairing an A/T under warranty (this includes goodwill, VSC, and CUC repair) that has an internal failure requiring disassembly, you must install a remanufactured A/T and torque converter. *American Honda does not allow any disassembly of an A/T under warranty*. Remanufactured A/Ts are also available for non-warranty repairs. For details, refer to the *Acura Remanufactured Parts Application and Reference Guide*:

- From the *i*N main menu, click on **PARTS.**
- Click on Parts Catalog.
- Click on **Remanufactured Parts Application Guide**.

**Question:** How do I know if the A/T has an internal failure?

**Answer:** Use the troubleshooting procedures in the Automatic Transmission section of the appropriate service manual. Look for contamination (small pieces of metal or friction material) by draining the ATF through a disposable paint strainer and into a clean container. Do not throw away the used paint strainer. If you order a remanufactured A/T, you need to seal the used strainer in a plastic bag and ship it back with the failed A/T core. If applicable, remove the A/T oil pan to inspect or replace solenoids or wiring, but do not disassemble the A/T further.

## **Question:** How do I order a remanufactured A/T?

**Answer:** For a warranty, VSC, or CUC repair, use the ordering information on pages 3 and 4. For goodwill repair, contact your DPSM. For a non-warranty repair, order the remanufactured A/T using normal parts ordering channels. For details, refer to the *Acura Remanufacturing Parts Application and Reference Guide*:

- From the *i*N main menu, click on **PARTS.**
- Click on Parts Catalog.
- Click on Remanufactured Parts Application Guide.

**Question:** Who do I call for questions about the ATR Program?

**Answer:** For paperwork and other administrative questions, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278**. For technical questions, if you cannot find the answers you need in the appropriate service manual, service bulletins, or *ServiceNews* articles, get a Tech Line access code, and then call Tech Line at **(800) 228-7210**.

**Question:** Do I need a Tech Line reference number to order a remanufactured A/T?

## Answer: No.

## **Question:** What year and model A/Ts can I order through the ATR Program?

**Answer:** Most models are available. For the latest application information, call the Remanufactured Parts Dealer Service Group at **(888) 997-7278**.

## **Question:** Where can I find the part numbers for replacement in-line ATF filters?

**Answer:** Refer to PIB B02-0018, *Replacement ATF Filters for Remanufactured A/Ts,* on the *i*N. Click on **PARTS**, **Parts Library**, and then **Parts Bulletins**. In the **Pub ID** search field, enter **B02-0018**, and then click on **Search**.

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

Answer: To track your order, go the Warranty A/T VIN Inquiry screen on the *i*N.

- 1. From the *i*N main menu, click on **PARTS**.
- 2. Click on Parts Ordering.
- 3. Click on **A/T VIN Inquiry**.
- Enter a date in the All Orders Accepted Since box, and then click on Submit. The WARRANTY A/T VIN INQUIRY ACKNOWLEDGEMENT screen appears listing orders by VIN, ORD REF (Order Reference), STAT (Status), SHIP DATE, SHIPPER, and REMAN SERIAL NO. You can determine the status of your order from these codes:

#### Generated by the RPO Tech Line:

- **PEND** Your order is waiting to be processed by the RPO Tech Line.
- HOLD Your order is waiting for additional dealer diagnosis.
- ERR Your order caused an error; call (800) 245-4343 .
- **DENY** The RPO Tech Line denied your order; call (888) 997-7278 (Option 2).
- **APPR** The RPO Tech Line approved your order and forwarded it to AHM Parts.

## Generated by AHM Parts Division:

- **BO/TOS** Your order is on back order or is temporarily out of stock.
- CAN/BOC Your order has been canceled; contact your assigned parts center.
- ALO/BOA Your order has been allocated, but not released for shipment.
- **REL/BOR** Your order has been picked, packed, and shipped.
- **INV** Your order has been invoiced to your dealer parts account.