

IN-WARRANTY EXCHANGE

Technician:

1. Before you remove the faulty unit from the vehicle, get a remanufactured unit from your parts department that matches the faulty one. (The parts manager will order the correct unit as described in step 4).

NOTE: If the faulty unit is a CD player or cassette tape player with no model identification on its faceplate, refer to the next page.

- If you get a remanufactured unit from your parts department (or a new CD changer controller), go to step 2.
 - If your parts department does not have a remanufactured unit (or a new controller), ask them to order one, and then return the vehicle to the advisor.
2. Remove the faulty unit, and install the remanufactured one (or new controller). If the remanufactured unit has a shipping cover and shipping screws, be sure to transfer them to the faulty unit being returned.

If a cassette tape or CD is stuck inside the unit, leave it there:

- The vendor needs it for diagnosis and testing.
- If you try to remove it, you'll damage the unit.
- The vendor will return the unit if the tape or CD has been removed and the unit has been damaged.

Fill out a Tape or CD Return Label (order #Y0325), and stick it on the unit. The vendor will remove the tape or CD and mail it back to the customer.

Customer Tape or CD Return Label			
NAME _____			
STREET ADDRESS _____			
CITY _____	STATE _____	ZIP CODE _____	
Y0325			

Advisor:

3. Return the vehicle to the customer, and schedule a date for installing the remanufactured unit based on its estimated time of arrival.

Parts Manager:

4. Order the remanufactured unit listed for that vehicle in Parts Bulletin A96-0002.
 - Refer to the next page to help identify an optional audio unit such as a CD player.
 - For a Bose amplifier, see Parts Bulletin A94-0047.
 - For a CD changer controller, order a new unit.

NOTE: If the replacement unit is not the same part number as the faulty unit, the warranty claim will be debited, and you will not receive credit for the value of the core.

5. Fill out your part of the Audio System Diagnosis and Core Return Form. Refer to page 7.
6. Fill out the FedEx airbill that came in the box with the remanufactured unit. Write your dealer number and the warranty claim number on it as shown in the sample below. The airbill should have the address *preprinted* on it:

AHM Reman
c/o N K PARTS INDUSTRIES
2640 Campbell Rd.
Sidney, OH 45365

Preprinted Federal Express Airbill

- Do not use an ordinary FedEx airbill. The preaddressed airbill has a special account number on it for the Exchange Program. If you need more airbills, call Remanufactured Parts Operations at (937) 332-6152, not your assigned Parts Center.
 - Ship the unit to the correct place (the preprinted address on the airbill). Do not ship it to the manufacturer or the WPI (Warranty Parts Inspection) Center.
7. On the repair order, write down the warranty claim number, the original part number, and the FedEx airbill number.
 8. Ship the faulty unit in the remanufactured unit box, along with the required paperwork:
 - A copy of the DCS warranty claim.
 - Two copies (white and yellow) of the Audio System Diagnosis and Core Return form.

If the claim form and the Diagnosis and Core Return form are incomplete or are not in the box, you will be charged a \$50.00 diagnostic fee.

When the faulty unit is received, your parts request will be credited, and core credit will be posted to your dealership balance forward account. (The credit can be identified by the unit part number + "CO.")

Identification of Optional Audio Units for In-Warranty Exchange (1990 thru 2000 model years)

Optional audio units may have no model identification on their faceplates, so for an in warranty exchange, instead of removing the faulty unit to check its part number label, just match its faceplate with one of these illustrations.

In-Dash CD Changer: P/N 08A06-3B1-300RM



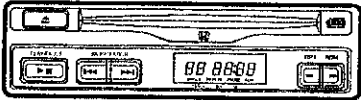
CD Player: P/N 08118-SF107AHRM



CD Player: P/N 08A06-101-210RM



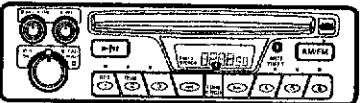
CD Player: P/N 08A06-121-210RM



CD Player: P/N 08A06-141-212RM



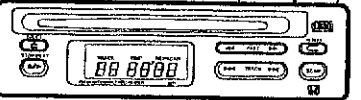
Tuner w/CD Player: P/N 08A06-121-110RM



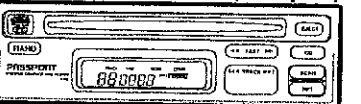
Tuner w/CD Player: P/N 08A06-341-110RM



CD Player: P/N 08A06-TB4200RM (Passport)



CD Player: P/N 08A06-TB4201RM (Passport)



CD Player: P/N 08A51-ED1-100 (Passport)



Cassette Tape Player: P/N 08A57-S01-100RM



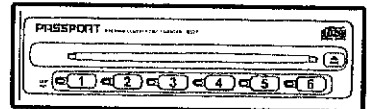
CD Player: P/N 08A06-361-210RM



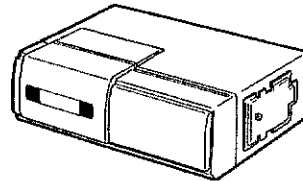
**CD Player: P/N 08A06-381-210RM (Accord)
P/N 08A06-361-210RM (Civic, Odyssey)
P/N 08A06-371-220RM (CR-V)**



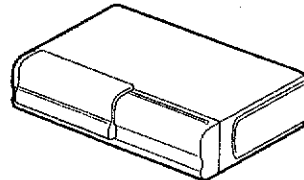
In-Dash CD Changer: P/N 08A50-ED1100RM (Passport)



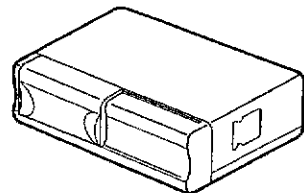
CD Changer: P/N 08A06-101-410RM



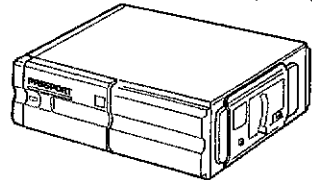
CD Changer: P/N 08A06-131-420RM or P/N 08A06-121-410RM



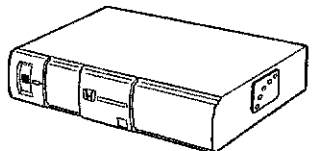
CD Changer: P/N 08A06-141-420RM



CD Changer: P/N 08A06-TB4412RM (Passport)



CD Changer: P/N 08A06-161-420RM or P/N 08A06-181-520RM



OUT-OF-WARRANTY REPAIR (back to '82 units)

Advisor:

1. Give the customer an estimate to repair the unit (see step 5), plus the labor to remove and reinstall it. For an Alpine unit, the customer has the option of contacting Alpine Electronics directly. Alpine's customer service number is (800) 421-2284, extension 8888.

Technician:

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

Parts Manager:

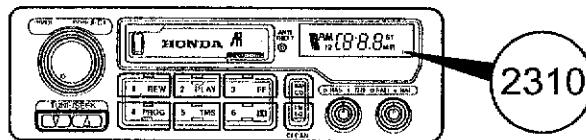
3. Fill out your part of the Audio Diagnosis Form (Y0386).
4. Deal directly with the vendors listed in step 9:
 - Ship the unit to the vendor, prepaid, via UPS.
 - The vendor will repair the unit and ship it back within five working days via UPS ground, prepaid (include the amount in your dealership 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 five days.
 - The vendor guarantees the repair for 90 days from the date of the paid customer R.O.
5. Select a total cost from this chart, based on the type of unit and the customer's choice of shipping.

Audio Unit	Repair Cost...	.with Return Freight	
		UPS Ground	UPS 2nd-Day
Radio	\$30.00	\$36.40	\$46.50
Radio w/keyless entry	\$75.00	\$81.40	\$91.50
Booster/Equalizer	\$40.00	\$46.40	\$56.50
Radio w/cassette	\$75.00	\$81.40	\$91.50
CD player or CD player w/radio or CD changer	\$110.00	\$116.40	\$126.50
CD changer controller	\$40.00	\$46.40	\$56.50
Cassette player	\$40.00	\$46.40	\$56.50

A *damaged* unit may need additional repair. If so, the vendor will call you with an estimate of any additional charges.

- If you OK the estimate, mail a *dealership* check for the additional amount to the vendor, or have the vendor ship the unit back to you and pay the difference upon arrival (C.O.D.).
 - If you do not OK the estimate, the unit will be returned to you along with a refund. However, you will still be charged \$25.00 (C.O.D.) for diagnosis, shipping, and handling.
6. Get the required paperwork.
 - A dealership check made out to the vendor for the cost of repair and the return shipment. Units sent without a check will be returned unrepared, or they will be repaired and returned C.O.D.
 - White and yellow copies of the completed Audio System Diagnosis and Core Return Form (Y0386). Units sent without them will be held unrepared until completed copies are received.

7. Identify the manufacturer. Units sent to the wrong vendor cannot be shipped back in the usual five days.
 - Look for the number code on the face of the unit.



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

- If the unit has no 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 SD Fujitsu Ten
 CM, CD, MR, or MF . Alpine
 CQ or CR Panasonic
 KEH or DEH Pioneer
 PH Clarion

8. Carefully pack the unit and the paperwork in a suitable box, and label the box clearly. Lost or damaged units are the responsibility of the sender; keep all shipping documents and insurance receipts.
9. Ship the unit to the appropriate vendor. To check the status of a unit, call the vendor. If you or your customer have any problems with this program, please call your Zone Customer Relations office.

Alpine Electronics
 19145 Gramercy Place
 Torrance, CA 90501
 (800) 421-2284, CA only: (800) 262-4150

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

Panasonic Company West
 OEM/AP Service 16-B-9
 6550 Katella Avenue
 Cypress, CA 90630
 (714) 373-7500

Pioneer Electronics Service, Inc.
 Honda OEM Division
 1925 E. Dominguez St.
 Long Beach, CA 90810
 (800) 553-3756

Completing the Audio System Diagnosis and Core Return Form

It is very important that the Audio System Diagnosis and Core Return Form be completed fully and accurately. An accurate explanation of the problem and conditions helps the vendor to duplicate the problem, speeding the repair and reducing the number of NTFs.

Service Advisor's Section

Dealer Number 1	Date Vehicle Sold * 2	Repair Order Number 3	Repair Order Date 4	Mileage * 5	Vehicle Identification Number 6
Audio System Diagnosis and Core Return Form					
You will be charged a \$50.00 diagnostic fee if this form is not completed or not returned with the unit.					
1. Advisor: Complete the following items, then attach this form to the R.O.					Your initials: 10
Customer Complaint					
7					
<ul style="list-style-type: none"> • Could you duplicate the problem? <input type="checkbox"/> yes <input type="checkbox"/> no Is this a <i>repeat</i> complaint? (same problem on a replacement unit?) <input type="checkbox"/> yes <input type="checkbox"/> no 8 • Where is the problem? (Mark all that apply): <input type="checkbox"/> AM (list stations in Comments) <input type="checkbox"/> FM (list stations in Comments) <input type="checkbox"/> Tape <input type="checkbox"/> CD <input type="checkbox"/> Keyless Entry • Other accessories (Enter "H" if Honda, "X" if not): ___ Cassette player ___ CD player ___ CD changer ___ Phone ___ Security • How long after purchase did the problem begin? ___ days / months / years (circle one). 					
Conditions					
<ul style="list-style-type: none"> 9 When: <input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> After using for ___ minutes or ___ hour(s) Where: <input type="checkbox"/> Anywhere <input type="checkbox"/> Country <input type="checkbox"/> City <input type="checkbox"/> Other location (list in Comments) Weather: <input type="checkbox"/> All weather <input type="checkbox"/> Dry <input type="checkbox"/> Humid <input type="checkbox"/> Raining Outside temperature: ___ °F Driving: <input type="checkbox"/> Stopped <input type="checkbox"/> Moving <input type="checkbox"/> Both Engine: <input type="checkbox"/> Running <input type="checkbox"/> Off <input type="checkbox"/> Both <input type="checkbox"/> Other conditions: (list in Comments) 			Check for		
			<ul style="list-style-type: none"> • Long tape (more than 100 minutes) • Damaged tape or peeling label • Scratched disc • Tape player performance (use Audio Test Tape P/N 07908-A01020A) 		

1. Enter the last four digits of your six-digit dealer number.
2. Enter the date the vehicle was first 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 the customer.
8. Fill in the appropriate blanks to detail the complaint.
 - Was the customer able to duplicate the problem for you?
 - Is this a repeat visit; has the customer 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, cellular phone, and/or keyless entry system? Check all that apply.
 - Mark any accessories that have been added to the vehicle. Put an "H" if it is a Genuine Honda 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.
9. Use this list as an outline to interview the customer about the conditions when the problem occurs. Mark the boxes next to the appropriate responses.
10. After completing all the sections, initial the form in the upper right.

2. Technician: Mark all that apply. Could you duplicate the problem? yes no **1** Your initials: **8**

<p><input type="checkbox"/> Shared functions</p> <p>2 Symptoms:</p> <ul style="list-style-type: none"> <input type="checkbox"/> No sound <input type="checkbox"/> Noise/static <input type="checkbox"/> Sound distorted <li style="margin-left: 20px;"><input type="checkbox"/> L. Front <li style="margin-left: 20px;"><input type="checkbox"/> R. Front <li style="margin-left: 20px;"><input type="checkbox"/> L. Rear <li style="margin-left: 20px;"><input type="checkbox"/> R. Rear <li style="margin-left: 20px;"><input type="checkbox"/> All speakers <li style="margin-left: 20px;"><input type="checkbox"/> Other location: (list in Comments) <p><input type="checkbox"/> No display</p> <p><input type="checkbox"/> No illumination</p> <p><input type="checkbox"/> No power</p> <p><input type="checkbox"/> Won't accept anti-theft code:</p> <p style="margin-left: 20px;">Enter the code you tried.</p> <p><input type="checkbox"/> Other: (list in Comments)</p> <p>Check for:</p> <ul style="list-style-type: none"> • Blown fuses (CLOCK and RADIO) • Faulty speaker or wires (use the Audio System Analyzer and adapters) 	<p><input type="checkbox"/> Radio</p> <p>3 Symptoms:</p> <ul style="list-style-type: none"> <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 <ul style="list-style-type: none"> <input type="checkbox"/> from engine <input type="checkbox"/> from other source (list in Comments) <input type="checkbox"/> Other: (list in Comments) <p>Conditions:</p> <p>Mode:</p> <ul style="list-style-type: none"> <input type="checkbox"/> AM only <input type="checkbox"/> FM only <input type="checkbox"/> AM and FM <p>Stations:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All stations <input type="checkbox"/> Weak stations <input type="checkbox"/> Strong stations <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> <ul style="list-style-type: none"> <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>Conditions:</p> <p><input type="checkbox"/> All tapes</p> <p><input type="checkbox"/> Specific tape: Length: _____ minutes</p> <p>Check for:</p> <ul style="list-style-type: none"> • Long tape (more than 100 minutes) • Damaged tape or label peeling off • Dirty head (clean it and try again) • Performance (use test tape P/N 07908-A01020A) 	<p><input type="checkbox"/> CD Player</p> <p>5 Symptoms:</p> <p><input type="checkbox"/> Error code: _____ Code displayed</p> <p><input type="checkbox"/> No eject</p> <p><input type="checkbox"/> No loading</p> <p><input type="checkbox"/> No play</p> <p><input type="checkbox"/> Ejects while playing</p> <p><input type="checkbox"/> Keeps ejecting</p> <p><input type="checkbox"/> No play</p> <p><input type="checkbox"/> No sound</p> <p>Skips—<input type="checkbox"/> Over bumps</p> <p style="margin-left: 20px;"><input type="checkbox"/> All the time</p> <p><input type="checkbox"/> Other: (list in Comments)</p> <p>Conditions:</p> <p><input type="checkbox"/> All discs</p> <p><input type="checkbox"/> Specific disc: # _____ Position in changer</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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Keyless Entry (radio with integrated keyless entry)

6 Symptoms:

<ul style="list-style-type: none"> <input type="checkbox"/> Doors do not lock. <input type="checkbox"/> Doors do not unlock. <input type="checkbox"/> Driver's door does not unlock. <input type="checkbox"/> LED on radio faceplate stays on. <input type="checkbox"/> LED on radio faceplate flashes more than once a second. <input type="checkbox"/> Horn doesn't sound when Panic button is pressed. <input type="checkbox"/> Parking lights don't flash when Panic button is pressed. 	<ul style="list-style-type: none"> <input type="checkbox"/> LED on remote control does not come on. <input type="checkbox"/> Remote control range is less than one car length. <input type="checkbox"/> Remote control does not work. <input type="checkbox"/> Remote control does not program. <input type="checkbox"/> Security system arms by itself. <input type="checkbox"/> Security system does not arm. <input type="checkbox"/> Security system does not disarm. <input type="checkbox"/> Other (list in Comments) 	<p>Check for:</p> <ul style="list-style-type: none"> • Key removed from ignition switch or door lock. • System in wrong mode (CX/DX or HX/LX/EX). • Weak battery in remote control (battery # CR2025). • Remote control memory loss (press lock or unlock button six times). • Remote control distance more than one car length.
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7 Comments (List "Other" Symptoms and Conditions here)

1. Can you duplicate the customer'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. If the problem is in the keyless entry system in a 1996–98 Civic with the keyless entry system integrated into the radio, mark the Keyless Entry box at the top of the list. Mark all the Symptoms boxes that apply.
7. 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.
8. After completing all the required sections, write your initials.

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">• Attach the pink copy of this completed form to the hard copy of the repair order.• Pack the other copies <i>and a copy of the warranty claim*</i> in the box with the faulty unit.				

* This information is not required if the audio unit is out of warranty.

AJA 16392-17573 (9512)

WHITE – Vendor

YELLOW – Vendor

PINK – Dealer

Reorder Y0386

1. If this is an in-warranty exchange, enter the warranty claim number. If this is an out-of-warranty repair, leave it blank.
2. Enter the part number of the failed unit being returned.
3. Enter the serial number of the failed unit being returned.
4. Enter the part number of the replacement unit installed in the customer's vehicle.
5. Enter the serial number of the replacement unit installed in the customer's vehicle.