



Applies To: 1989 - 98 Models - ALL

September 8, 1998

Automatic Transmission In-Warranty Exchange Program (Supersedes 90-014, dated December 15, 1997)

REPAIR POLICY

Any warranty repair or AHFC Vehicle Service Contract (VSC) repair on an automatic transmission requires the installation of a remanufactured transmission assembly and torque converter. Any internal failure requiring transmission disassembly qualifies for this program.

DIAGNOSIS

Use the troubleshooting procedures in section 14 or 15 of the appropriate service manual (section 7A in the Passport service manual) to determine if the transmission has an internal problem. *Do not disassemble the transmission for diagnostic purposes.*

NOTE: Any transmission that is returned disassembled will be considered an unusable core. *Your claim will be debited a \$1,000 "Core Loss" charge.*

SERVICE ADVISOR INFORMATION

Advise the customer that your service department will install a Honda factory-remanufactured transmission and torque converter assembly.

ORDERING INFORMATION

Warranty Repair

Call the ATR Order Desk at (937) 332-6152. Give them the following information:

- your dealer number
- year and model of the vehicle
- vehicle identification number
- mileage
- warranty claim number
- failure information

NOTE: A part number is not required; the Order Desk will choose the appropriate transmission for the vehicle.

VSC Repair

Contact the VSC department at (800) 999-5901.

Within two working days, you will receive a remanufactured transmission/torque converter assembly and Core Return Instructions in a reusable shipping container.

NOTE: Save the shipping container, torque converter retaining strap, hole plugs, and all internal packing components. You must return the core in this container.

SPECIAL INSTALLATION INSTRUCTIONS

1. Remove the cooler pipes and fittings, speed sensor, and throttle cable bracket from the failed transmission.
 2. Flush the cooler pipes and fittings. Install them, the speed sensor, and the throttle cable bracket on the remanufactured transmission.
 3. Install the transmission as described in the transaxle section of the service manual.
 4. Flush the transmission cooler, hoses and lines. Refer to Service Bulletin 89-022.
- NOTICE** Failure to flush the transmission cooler, hoses, lines, pipes, and fittings could cause damage to the replacement transmission.
5. If applicable, install the transmission filter kit (included with the remanufactured transmission).
 6. Fill the transmission with Genuine Honda ATF, P/N 08206-9001.

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CUSTOMER 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-yourself," 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 Honda automobile dealer.

REMANUFACTURING PROGRAM QUESTIONS AND ANSWERS

Even though the Automatic Transmission Remanufacturing (ATR) Program has been around for years, Tech Line still receives many calls with questions about the program. What follows is Tech Line's list of items to check before ordering a remanufactured automatic transmission, and answers to the most commonly asked questions about the ATR program.

What to Check

Before ordering a remanufactured transmission, perform the following checks.

- Compare the vehicle to another example of the same year and model to make sure the complaint is not a normal characteristic.
- Check for any service bulletins or ServiceNews articles that cover the complaint.
- Check the fluid level, and verify that the transmission is filled with Genuine Honda ATF. Other brands of ATF can affect shift quality and lock-up performance.
- If applicable, check the A/T throttle control cable and shift cable adjustment.
- Check the TCM/PCM for trouble codes. Some electrical problems can cause the symptoms of an internal transmission problem.
- Perform the road test and the pressure tests described in the applicable service manual.

Questions and Answers

Q: *When do you use the ATR program?*

A: Any automatic transmission warranty repair (including goodwill and VSC) requires the installation of a remanufactured transmission assembly and torque converter. Any internal failure that would require transmission disassembly qualifies for this program. In fact, disassembly of a transmission under warranty is not allowed.

Remanufactured transmissions are also available for non-warranty repairs. Refer to Parts Information Bulletin (PIB) A97-0035, *Customer-Pay Automatic Transmission Remanufacturing (ATR) Program*.

Q: *How do you determine if there is an internal failure?*

- A:**
- Use the troubleshooting procedures in the A/T section of the appropriate service manual.
 - Drain the ATF into a clean pan or through a paint strainer to determine if there are signs of damage or contamination.
 - If applicable, remove the oil pan to inspect or replace solenoids or wiring, but do not disassemble the transmission for diagnosis.
 - Check for any service bulletins or ServiceNews articles that cover the complaint.

Q: *How do you order a remanufactured transmission?*

A: For warranty repairs, transmissions must be ordered through the Remanufactured Parts Operations in Troy, OH. The procedure is included in this service bulletin, and also in PIB A96-0019, *Automatic Transmission Warranty Exchange Program*.

For Vehicle Service Contract (VSC) repairs, you must order the transmission from the VSC. Do not order the transmission through Remanufactured Parts Operations.

For non-warranty repairs, order the transmission from our Parts Division through normal channels. (Refer to PIB A97-0035.)

Q: *Who do I call to ask questions about the ATR Program?*

A: If you have administrative questions, call the ATR Order Desk at (937) 332-6152. If you have technical questions that the service manual, service bulletins, and ServiceNews don't address, call Tech Line at (800) 824-6632.

Q: *Is a Tech Line reference number required to order remanufactured transmission?*

A: No, a Tech Line reference number is not needed.

Q: *What year and model transmissions are available through the ATR program?*

A: Most models are currently in the program, and all future models will be included. Call the ATR order desk for the latest application information.

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

A: Refer to PIB A94-0029, *ATF Filter Kit Replacement Filters*.

CORE RETURN INFORMATION

Fill out the Core Return Form (see sample) and the Warranty Parts Return Tag completely. Be sure to provide complete information (full 17-digit VIN, 12-digit engine number, etc.). This information is critical to the remanufacturing process. Put the completed Core Return Form in the envelope provided, and attach the Warranty Parts Return Tag to the transmission. If you return a transmission without a properly filled-out Core Return Form, *your warranty claim will be debited a \$50.00 service charge.*

Pack the faulty transmission and torque converter in the container provided (use the torque converter retaining strap and all hole plugs). If you return a transmission without the shipping container, *you will be billed a \$100.00 container charge.*

Ship the faulty transmission and torque converter according to the "Core Return Instructions" provided.

- If the core is not received at the specified address within 15 days of the date you received the remanufactured transmission, *you will be debited \$1000.* If the core is received more than 15 days after transmission receipt, your warranty claim will be recredited, less a \$250 "Late Core" charge. If the core is not received within 60 days, *you will be debited the full amount of the warranty claim.* If you know you will not be able to return the core within 15 days, call the ATR Order Desk at (937) 332-6152 to request an extension.
- Any disassembled core will be considered unusable. *Your claim will be debited a \$1,000 "Core Loss" charge.*
- If a returned core shows No Trouble Found (NTF) on both a dynamometer run and a teardown/inspection, *your claim will be debited a \$1,000 diagnostic charge.*

You will *not* be billed for the returned transmission or its core value. That transmission will *not* be sent back to your dealership; it becomes the property of American Honda.

Automatic Transmission Core Return Form

This information is critical to the remanufacturing operation. The transmission cannot be rebuilt without it. Be sure to fill in the Engine Number if the transmission is returned without a fully-disassembled Core Return Form. You will be invoiced a \$50.00 service charge. Do not disassemble a faulty transmission. If the transmission is returned disassembled you will be billed for the appropriate core charge.

Place the completed Core Return Form in the envelope provided and attach the Warranty Parts Return Tag to the faulty transmission. If the core is not received at the specified address within 15 days of the date you received the remanufactured transmission, you will be debited the entire amount of the warranty claim.

PLEASE TYPE OR PRINT WITH BLACK INK

DEALER NAME _____	DEALER NUMBER _____ (R)
ADDRESS _____	CLASS NUMBER _____ (R)
PHONE NUMBER () _____	YEAR _____ MODEL _____
VIN # _____ (17)	ENGINE # _____ (13)

PROFIT	REBUILT BY	REBUILT ON	RELEASE _____
Eight Nuts for the case will have to be used.			
Case needs to be filled to 2 1/2 qt. oil.			
Case needs to be filled to 2 1/2 qt. oil.			

NOTE: DO NOT Enter Transmission Part Number!

FAULTY TRANS SERIAL # _____

NORMAL # _____

Honda Automatic Transmission Core Return Form

In warranty: The normal warranty applies.

Operation number: 218102 (All except Passport)
218104 (Passport)

Flat rate time: From the Flat Rate Manual

Failed P/N: Use the "RM" Part Number (from the repair order) *without the "RM"*
EXAMPLE: 06200-PAX-000

Defect code: 584

Contention code: B99

Part used for repair: Use the "RM" Part Number (from the repair order)
EXAMPLE: 06200-PAX-A000RM

Skill level: Repair Technician

Out-of-warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager. You must request consideration, and get the DSM's decision, before starting work.

NOTE: Freight (handling) will be billed along with the Dealer Net charge for the Remanufactured Automatic Transmission. This billing will appear on your Open Parts account. Freight is reimbursable on the same warranty claim used for the repair. Submit freight charges under the freight amount field.

- If you have questions about a warranty claim debit for a disassembled core or an NTF, call MPI-Ohio at (937) 642-2737.
- If you have questions about a warranty claim debit for a damaged or missing carton, an incomplete or missing core return form, or a late core return, call the ATR Order Desk at (937) 332-6152.