



Applies To: **See VEHICLES AFFECTED**

January 21, 2005

Automatic Transmission In-Warranty Exchange Program (Supersedes 90-009, dated January 27, 2004)

Any warranty, AHFC Vehicle Service Contract (VSC), or Certified Used Car (CUC) repair of an A/T (with an internal failure that calls for A/T disassembly) requires you to install a remanufactured A/T and torque converter. These parts are available through the Automatic Transmission Remanufacturing (ATR) 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 the New Vehicle Limited Warranty period (4 years or 50,000 miles, whichever comes first).

In addition, American Honda has extended the warranty on A/Ts and torque converters to 7 years or 100,000 miles, whichever comes 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

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 A/T and torque converter	See Flat Rate Manual
221002	Drain ATF through paint strainer	0.3
223505	Retrieve and clear DTCs with HDS, and test-drive to duplicate customer complaint NOTE: Do not do this if ATF is contaminated.	0.6
222133	Replace pressure control linear solenoid valve NOTE: Do not do this if ATF is contaminated.	0.3
222120	Replace lock-up control linear solenoid valve assembly NOTE: Do not do this if ATF is contaminated.	0.3
222125	Replace shift control solenoid valve assembly NOTE: Do not do this if ATF is contaminated.	0.3
219580	Pressure-test A/T NOTE: Do not do this if ATF is contaminated.	1.0

Failed Part: Use the **RM** part number (from the repair order) without the **RM**
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 no trouble found (NTF), call MPI-Ohio at **937-642-2737**.
- 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 Service Group at **888-997-7278**.
- Freight (handling) will be billed along with the dealer net charge for the remanufactured A/T. 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.

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:

- Print out an Automatic Transmission Worksheet from an iN work station.
 - From the iN 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.

Automatic Transmission Worksheet	
Dealer Information	
Dealer Number: _____	Goodwill Authorization: _____
Technician Name: _____	Order Date (yyyy-mm-dd): _____
Telephone #: _____ Ext. #: _____	Approved by Parts Manager? Yes ___ No ___
Vehicle Information	
VIN: _____	Model: _____ Year: _____
Mileage: _____	Transmission #: _____
Is the vehicle drivable: Yes ___ No ___	Repair Order #: _____
Customer Information	
Customer Name: _____	
Customer Daytime Phone #: _____	
Customer Complaint: _____	
Problem Description	
Shifting/Engagement Problems Does the transmission have a shifting or engagement problem? Yes ___ No ___ Uphill/downhill problem? Yes ___ No ___ Shudder or judder at shifts? Yes ___ No ___ Slips in forward gears? Yes ___ No ___ Slips in reverse? Yes ___ No ___ Clunk when engaging reverse? Yes ___ No ___ Does engine stall in D1 (low gear)? Yes ___ No ___	Noise/Vibration Problems Does the transmission have a noise or vibration problem? Yes ___ No ___ Grinding noises? Yes ___ No ___ Whine noises? Yes ___ No ___ Converter lock-up noise? Yes ___ No ___ Vibration while driving? Yes ___ No ___ Vibration at idle? Yes ___ No ___ Other noise or vibration? _____
ATF Leak Problems Does the transmission have an ATF leak? Yes ___ No ___ Did leak recur after cleaning? Yes ___ No ___ Is leak at a seal? Yes ___ No ___ Is leak at a gasket? Yes ___ No ___ Is leak at an O-ring? Yes ___ No ___ Is leak through case? Yes ___ No ___ Leak rate? Wet ___ Drip ___ Stream ___	Comments _____ _____ _____ _____ _____
Diagnosis	
Is the Malfunction Indicator Light (MIL) ON? Yes ___ No ___	
Does the D or DS light flash? Yes ___ No ___	
Is a transmission DTC stored? (record freeze data) Yes ___ No ___	
If YES, what is the DTC? _____	
After clearing the DTC, does the same DTC recur? Yes ___ No ___	
Transmission temperature when the problem occurs? Cold ___ Normal ___ Hot ___	
Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)? Yes ___ No ___	
If Yes, Describe: _____	
Does the problem occur while _____ driving? _____ parked? _____	
Does the problem occur while accelerating? _____ decelerating? _____ steady throttle? _____	
Does the problem occur during shifts between 1 st & 2 nd ? _____ 2 nd & 3 rd ? _____ 3 rd & 4 th ? _____ 4 th & 5 th ? _____ D & R? _____ P & R? _____	
Shift lever position when problem occurs: P ___ R ___ N ___ D ___ D5 ___ D4 ___ D3 ___ 2 ___ L ___	
Vehicle speed (mph) when the problem occurs: _____	
Engine speed (rpm) when the problem occurs: _____	
Throttle position when the problem occurs: Idle ___ 1/4 ___ 1/2 ___ 3/4 ___ Full ___	
Strain the ATF through a paint strainer. Is the ATF contaminated? Yes ___ No ___	
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 vehicle have an optional ATF coder? * Yes ___ No ___	

- Check the ATF level.
 - If the level is OK, go to step 3.
 - If the level is low, add Honda 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.
- 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 Honda 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 10.
- 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 Honda 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 Honda ATF-Z1, and then go to step 10.

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 needless 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-made 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 customer'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 iN.
 - From the iN main menu, click on **SERVICE**.
 - Click on **Warranty A/T Order**.
 - Enter the year and model 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.
9. 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. If you cannot fix the problem or you find the problem is inside the A/T, replace the A/T with a remanufactured one.
 - For warranty repairs, go to **IN-WARRANTY EXCHANGE**.
 - For VSC and CUC repairs, call **800-999-5901**.
 - For goodwill repairs, contact your dealership District Parts and Service Manager (DPSM).

NOTE: Make your diagnosis carefully. If you return a core that later shows no trouble found (NTF) 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:

11. Let your customer 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 *iN*. Do not call the Remanufactured Parts Dealer Service Group.

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

Warranty Automatic Transmission Order

Dealer Information

Dealer Number: WAND01 Goodwill - VSC Authorization: _____

DPTS/Name: _____ Repair Order Date: ____/____/____

Telephone No.: (____) ____-____ Ext. ____ Approved By Parts Manager: Yes No

Vehicle Information

VIN: _____ Model: _____ Model Year: _____

Mileage: _____ Transmission No.: _____

Is the vehicle drivable? Yes No Repair Order No.: _____

VIN Barcode: _____

Customer Information

Customer Name: _____

Customer Contact No.: (____) ____-____

Customer's Complaint: _____

Image Upload

Is this transmission order related to Service Bulletin 04-021? Yes No Images Uploaded: 0

Problem Description

Shifting/Engagement Problems	Noise/Vibration Problems
Does the transmission have a shifting or engagement problem? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does the transmission have a noise or vibration problem? <input type="checkbox"/> Yes <input type="checkbox"/> No
Upshift/downshift problem? <input type="checkbox"/> Yes <input type="checkbox"/> No	Grinding noise? <input type="checkbox"/> Yes <input type="checkbox"/> No
Shoulder or judder at shifts? <input type="checkbox"/> Yes <input type="checkbox"/> No	Whine noise? <input type="checkbox"/> Yes <input type="checkbox"/> No
Slips in forward gear? <input type="checkbox"/> Yes <input type="checkbox"/> No	Converter lock-up noise? <input type="checkbox"/> Yes <input type="checkbox"/> No
Slips in reverse gear? <input type="checkbox"/> Yes <input type="checkbox"/> No	Vibration while driving? <input type="checkbox"/> Yes <input type="checkbox"/> No
Clunk when engaging reverse? <input type="checkbox"/> Yes <input type="checkbox"/> No	Vibration at idle? <input type="checkbox"/> Yes <input type="checkbox"/> No
Does engine stall in D1 (low gear)? <input type="checkbox"/> Yes <input type="checkbox"/> No	Other noise? <input type="checkbox"/> Yes <input type="checkbox"/> No

ATF Leak Problems

Does the transmission have an ATF leak? Yes No

Did leak recur after cleaning? Yes No

Is leak at a seal? Yes No

Is leak at a gasket? Yes No

Is leak at an O-Ring? Yes No

Is leak through case? Yes No

Leak rate? Wet Drip Stream

Comments

Diagnosis

Is the malfunction indicator light (MIL) on? Yes No

Does the D or DS light flash? Yes No

Is a transmission DTC stored? (record freeze data) Yes No

If yes, what is the OBDII DTC? _____

After clearing the DTC, does the same DTC recur? Yes No

Transmission temperature when the problem occurs? Cold Normal Hot

Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)? Yes No

If yes, repair description? _____

Does problem occur while? Driving Parked

Does the problem occur while? Accel Deccl Cruise

Does the problem occur during shifts from? 1 To 2 2 To 3 3 To 4 4 To 5 D To R P To R

Shift lever position when problem occurs? P R N D D5 D4 D3 2 L

Vehicle speed when the problem occurs? _____ MPH

Engine RPM when the problem occurs? _____ RPM

Throttle position when the problem occurs? Idle 1/4 1/2 3/4 Full

Strain the ATF through a paint strainer, is the ATF contaminated? Yes No

Describe 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 vehicle have an optional ATF cooler? Yes No

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6. Use the completed Automatic Transmission Worksheet to help you answer the questions on the form. When you complete the form, click on **Submit** to send it. *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.*

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

7. 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.*

8. Remove the failed A/T:

- Refer to the Automatic Transmission section of the appropriate service manual.
- 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.

9. All except A/Ts with ATF warmers: Do the **CLEANING PROCEDURE** in S/B 89-015, **ATF Cooler Cleaner**.
10. Install the remanufactured A/T:
 - Refer to the Automatic Transmission section of the appropriate service manual.
 - Enter keyword **TRAN INST**, and select **Transmission Installation (A/T)** from the list.
11. All except A/Ts with ATF warmers: Install or replace the in-line 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.

12. Fill the remanufactured A/T with Honda ATF-Z1.
13. 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. 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.
14. Seal the paint strainer you used to check the ATF in a plastic bag.
15. 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.
16. 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**.*
17. The Warranty Transmission Order form you submitted is kept on the iN for **30 days**. Print out a copy:
 - From the iN 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.
18. Print out a copy of the Core Return Update Acknowledgement:
 - From the iN main menu, click on **PARTS**.
 - Click on **Returns and Surplus**.
 - Click on **Warranty 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.
19. Slip 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:

20. 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* (Reorder Number RRA10/Acura).

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 District Parts and Service Manager (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* (Reorder Number RRA10/Acura).

Question: *Who do I call for questions on 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 iN. Click on **PARTS, Parts Library**, and then **Parts Bulletins**. In the **Pub ID** dialogue box, 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 iN.

1. From the iN main menu, click on **PARTS**.
2. Click on **Parts Ordering**.
3. Click on **Warranty A/T VIN Inquiry**.
4. 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 **888-997-7278** (Option 1).
- **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 backorder or is temporarily out of stock.
- **CAN/BOC** - Your order has been cancelled; contact your assigned parts center.
- **ALO/BOA** - Your order has been allocated, but not released for shipment.
- **REL/BOR** - Your order has been picked, packed, and shipped.
- **INV** - Your order has been invoiced to your dealer parts account.