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Sent On 05 12 2004 Expires On 05 21 2004  
From Acura Service National  
Subject Safety Recall Acura Automatic Transmission Second Gear Inspection

Date: May 12, 2004  
To: All Acura Sales, Service & Part Managers  
From: American Honda Service Division  
RE: Safety Recall: Automatic Transmission Second Gear Inspection

On April 13, 2004 Honda Motor Co., Ltd., announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall selected 2001-2002 MDXs.

On April 23 we sent you a draft Service Bulletin 04-013. On April 30 we updated this bulletin with final information and included a strategy letter explaining the details of the this inspection and our customer implementation plan.

By April 26, all dealers received the necessary tools to perform this inspection and an allocated supply of campaign support parts to repair your in-stock vehicles and accommodate customers requesting the inspection. Campaign parts used by your dealership are automatically being replenished – additionally, we will continue parts allocations until we have sent a number equal to approximately 25 percent of the effective vehicles sold by your dealership.

Starting today, May 12, we will begin mailing notification letters to customers. Mailings will be closely monitored based on current part availability and customer response.

The following are helpful hints we would like to offer to assist you and your customers with this campaign:

Have your staff carefully review Service Bulletin 04-013. Watch the Video Link contained within this Service Bulletin on ISIS. To view the video, find the 'CLICK HERE' link within the 'Inspection Procedure' section. If you don't follow the instructions for the camera set-up (camera zoom, focal length, shutter speed, focus, white balance, etc.) the resulting photo will not capture the details of the gear required to make an accurate judgment.

Locate all special tools necessary to perform this inspection and have them available to your staff. If you haven't done so yet, set up the camera as outlined in Service Bulletin.

Before beginning a vehicle inspection, always check the VIN Status Inquiry on IN. All current remanufactured transmissions have been countermeasured for this issue. If a transmission has recently been replaced for some other reason not described in this Service Bulletin, this campaign may have been satisfied – therefore an inspection is not necessary. The VIN status inquiry will provide you with the most updated vehicle information.

Always preview the photos on your computer monitor. If the photos are not clear, accurate judgment cannot be made either at your dealership or at RPO Tech Line.

In order to complete this campaign, you must determine the condition of the gear. Use the Gear Inspection Guide (previously sent) to assist you.

Only send photos to RPO Tech Line with transmission orders related to this Service Bulletin. Do Not send photos for other types of transmission orders.

The Incorrect stamp pad was sent in error. It is a black size "00" inkpad. "00" refers to the felt pad specification of the inkpad. The correct Red color size "0" inkpad will be sent in the near future. Until then, please obtain and use a felt size "0" inkpad commercially available from a local office supply store.

If you determine a transmission replacement is necessary, insure that your staff follows the proper on-line ordering procedures (including sending inspection photographs) and warranty claim administration outlined in the Service Bulletin. To monitor parts demand and campaign completion, we are matching transmission orders to

## INTERACTIVE NETWORK

warranty claims. This is necessary to accurately forecast replacement transmission supply.

As with all warranty repairs, please submit your warranty claim as soon as possible. This will provide you with a quick replenishment of campaign support parts and will provide Honda with timely accurate information to help monitor campaign activity.

Currently the Service Bulletin indicates that you will receive an e-mail message notifying you that your transmission order has been accepted – this is incorrect. Part order status can be found in iN using the Warranty A/T VIN Inquiry under the Parts Ordering menu.

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 Expires On 

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 From 

Honda Parts and Service National
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 Subject 

Safety Recall Honda Automatic Transmission Second Gear Inspection
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Date: May 12, 2004

To: All Honda Sales, Service &amp; Part Managers

From: American Honda Service Division

RE: Safety Recall: Automatic Transmission Second Gear Inspection

On April 13, 2004 Honda Motor Co., Ltd., announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall selected 2002-2004 Odysseys and selected 2003-2004 Pilots.

On April 23 we sent you a draft Service Bulletin 04-021. On April 30 we updated this bulletin with final information and included a strategy letter explaining the details of the inspection and our customer implementation plan.

By April 26, all dealers received the necessary tools to perform this inspection and an allocated supply of campaign support parts to repair your in-stock vehicles and accommodate customers requesting the inspection. Campaign parts used by your dealership are automatically being replenished – additionally, we will continue parts allocations until we have sent a number equal to approximately 25 percent of the affective vehicles sold by your dealership.

Starting today, May 12, we will begin mailing notification letters to customers. Mailings will be closely monitored based on current part availability and customer response.

The following are helpful hints we would like to offer to assist you and your customers with this campaign:

Have your staff carefully review Service Bulletin 04-021. Watch the Video Link contained within this Service Bulletin on ISIS. To view the video, find the 'CLICK HERE' link within the 'Inspection Procedure' section. If you don't follow the instructions for the camera set-up (camera zoom, focal length, shutter speed, focus, white balance, etc.) the resulting photo will not capture the details of the gear required to make an accurate judgment.

Locate all special tools necessary to perform this inspection and have them available to your staff. If you haven't done so yet, set up the camera as outlined in Service Bulletin.

Before beginning a vehicle inspection, always check the VIN Status Inquiry on IN. All current remanufactured transmissions have been countermeasured for this issue. If a transmission has recently been replaced for some other reason not described in this Service Bulletin, this campaign may have been satisfied – therefore an inspection is not necessary. The VIN status inquiry will provide you with the most updated vehicle information.

Always preview the photos on your computer monitor. If the photos are not clear, accurate judgment cannot be made either at your dealership or at RPO Tech Line.

In order to complete this campaign, you must determine the condition of the gear. Use the Gear Inspection Guide (previously sent) to assist you.

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If you determine a transmission replacement is necessary, insure that your staff follows the proper on-line ordering procedures (including sending inspection photographs) and warranty claim administration outlined in the Service Bulletin. To monitor parts demand and campaign completion, we are matching transmission orders to

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warranty claims. This is necessary to accurately forecast replacement transmission supply.

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