

Applies To: **See VEHICLES AFFECTED**

January 24, 2007

Warranty Extension: Audio-HVAC Display Is Dim or Dark

(Supersedes 04-027, *Audio-HVAC Display Is Dim or Dark*, dated February 15, 2006.)

The entire content of this bulletin has changed.)

BACKGROUND

In some audio units, a component failure on the PCB (printed circuit board) could cause the audio display to become dark or dim, and prevent the audio/HVAC panel buttons from illuminating.

To ensure that customers have adequate warranty coverage for this potential problem, American Honda is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 3 years or 36,000 miles warranty applies, whichever occurs first.

VEHICLES AFFECTED

NOTE: Affected vehicles do not have the navigation system.

Only a small number of vehicles within a wide range of vehicles are affected by this warranty extension. Before beginning work, verify vehicle eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

2003 Accord (except DX models and LX L4 models): ALL

2004 Accord EX and EX-L 2-Door L4:

From VIN 1HGCM7...4A000001 thru
1HGCM7...4A015326

2004 Accord EX and LX 2-Door V6:

From VIN 1HGCM8...4A000001 thru
1HGCM8...4A014719

2004 Accord EX and EX-L 4-Door L4:

From VIN 1HGCM5...4A000001 thru
1HGCM5...4A079049

From VIN JHMCM5...4C000001 thru
JHMCM5...4C032880

2004 Accord EX and LX 4-Door V6:

From VIN 1HGCM6...4A000001 thru
1HGCM6...4A057650

CUSTOMER NOTIFICATION

Owners of affected vehicles will receive a notification of this warranty extension. An example of the customer notification is at the end of this service bulletin.

CORRECTIVE ACTION

If confirmed by your diagnosis, replace the PCB inside the audio unit. The PCB core must be returned for credit.

PARTS INFORMATION

Model	PCB Part Numbers
2003 4-Door: All EX and LX	P/N 3917A-SDA-A11RM H/C 8554222
2003 2-Door V6 LX and EX (Except 6 speed)	P/N 3917A-SDN-A11RM H/C 8554222
2003 2-Door EX 6 Speed	P/N 3917A-SDN-A61RM H/C 8554289
2004 4-Door: All EX and LX	P/N 3917A-SDA-L11RM H/C 8554305
2004 2-Door V6 LX and EX (Except 6 speed)	P/N 3917A-SDN-L11RM H/C 8554321
2004 2-Door EX 6 Speed	P/N 3917A-SDN-L61RM H/C 8554347

TOOL INFORMATION

PCB Tool Kit: P/N 07AAZ-SDAA170

(The kit includes an ESD/anti-static mat, a wrist strap, five colored markers, and a screw container)

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

OP#	Description	FRT	TemplateID
0101E4	2003 4-Door all EX and LX - Replace the PCB.	0.8	04-027A
0101E4	2003 2-Door V6 LX and EX - (Except 6 speed) Replace the PCB.	0.8	04-027B
0101E4	2003 2-Door EX 6 Speed - Replace the PCB.	0.8	04-027C
0101E4	2004 4-Door all EX and LX - Replace the PCB.	0.8	04-027D
0101E4	2004 2-Door V6 LX and EX - (Except 6 speed) Replace the PCB.	0.8	04-027E
0101E4	2004 2-Door EX 6 Speed - Replace the PCB.	0.8	04-027F

Failed Part: Use the **RM** part number (from the repair order) without **RM**.
Example: 3917A-SDA-A11

Defect Code: 5DY00

Symptom Code: Q3200

Skill Level: Repair Technician

DIAGNOSIS

1. Turn the ignition switch to the ON (II) position.
2. With the radio on, select a radio station using one of the presets.
 - If you hear the radio station but you are unable to see the radio frequency selected, and the radio/HVAC panel buttons are not illuminated with the headlights on, go to REPAIR PROCEDURE.
 - If you can't hear any sound and can't see the radio frequency selected, this bulletin does not apply. Continue with normal troubleshooting.

NOTE: For problems and repairs not covered by this bulletin, troubleshoot as needed and refer to Service Bulletin 06-001 *Audio, Navigation, and RES Unit In-Warranty Exchange, and Audio and DVD Player Out-of-Warranty Repair.*

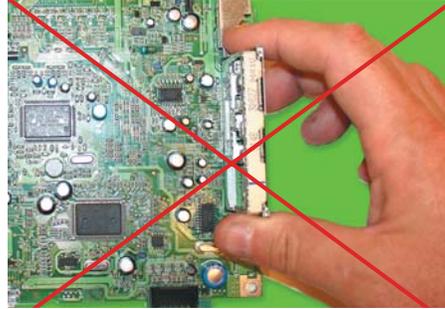
PCB HANDLING PRECAUTIONS

NOTICE

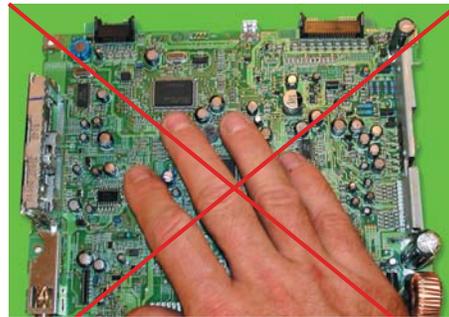
Static electricity can damage the components on the PCB. Always follow proper handling procedures.

- Handle the PCB only by the edges of the board.
- Always use the anti-static mat and wrist strap when doing this repair.

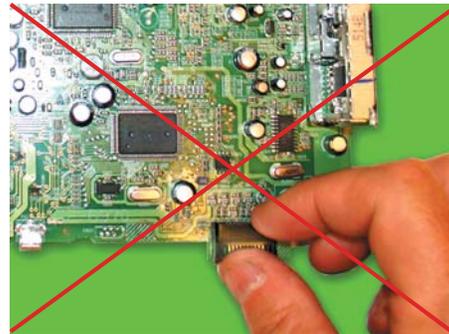
Never lift the PCB by the component parts.



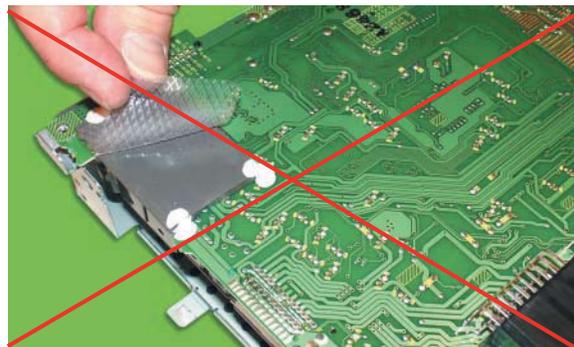
Never touch the electrical components of the PCB.



Never lift or hold the PCB by the connectors.



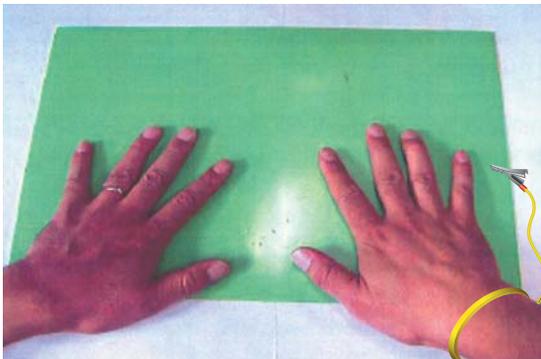
To prevent damage to the thermal pad, don't remove the protective cover until step 14.



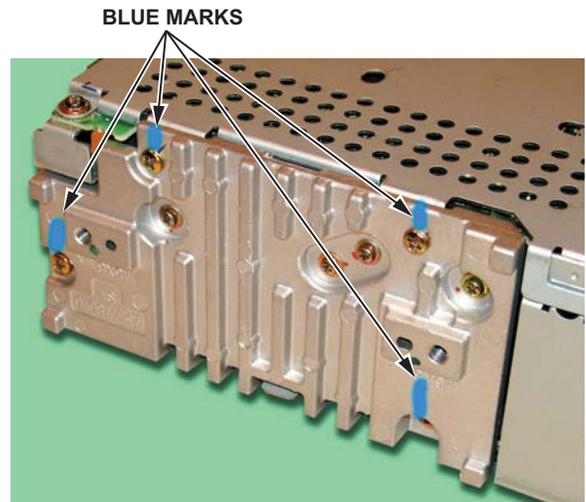
REPAIR PROCEDURE

NOTE:

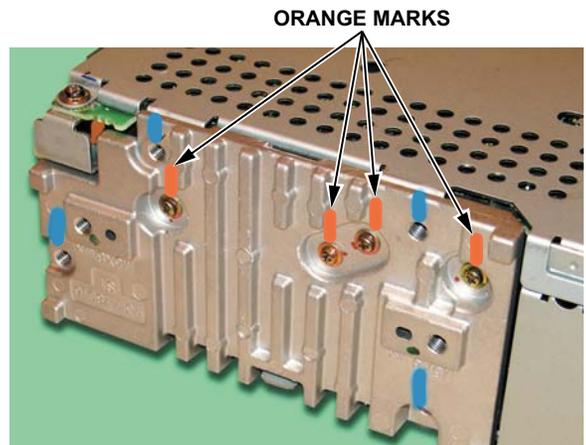
- Before you replace a PCB, refer to the PCB HANDLING PRECAUTIONS.
 - To replace a PCB, you need the ESD/anti-static mat from the PCB tool kit (P/N 07AAZ-SDAA170) and a clean work surface.
 - Before you open the audio unit or handle the replacement PCB, attach the wrist strap (included in the PCB tool kit) around one of your wrists and attach the alligator clip to the ESD mat.
 - Replacement PCBs come with a new serial number label, an anti-theft code card, and two labels with the new serial number and anti-theft code. Apply the serial number label to the anti-theft card, and give the card to the customer. Make sure the customer knows the importance of keeping the anti-theft code card in a safe place. Advise them to discard the original anti-theft code card.
 - Check the radio and HVAC functions before you begin. Make sure you note all functions are working before you begin to prevent unnecessary troubleshooting. This repair is for illumination problems only. Other problems and repairs are not covered by this bulletin.
1. Remove the audio unit from the dashboard:
 - Refer to page 22-372 of the *2003–2007 Accord Service Manual*, or
 - Online, enter keyword **AUDIO**, and select **Audio-HVAC Display Panel Removal/Installation** from the list.
 2. Place the audio unit on the ESD/anti-static mat. Then attach the wrist strap around one of your wrists, and attach the alligator clip to the ESD mat.



3. Using the blue marker, mark the four 3 x 8 mm screws on the audio unit's heat sink as shown. Then remove the four screws, and place them in the section of the screw container marked with the blue dot.

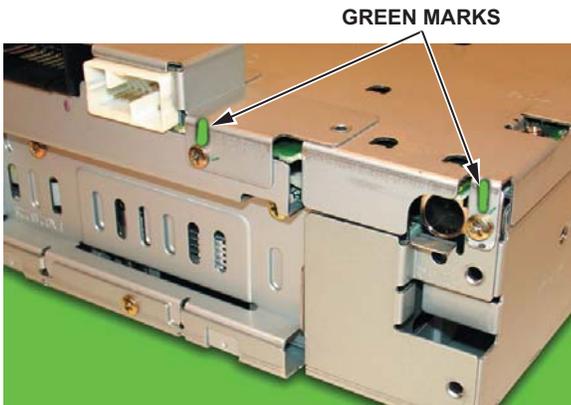


4. Using the orange marker, mark the four 2.6 x 16 mm screws on the heat sink as shown. Then remove the four screws, and place them in the section of the screw container marked with the orange dot.

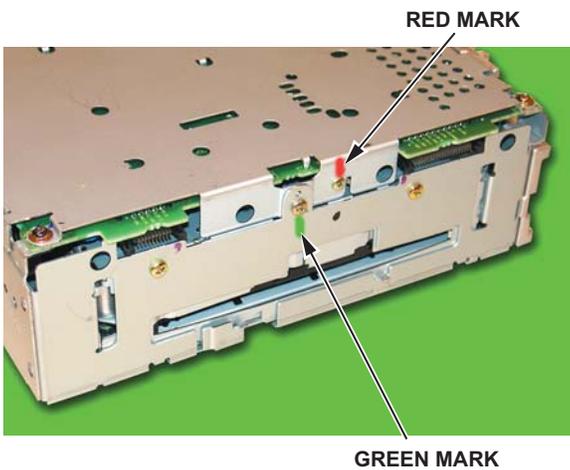


5. Remove the heat sink, and set it aside.

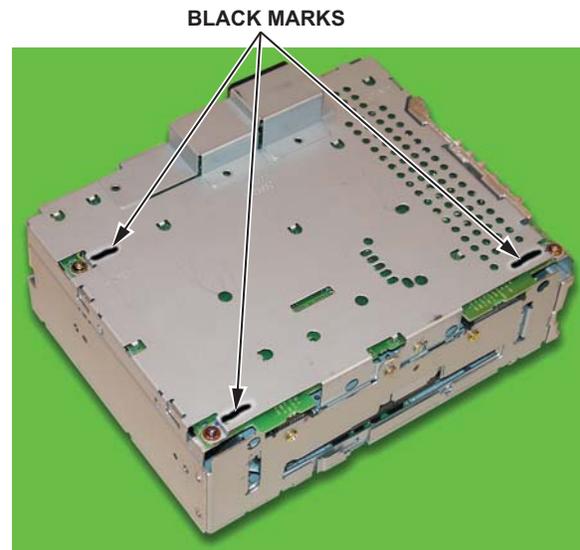
6. Using the green marker, mark the two screws on the back cover of the audio unit as shown. Then remove the two screws, and place them in the section of the screw container marked with the green dot.



7. Using the green marker, mark the large screw on the front lower cover of the audio unit. Also, mark the small screw with the red marker. Then remove the two screws, and place them in the appropriate sections of the screw container marked with the green dot and the red dot.



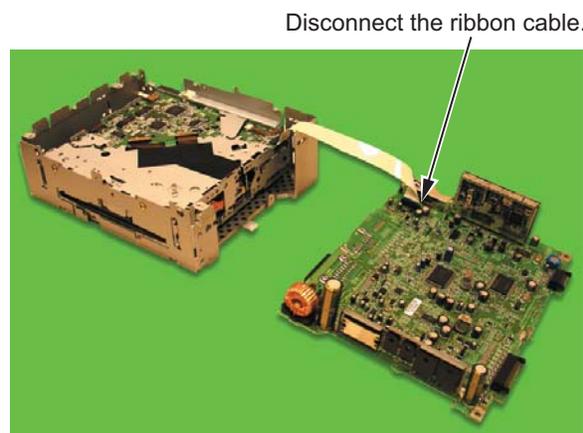
8. Using the black marker, mark the three screws on the bottom cover as shown. Then remove the three screws, and place them in the section of the screw container marked with the black dot.



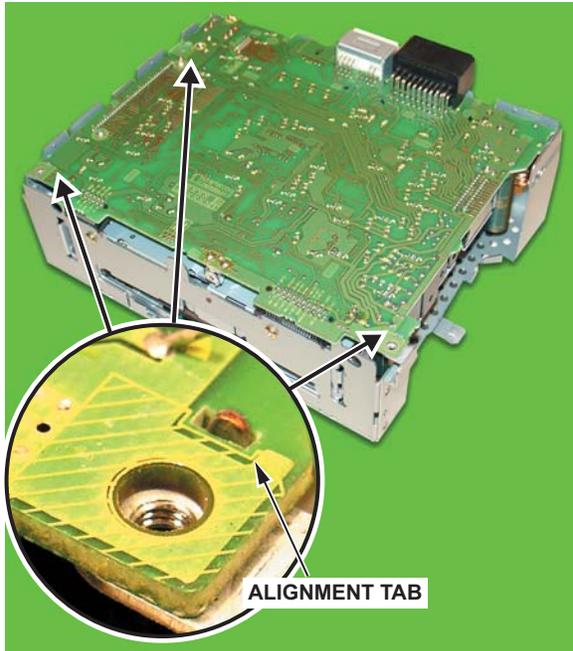
9. Take the bottom cover off the audio unit, and set it aside.
10. Carefully lift the PCB, touching only the edges as shown.



11. Set the PCB next to the audio unit on the ESD mat, and pull on the ribbon cable to disconnect it from the PCB.



12. Remove the new PCB from the anti-static bag, touching only the edges, and place it on the ESD mat. Put the old PCB into the anti-static bag for return. With the new PCB on the ESD mat, push the ribbon cable into the connector on the PCB.
13. Carefully place the replacement PCB into the audio unit. To ensure proper PCB placement, align the three alignment tabs and screw holes.



14. Carefully remove the protective cover from the gray thermal pad on the replacement PCB.



15. Reassemble the audio unit in the reverse order of removal.
16. Stick the light blue serial number label (supplied with the replacement PCB) over the original serial number label on the audio unit.
17. Reinstall the audio unit in the vehicle.
18. Check the audio unit and HVAC controls:
 - Press the PWR button to confirm that the unit turns On\Off.
 - The display should show **code**. Enter the new audio unit code provided with the replacement PCB.
 - Adjust the dimmer switch to make sure the switch illumination works correctly.
 - Check the operation of all radio and heating\air conditioning buttons.
 - Insert a CD to confirm proper CD operation.
 - Move the vehicle outside, and check the AM, FM, and XM radio reception (if equipped).
 - If the audio unit and the HVAC controls are all OK, return the vehicle to the customer with the new anti-theft code card. Be sure the customer understands that the new card replaces the old card and that the old card should be discarded to avoid confusion.
 - If there are any problems with the audio unit or the HVAC controls, recheck all connections that were disconnected during the repair, including the ribbon cable to the PCB. If the radio still does not function correctly, refer to Service Bulletin 06-001 for audio unit replacement information.
19. Place the original PCB in the same box the remanufactured PCB came in, and return it to your parts department so it can be returned to the vendor for remanufacturing.

PARTS MANAGER

Fill out the shipping label that came with the remanufactured PCB, then ship the original PCB in the same box the remanufactured PCB came in. For additional warranty information refer to *Parts Information Bulletin A07-0002 Warranty Extension: Audio-HVAC Display Is Dim or Dark*.

NOTE: If the original PCB is not returned to the vendor within 20 days from the date the warranty claim is paid, your dealership will be debited with a core loss charge.

Winter/Spring 2007

**Warranty Extension: 2003–2004 Accord
Audio Unit Display**

Dear Accord Owner:

This letter is to notify you of a warranty extension on your vehicle's audio unit.

Warranty Extension Details

In some audio units, a component failure on the printed circuit board (PCB) could cause the audio display to become dark or dim, and prevent the audio/HVAC panel buttons from illuminating.

To ensure that you have adequate warranty coverage for this potential problem, American Honda is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 3 years or 36,000 miles warranty applies, whichever occurs first.

If the audio display becomes dark or dim, or if the HVAC buttons don't illuminate when the headlights are on, take your vehicle to any Honda dealer for an inspection. If the dealer finds the problem to be the audio unit display, and your vehicle is within the extended warranty time/mileage limits, they will replace the printed circuit board (PCB) inside the audio unit, *free of charge*. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2003–04 Accord receiving this warranty extension. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have a defective audio unit replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have questions about this notice, or need help contacting a Honda dealer, please call Automobile Customer Service at (800) 999-1009.

Sincerely,

**AMERICAN HONDA MOTOR CO., INC.
Honda Automobile Division**

January 24, 2007

Dear Service Manager:

American Honda is announcing a warranty extension for the audio unit display on certain 2003–2004 Accords.

In some 2003–2004 Accords, the audio unit could have a component failure on its printed circuit board (PCB). This condition causes the audio display to become dim or dark, and prevents the audio/HVAC panel buttons from illuminating.

To ensure that customers have adequate warranty coverage for this potential problem, the audio unit display is now covered for 7 years or 100,000 miles, whichever occurs first. All other features and functions of the audio system are covered under normal warranty.

NOTE: The only vehicles needing inspection and/or possible repair are those returned by customers with the specific complaint of a dark or dim radio display, and non-illuminating audio/HVAC buttons.

Inspection/Repair Strategy

The repair is to inspect the audio unit display and, if needed, replace the printed circuit board (PCB) inside the audio unit. Then, as soon as possible, return the original PCB to the vendor for remanufacturing. The sooner the vendor receives your original PCBs, the faster they can make the remanufactured PCBs available to repair additional vehicles.

NOTE: If a PCB is not returned to the vendor within 20 days from the date the warranty claim is paid, your dealership will be debited with a core loss charge.

For PCB handling, repair, parts, tools, and warranty information, refer to the revised S/B 04-027, *Warranty Extension: Audio/HVAC Display Is Dim or Dark*.

Customer Notification

Notifications will begin mailing in mid February. To ensure that the PCB remanufacturer has enough lead time, the mailing of customer notifications will be staggered, based on repair demand. Customers who previously had a countermeasured audio unit replaced under warranty will not receive a notification. On those vehicles, no action should be required.

Since this is not a campaign, you will not receive a campaign responsibility report. To see if a vehicle may need its audio unit PCB replaced, make sure the customer has a notification letter **and** do a VIN status inquiry.

Tool Information

A PCB tool kit [containing an ESD (electro-static discharge)/anti-static mat, a wrist strap, colored markers, and a screw container] will be shipped to your dealer the week of January 22. The PCB tool kit is **required** for PCB handling.

Parts Information

A small quantity of audio unit PCBs will be allocated in late January/early February. The allocation covers PCBs for the 2003 Accord 2-door (P/N 3917A-SDN-A11RM), the 2003 Accord 4-door (P/N 3917A-SDA-A11RM), and the 2004 Accord 4-door (P/N 3917A-SDA-L11RM) Additional PCBs for these vehicles will be available only through the Integrated Campaign Control System. This system automatically allocates a replacement campaign part the same day your campaign warranty claim is paid.

All other audio unit PCBs for the 2003 Accord 2-door EX 6-speed (P/N 3917A-SDN-A61RM) the 2004 Accord 2-door (P/N 3917A-SDN-L11RM), and the 2004 Accord 2-door EX 6-speed (P/N 3917A-SDN-L61RM) are available only through controlled parts orders. To order one of these PCBs, you need to submit a VIN.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division