

SERVICE BULLETIN

HONDA

Model 1989 - 97 NEW	Applicable To ALL	File Under TRANS	Bulletin No. 90-014 Issue Date AUG 12, 1996
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Automatic Transmission In-Warranty Exchange Program

(Supersedes 90-014, Automatic Transmission Remanufacturing Program, dated September 19, 1994)

DIAGNOSIS

NEW 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.*

NEW 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 you will install a Honda factory-remanufactured transmission and torque converter assembly.

ORDERING INFORMATION

Warranty Repair

Call the ATR Order Desk at (513) 332-6152. Give them the following information:

- your dealer number
- year and model of the car
- 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 car.

NEW VSC Repair

Contact the VSC.

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.
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.

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.*

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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 car 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 Honda Premium ATF. Other brands of ATF can affect shift quality and lock-up.
- If applicable, check the A/T throttle control cable adjustment.
- Check the TCM/PCM for trouble codes. Some electrical problems can cause the symptoms of an internal transmission problem.

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.

Late-model remanufactured transmissions are also available for non-warranty repairs. Refer to Parts Information Bulletin (PIB) A96-0018, *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.
 - 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 A96-0018.)

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

A: If you have administrative questions, call the ATR order desk at (513) 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 1990 and later 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*.