
Radiator Damage From Doing A/C System Repairs

Currently Applies To: '05–06 RLs

We've noticed an increasing number of radiators being replaced shortly after doing A/C system repairs. Inspection of these radiators tells us that they're getting damaged during these repairs. To avoid damage, make sure that you're really careful when you're working near the radiator. Any damage to the radiator that comes from doing A/C system repairs **is not** covered under Acura warranty.

Ticking, Creaking, Popping, or Rattling From Front Door

Currently Applies To: '04–08 TLs and '04–08 TSXs

Some vehicles can make an annoying ticking, creaking, popping, or rattling from the front door when you're driving with the window all the way up. The noise goes away, though, when you lower the window just a bit.

This noise comes from a stick/slip action of the door weatherstrip. A thin coat of silicone grease will get rid of that noise, but after a few months . . . it just comes back.

To get rid of that noise for good, here's what you need to do:

1. Use isopropyl alcohol to clean the surface under the front door weatherstrip.
2. Cut a **22-inch** length of 1/4-inch Squeak Reduction Tape (P/N 70200-ALL-999).
3. Lift up the weatherstrip at the upper corner of the door, and apply half the tape **across** the top of the door surface, pressing firmly with your fingers to ensure a good bond. Then apply the other half of the tape **down** the back of the door surface just the same way. When you're done, press down on the tape where it wraps around the corner (you want a nice, smooth contour with no edges sticking up).



4. Apply Shin-Etsu Silicone Grease (P/N 08798-9013) to the inside of the front door weatherstrip.

Handy Tip: A long pipe cleaner makes a great tool for applying the grease. Most retail craft stores carry long pipe cleaners and sell them in bundles of cool, assorted colors.

- Fold over the end of the pipe cleaner (so there's no sharp edges), and insert that end all the way down into the tube of grease so that you coat the pipe cleaner.

- Insert the coated pipe cleaner into the door weatherstrip's **upper** vent hole, and feed it in as far as you can so that just the end is sticking out.



- Use your fingers to spread the grease and massage it into the weatherstrip.



- Pull out the pipe cleaner, and repeat this for the door weatherstrip's **lower** vent hole.
5. Repeat steps 1 thru 4 for the other front door.
 6. Go out for a test-drive to make sure that the noise is gone.
 - If the noise is gone, you're done with this repair.
 - If the noise is still there, go to step 7.

7. Use isopropyl alcohol to clean the vehicle body where the door weatherstrip makes contact.
8. Cut two **11-inch** lengths of 1/4-inch Squeak Reduction Tape.
9. Starting at the upper corner next to the B-pillar, apply one length of tape **across** the vehicle body, pressing firmly with your fingers to ensure a good bond. When you're done, apply the other length of tape **down** the vehicle body the same way.



10. Repeat steps 7 thru 9 for the other front door.

SRS Units With Deployment DTCs: What You Should Know

Currently Applies To: All models with SRS

Got a vehicle with the SRS indicator on? Before you start troubleshooting the SRS, check the SRS unit for deployment DTCs. Those DTCs mean that the vehicle was in a collision in which one or more SRS components (seat belt tensioners, seat belt buckle tensioners, airbags, side airbags, side curtain airbags, etc.) deployed.

To ensure driver and passenger safety, every applicable S/M gives specific instructions on what to do after an SRS deployment. (Online, enter keywords **SRS DEPLOYMENT**, and select **Component Replacement/Inspection After SRS Deployment** from the list.) For each deployed component, there's a list of SRS components that must be replaced. **The SRS unit must be replaced with a new one after every deployment.**

Deployment sets specific DTCs, depending on what components deployed. Once those DTCs are set, the SRS indicator comes on and stays on. And those DTCs are **permanent**—you **can't** clear them. Keep in mind that a vehicle that was involved in a collision may come back from a body shop with the SRS indicator on simply because the necessary SRS components weren't replaced after the collision.

If the SRS unit has deployment DTCs, it's a good idea to check out the vehicle history and to look at the undercarriage for any signs of impact damage; you may need to replace other SRS components. **Always** check the SRS component replacement list in the applicable S/M or in ISIS, and make sure that all required parts were installed. And double-check the part numbers to make sure that those parts are the right ones for that vehicle.

Be aware that some aftermarket companies claim that they can "reset" the SRS indicator and clear crash data from OEM SRS units after a deployment. **Acura does not support any reset procedure after deployment.** Data storage is only one function of the SRS unit; there are other components in the unit that could have been damaged in the deployment. The **only** repair is to replace the SRS unit. If an SRS unit is reused after a deployment, it may not work properly and may lead to serious injury or death.

And one more thing, replacement of SRS components due to deployment from a collision **is not** covered by Acura warranty. **Do not** return an SRS unit to Warranty Parts Inspection (WPI) if it's got deployment DTCs. If their inspection and investigation reveals that a collision was involved, your claim could be debited.

So if you've got an SRS unit with deployment DTCs, **always** replace it with a new one but **do not** file a warranty claim or return the unit to WPI. Our best advice: If you're not sure how to proceed with the repair work . . . just talk to your DPSM.

Navi Display Won't Switch to Night Mode With Headlights Turned On

Currently Applies To: '07–08 MDXs, '00–04 3.5RLs, '05–08 RLs, '04–08 TLs, and '04–08 TSXs

Got a vehicle in your shop because the navigation system display screen won't automatically switch to **Night** mode when you turn on the headlights? The reason could be the dash illumination control setting.

NOTE: Depending on the vehicle that you're working on, this control could be a knob, a button, or a pair of buttons.

If the control is set to full brightness when the headlights are on, it overrides automatic display mode switching and the display screen stays in **Day** mode no matter if the headlights are on or off. This comes in handy if you're driving in daylight with the headlights on but you want the display screen bright so that it's easier to read.

To fix this problem, here's what you need to do:

1. Start the engine.
2. Turn on the headlights, and adjust the dash illumination control setting from full brightness down a few clicks to middle brightness.
3. Turn off the headlights, and shut off the engine.
4. Start the engine again.
5. Cover the sunlight sensor on the dashboard with a towel to keep any light from reaching it.
6. Turn on the headlights, and watch the display screen.
 - If the display screen switches to **Night** mode, you're done with this repair. Remove the towel from the sunlight sensor.
 - If the display screen stays in **Day** mode, refer to the Navigation System section of the applicable S/M and continue with normal troubleshooting.

For more info on automatic display mode switching and for recommended display mode settings, check out **System Set-up** in the applicable O/M.



Poor XM, CD, Aux Device Sound Quality; Weak Volume From Speakers

Currently Applies To: '07–08 MDXs, '07–08 RDXs, '05–08 RLs, and '04–08 TLs

Dolby PL (ProLogic) II can create simulated surround sound from an audio signal that's recorded with two-channel stereo audio sources. It's designed to work with sources from the audio system (CDs, XM radio, DVD audio, etc.) as well as auxiliary devices such as an iPod. Depending on the audio source, sometimes there's not enough info embedded in the audio signal for the PL II to process things properly. As a result, service clients might complain of poor sound quality or weak volume from the front or rear speakers.

If you get a vehicle in your shop for this sort of problem, check to see if the PL II is turned on. You'll see an indication in the audio display if it is. The exact text for that indication and its location can vary by model and trim level, so refer to **Adjusting the Sound** in the applicable O/M for details.

If the PL II is turned on, have your client demonstrate the problem. If that's not possible, then try duplicating the complaint as best you can. Now turn off the PL II and see what happens. If the problem goes away, have the service consultant explain to your client that some material may sound better with the PL II turned off. If the problem is still there, refer to the Audio, Navigation, and Telematics section of the applicable S/M and continue with normal troubleshooting.

Important Change to Warranty Audio Order System

Currently Applies To: All '02 and earlier Acura models

The Warranty Audio Order system supplies reman audio units, navigation units, and RES units for vehicles covered by normal warranty. Beginning **January 1, 2008**, reman audio and navigation units for all '02 and earlier models are no longer available through this system.

If you need to repair a vehicle that's out of warranty, see **OUT-OF-WARRANTY REPAIR (BACK TO '82 UNITS)** on page 5 of S/B 06-001, *Audio, Navigation, and RES Unit In-Warranty Exchange, and Audio and DVD Player Out-of-Warranty Repair*, for instructions.

Excessive Steering Wheel Shimmy and Chassis Vibration - Part 5 of 5

Currently Applies To: General Information

Last month, we introduced the fourth in our five-part series of articles dealing with the issue of steering wheel shimmy and chassis vibration and what it takes to find and fix the problem. In that article, we gave you step-by-step instructions for balancing the wheels using a commercially available wheel balancer such as the Hunter GSP9700, matching the wheels to the hubs, and calibrating the wheel balancer when needed. In this month's article—the last of this series—we'll wrap things up with a discussion on how to read tire/rim runout using the GSP9700 and how to properly mount a tire to a rim.

Reading Tire/Rim Runout With a GSP9700

Excessive tire/rim runout under load can cause vehicle vibration that wheel balancing simply won't fix. To reduce the effect of runout, you've got to find the **radial force variation (RFV)** of each tire and rim, and then match the tires to the rims by indexing their peak RFV areas. Matching tires to rims this way helps to cut down on wheel vibration.

To accurately read tire/rim runout, you need equipment that can simulate road force on a wheel and show you the peak RFV area on the tire and on the rim. The GSP9700—besides being a wheel balancer—can accurately calculate peak RFV readings on tires and rims. If your service shop **doesn't** have a GSP9700, visit Hunter's GSP9700 website at www.GSP9700.com and find another shop in your area that does.

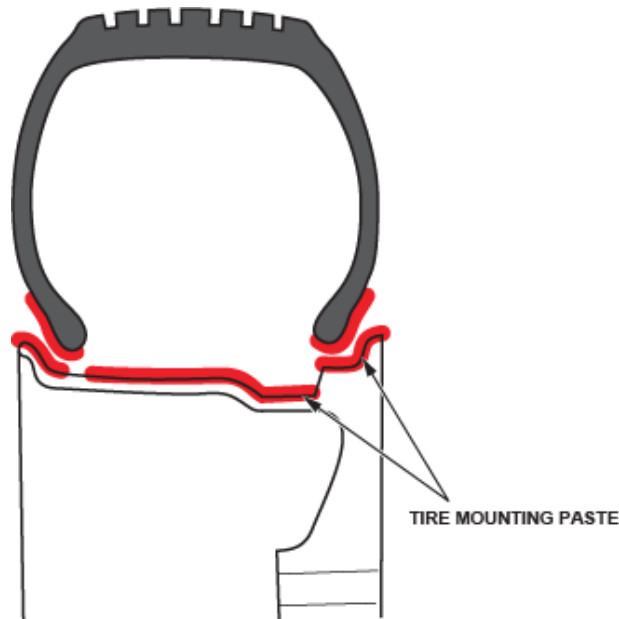
NOTES:

- If you've got to replace tires, **always** use OEM tires. For replacement tires, call The Tire Rack at **877-327-8473**.
 - Make sure that this repair procedure gets followed **to the letter**, whether it's done in your service shop or by an outside vendor.
 - RFV consists of four parts: **total indicated runout (TIR)**, **1st harmonic radial force variation (RFV-1)**, **2nd harmonic radial force variation (RFV-2)**, and **3rd harmonic radial force variation (RFV-3)**. All tire/rim matching done in this repair procedure is based on RFV-1.
 - The rest of this repair procedure refers to RFV as **road force measurement (RFM)**; it's Hunter's trade name.
 - To check the wheel balancing calibration, see **Calibrating the Wheel Balancer** in part 4 of this series or refer to the operator's manual.
 - To check the RFM calibration (you need to do this about once a week), use the calibration tools that came with the wheel balancer and follow the on-screen instructions.
1. To make sure that you're getting the right tire/rim runout readings, raise the vehicle so that all four wheels are off the ground within **10 minutes** of completing your test-drive. (You must do this to avoid temporary flat spots that could affect the wheel balance.)
 2. Make sure that all four tire pressures read exactly as listed on the driver's doorjamb sticker.
 3. Mark each tire's position (L/F, R/F, L/R, and R/R).
 4. Remove all wheel weights and clean off any mud from the rims. (Wheel weights would keep you from reading RFM, and any extra weight would cause wheel imbalance.)
 5. Clean out any pebbles, mud, or other debris trapped between the tire treads. (Anything causing a bump on the tires would throw off RFM and balancer readings.)
 6. Inspect the wheels for damage. (Tire or rim damage can cause high RFM readings and wheel imbalance.)
 7. Make sure that the arbor and baseplate threads on the wheel balancer are clean.

8. Make sure that all mating surfaces between the wheel and the wheel balancer are clean, then mount the wheel.

NOTE: Use the GSP9700 Centering Check Feature (it's on software version 2.1 or higher) to check for a possible centering error between the rim and the wheel balancer.

9. Use the wheel balancer to find the initial RFM readings (pounds and peak locations) of the tire, the rim, and the tire/rim combination. For more info, see the operator's manual. If the RFM is **higher than 10 lbs**, do the match mounting procedure in the manual. If the RFM is still higher than 10 lbs after you've done that, replace that tire.
10. After you've found the problem wheel, remount the tire.
 - Let all the air out of the tire, and break the bead seal from the rim.
 - Clean off any dirt, tar, or rocks from the rim, and inspect the tire bead area for any debris that could keep the bead from properly sealing on the rim.
 - Use tire mounting paste to coat all the areas where the tire touches the rim (inner and outer tire beads, rim flange, middle of the rim). **Never** use soap and water or a silicone spray. If your shop doesn't have tire mounting paste, there are a number of brands available at your local retail auto supply store. If the vehicle's got TPMS, be careful not to get any of that paste on the TPMS sensor.



- Seat the tire beads on the rim by fully inflating the tire to the max pressure shown on the sidewall.
 - Let all the air out, then inflate the tire to the recommended cold inflation pressure that's listed on the driver's doorjamb sticker.
11. Mount the wheel on the vehicle, and go out for a test-drive. If the vibration is gone, congratulations—you're done with this repair! But if it's still there . . . you may need to look at other things that could be causing it.

Some Final Thoughts

So there you have it. In this five-part series, we've looked at what it takes to find and fix a steering wheel shimmy and chassis vibration problem. We showed you how to do a proper test-drive to help you gather the critical info you need for an accurate diagnosis. We discussed the various kinds of vibrations and their causes. We then gave you the fixes. We walked you through the process of balancing the wheels and matching them to the hubs. And for those situations where that doesn't do the trick, we showed you how to read tire/rim runout with a Hunter GSP9700 wheel balancer and properly mount a tire.

As an Acura service tech, you've got one primary goal: fix it right the **first** time. As you can see, there's no quick fix when it comes to steering wheel shimmy and chassis vibration problems. In fact, the work more often resembles something right out of the pages of a "whodunnit" novel with lots of twists and turns and you're the detective. To successfully solve the case (fix your client's vehicle), you've got to be methodical, persistent, and patient. Sometimes you've got to follow your hunches, even think outside the box, in order to get the job done. It's not easy work, but with your training and experience—and the tools and the resources we provide—you can make it happen.

A Troubleshooting Guide to HandsFreeLink - Part 4 of 5

Currently Applies To: '05–08 MDXs, '07–08 RDXs, '05–08 RLs, '04–08 TLs, and '06–08 TSXs

Last month, we introduced the third of a five-part series of articles to help you understand the HandsFreeLink® (HFL) and to troubleshoot problems tied to it. In that article we discussed those dreaded dropped calls. This month, we'll show you what to do when your service client's cell phone won't automatically connect to the HFL or your client is having problems receiving and placing calls with the HFL.

“My cell phone won't automatically connect to the HFL”

When you get into the vehicle, the cell phone should automatically connect to the HFL. But if your client complains that it doesn't . . . here's what you need to do:

1. Make sure that the phone's Bluetooth® power is turned on.
2. Make sure that the phone is properly paired to the HFL.
3. Try doing a soft reset by turning off the phone and turning it back on.
4. Check to see if the phone has an **Always Ask/Trust, Authorize Device**, or similar option. If so, make sure that the phone is set to **Never Ask, Authorize Device, Trust**, etc. (The actual setting name will depend on the cell phone maker and wireless carrier).
5. Check the phone's battery charge level and signal strength. Pairing the phone requires a near fully charged battery and a good, strong signal.

“I can't receive calls with the HFL”

If your client complains that he or she can't receive calls with the HFL, those calls may be getting routed to the cell phone instead of the HFL. You'll know this is what's happening if your client says something like “I can't hear the caller, but he (or she) can hear me just fine.”

1. Make sure that the phone's Bluetooth power is turned on.
2. Make sure that the cell phone is paired to the HFL and that it's linked.
3. Check the phone's answer options. The ideal setting for use with the HFL is a multi-key or any-key answer. If the phone is set to flip open to answer, your client should change that setting to any-key answer or just leave the phone flipped open when using the HFL.
4. Make sure that **Auto Answer** is disabled. If it's enabled, the HFL can't accept any incoming calls.
5. Try doing a soft reset by turning off the phone and turning it back on.
6. Make sure that the battery is fully charged and there's a good, strong signal.
7. Find out if your client has downloaded specific ring tones or ringer IDs to specific callers. If so, your client should return them to a standard ring tone.
8. Find out if your client is using the correct buttons on the steering wheel. Clients often confuse the HFL and navigation Talk buttons. Your client should be pressing the HFL Talk button, **not** the HFL Back button. You'll hear **one** beep when you press the Talk button and **two** beeps when you press the Back button.

“I can't place calls with the HFL”

If your client complains that he or she can't place calls with the HFL, find out if your client is actually doing it with the HFL (he or she is using voice commands) or with the cell phone itself.

If calls are being placed with the HFL (voice commands):

1. Make sure that the phone's Bluetooth power is turned on.
2. Make sure that the cell phone is paired to the HFL and that it's linked.

3. Find out if your client is using the correct buttons on the steering wheel and is properly going through the calling process. Clients often confuse the HFL and navigation Talk buttons. Before each command, your client should be pressing the HFL Talk button, **not** the HFL Back button. You'll hear **one** beep when you press the Talk button and **two** beeps when you press the Back button.
4. Check to see if the phone has an **Always Ask/Trust, Authorize Device**, or similar option. If so, make sure that the phone is set to **Never Ask, Authorize Device, Trust**, etc. (The actual setting name will depend on the cell phone maker and wireless carrier).
5. Try doing a soft reset by turning off the phone and turning it back on.

If calls are being placed with the cell phone:

Every call will stay in the handset until it's transferred to the HFL. To continue a call using the HFL, you must use the Transfer command. During an active call, press and release the HFL Talk button on the steering wheel and say "Transfer."

The Bottom Line

Most problems dealing with connection to the HFL or receiving and placing calls with the HFL wind up being due to the cell phone itself and **not** the HFL. It's always a good idea to read your RO carefully or check with the service consultant before you start any troubleshooting of the HFL; it could save you needless time and effort. In next month's *ServiceNews*, we'll introduce the fifth and final article of this series. That article will include a handy glossary of HFL terms.

Airbag ON/OFF Switch Kits No Longer Available From CALHAC

Currently Applies To: General Information

Beginning March 1, 2008, you won't be able to order any airbag ON/OFF switch kits from CALHAC. If you get a vehicle in your shop to have an airbag ON/OFF switch installed, make sure that the service consultant lets your client know this. If you get a vehicle in your shop to have an airbag ON/OFF switch removed, go ahead and remove it.

American Honda will reimburse your dealership and your client **\$100.00** each after the switch has been removed. For help with reimbursement, call Acura Client Services at **800-382-2238**.

NOTE: If your dealership has any vehicles in its previously-owned vehicle inventory equipped with an airbag ON/OFF switch, that switch must be removed before the vehicle is sold.

New Software for HDS: Version 2.013.011

Currently Applies To: General Information

During the week of February 18, 2008, each Acura dealership was sent a new CD containing HDS software version 2.013.011. This new CD bears a gray label that reads **HDS VER 2.013.011**, and it's dated February 2008. Your system administrator should have this software already loaded onto the master server.

Here's some important info on 2.013.011:

- It includes new reprogramming software to support an upcoming product update for the AcuraLink in '08 RLs.
- It improves the ABS/VSA system function learning test.