



# Service Bulletin

American Honda Motor Co., Inc.

## 2001-2002 GL1800/A CD Changer Replacement

Some customers may experience symptoms of jamming in the optional CD Changer.

To correct this condition, the CD Changer unit must be replaced as described in this Service Bulletin.

**Do not order a CD kit from parts stock. Follow the ordering procedures in this Service Bulletin.**

### AFFECTED MOTORCYCLES

2001 – 2003 GL1800/A

### ORDERING AND REPLACING THE CD CHANGER

1. Before calling the CD Changer Order Desk, have the following information ready:
  - VIN
  - Failure Information (i.e., symptom)
  - Warranty Status
2. To order, call the CD Changer Order Desk toll free: **(888) 997-7278**. The CD Changer Order Desk hours are Monday thru Friday, 8:30am - 8:00pm EST.  
  
Part Number: 08A06-MCA-100RM  
  
Honda Code: 7097009
3. After calling the CD Changer Order Desk, an exchange CD Changer will be shipped overnight (freight prepaid).
4. Replace the faulty CD Changer with the exchange unit (see **REPAIR PROCEDURE**).

DO NOT remove the faulty CD Changer until you receive the exchange unit.

**DO NOT ATTEMPT TO REMOVE ANY STUCK CD'S. CHANGERS DAMAGED IN THIS WAY WILL BE RETURNED TO THE DEALER AND NO CORE CREDIT WILL BE ALLOWED.**

You will be billed **\$300.00** for the replacement unit. You must return the faulty CD Changer for a core credit and file a warranty claim to receive your total reimbursement (see **TRANSACTION SUMMARY** on page 3 for details).

### REPAIR PROCEDURE

1. Refer to the Installation Instructions included with the replacement CD Changer.
2. NOTE: You MUST remove the shipping bracket from the replacement unit before you complete the installation.

**If a CD is stuck inside the faulty unit, leave it there:**

- The vendor needs it for diagnosing and testing.
- If you try to remove it, you'll damage the unit.
- The vendor will return the unit if it has been damaged during attempted CD removal.

Fill in the customer information on the Audio System Diagnosis and Core Return form. The vendor will remove the CD and mail it back to the customer.

### IDENTIFICATION

No identification is necessary for this repair.

## RETURNING THE FAULTY CD CHANGER

The faulty CD Changer must be returned within 20 days of receipt to receive the **\$400.00** core credit.

Failure to return the faulty CD Changer within 20 days may also result in the warranty claim being debited.

1. Place the faulty CD Changer in the same box in which the exchange unit was sent.

**THE FAULTY CD CHANGER (CORE) MUST BE RETURNED IN THE SAME BOX IN WHICH THE EXCHANGE UNIT WAS SHIPPED.** These boxes are identified by the label shown below which is printed on the inside of the lid:

**TO RECEIVE FULL CREDIT, CORE MUST BE RETURNED IN THIS BOX**

2. Fill out the Audio System Diagnosis and Core Return Form that came in the box with the exchange unit. If you do not fill out the form completely, a diagnostic fee will be charged to your account.  
See page 4 of this Service Bulletin for a sample Audio System Diagnosis and Core Return Form.
3. Fill out the pre-printed FedEx airbill that came in the box with the exchange unit. The airbill should have the following address *pre-printed* on it:

AHM Remanufactured Parts  
c/o NK Parts Industries Inc./West  
2640 Campbell Rd.  
Sidney, OH 45365-8836

- **Do not use an ordinary FedEx airbill.** The pre-addressed airbill has a special account number on it for the exchange program. If you need more airbills, call the CD Changer Order Desk, **not your assigned Parts Center.**
- Write your dealer number and the warranty claim number in the area shown on the sample airbill below.

4. Affix the FedEx Airbill to the outside of the box. CD Changers sent in a box not bearing the correct FedEx airbill will **NOT** be accepted for reimbursement under this program.
5. Enclose a copy of the HONDANET for Windows warranty claim in the box. If the claim form is incomplete or not in the box, the faulty CD Changer will be returned to your dealership.
6. Ship the faulty CD Changer to the preprinted address on the airbill.

**Do not ship the faulty CD Changer to the manufacturer or the Warranty Parts Inspection (WPI) Center.**

7. For your records, on the repair order include the following:
  - warranty claim number
  - original part number
  - FedEx airbill number

When the faulty CD Changer is received, a core credit of **\$400.00** will be posted to your dealership's Balance Forward Account. The credit can be identified by the claim number + "CORE" (e.g., 12345/CORE).

### REMEMBER:

**A copy of the HONDANET for Windows warranty claim must be included in the box.**

Make sure you check the FedEx 2Day box.

Write your dealer number here.

Write your warranty claim number here.

**SAMPLE AIRBILL**

The image shows a sample FedEx airbill form. It has a header with the FedEx logo and tracking number 812670604375. The form is divided into sections for 'To' and 'From' addresses. The 'To' address is AHM Remanufactured Parts, c/o NK Parts Industries Inc./West, 2640 Campbell Rd., Sidney, OH 45365-8836. The 'From' address is H H PARTS INDUSTRIES INC/WEST, 2640 CAMPBELL RD, SIDNEY OH 45365-8836. There are also fields for 'Ship to' and 'Ship from' names and phone numbers. At the bottom right, there is a '35%' discount tag.

## FAULTY CD CHANGERS NOT ACCEPTED BY AMERICAN HONDA

No faulty CD Changer will be accepted for credit if a copy of your claim is not provided.

- No faulty CD Changer will be accepted if it is returned in any package other than the original (the box that the exchange unit was sent in). If the original box has been damaged or lost, contact the CD Changer Order Desk at **(888) 997-7278**.
- The returned CD Changer must correspond to the core part number for the replacement unit; otherwise, you will not receive full credit.
- No faulty CD Changers will be accepted if not returned to the correct address via the FedEx method described above.
- Faulty CD Changers that have been damaged, defaced, or tampered with (including attempts at jammed CD retrieval) will not be accepted.
- No faulty CD Changer will be accepted without a completed Audio System Diagnosis and Core Return Form included with the returned core.  
To obtain supplies of the Audio System Diagnosis and Core Return Form, please order item number **S9505** from Dymet at (440) 572-0725. A sample form that you can duplicate is also included on the last page of this Service Bulletin.

**Any faulty CD Changers that are rejected for the reasons above will be returned to the dealership. The freight will be charged to your Parts Balance Forward Account, your warranty claim will be debited, and no core deposit credit will be issued.**

### WARRANTY INFORMATION

Normal one-year accessory audio warranty applies. If you feel special consideration is appropriate, contact Dealer Support at (800) 421-1900, ext. 1, or your DSM.

Since accessory claims are filed as Parts claims, there is no Warranty Template Number available for this replacement.

When entering your claim, be sure to have the following:

1. Previous R.O./Counter Ticket Number
2. Previous R.O./Counter Ticket Date
3. Previous Mileage

### CLAIM FILING SUGGESTIONS:

Claim Type	Parts
Part Claim Type	Dealer Installed
Failed Part	<b>08A06-MCA-100</b> (H/C 6610521)
Defect Category	Manufacture
Defect Description	Improper Assembly
Description of Repair CD	CHANGER EXCHANGE
Customer Contention Category	Sound System
Customer Contention Description	CD PLAYER
Labor Operation Number/Time	619199/0.6
Parts Used Information	<b>08A06-MCA-100RM</b> (H/C 7097009)
Part Price	<b>\$300.00</b>

### TRANSACTION SUMMARY

When the CD Changer is shipped, you will be billed **\$300.00**. You will also be billed **\$400.00** for the core deposit.

After following these directions exactly, you will receive two credits: one credit from Warranty for the warranty claim; one **\$400.00** credit from Parts for the core deposit.

The Warranty credit will appear on your Weekly Warranty Claim Statement. The amount will reflect **0.6** hours labor reimbursement and **\$300.00** parts reimbursement (the net cost of the CD Changer, excluding the core value). Normal parts allowance and timelines apply.

The Parts credit will appear on an invoice and on your Balance Forward Account Statement. The invoice number will consist of the following: the first six characters will indicate your warranty claim number, followed by a slash mark and the word "CORE".

**For example:** 123456 / CORE

The core credit for the faulty CD Changer is **\$400**.

### QUESTIONS?

If you have any questions or problems regarding the information within this Service Bulletin, please call TechLine at (800) 421-1900, ext. 1, or call your District Service Manager.

# Audio System Diagnosis and Core Return Form


The Audio System Diagnosis and Core Return Form is being introduced to help speed audio system returns and transactions. Please be sure to fill out the entire form. This will ensure quick and accurate transactions. **NOTE: If you do not fill the form out completely, a diagnosis fee will be charged to your dealership.**

Make sure the customer information is accurate. This is required for CD retrieval.

Double-check the VIN before you submit the form.

## Audio System Diagnosis and Core Return Form

Diagnosis fee will apply if form is incomplete. Please complete in full for best diagnosis results.



Purchase Information					
Dealer #	Date of Purchase	Repair Order #	Repair Order Date	Mileage	VIN
999999	00/00/00	123456	2/31/02	5437	1HFSC47472A100292

**Customer Information** (Required for CD retrieval)

Name:  Phone #:

Address (No P.O. Box):

**Problem Questionnaire**

When	Where	Weather	Driving	Engine	
<input type="checkbox"/> Constant <input checked="" type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> City <input checked="" type="checkbox"/> Highway	<input checked="" type="checkbox"/> Dry <input type="checkbox"/> Rain <input checked="" type="checkbox"/> Temp <input type="text" value="75F"/>	<input type="checkbox"/> Stopped <input checked="" type="checkbox"/> Moving	<input checked="" type="checkbox"/> Running <input type="checkbox"/> Off <input type="checkbox"/> Both	
Radio	CB	CD	Shared Functions		
<input type="checkbox"/> Fades In and Out <input type="checkbox"/> Cuts In and Out <input type="checkbox"/> Weak Reception <input type="checkbox"/> Static <input type="checkbox"/> No Intercom <input type="checkbox"/> No Mute <input type="checkbox"/> No Automatic Volume Control <input type="checkbox"/> No Auto Select <input type="checkbox"/> Won't Hold Memory	<input type="checkbox"/> Squelch <input type="checkbox"/> Won't Transmit <input type="checkbox"/> Won't Receive <input type="checkbox"/> Low Range <input type="checkbox"/> Garbled Transmission <input type="checkbox"/> Won't Hold Memory	<input type="checkbox"/> Skips <input checked="" type="checkbox"/> Jams <input type="checkbox"/> Won't Accept Disc <input checked="" type="checkbox"/> Won't Eject Disc	<input type="checkbox"/> No Display <input type="checkbox"/> No Illumination <input type="checkbox"/> No Power		
Warranty claim number	Failed part number	Could you duplicate the problem?		Is this a repeat problem?	
		Yes	No	Yes	No
Where is the problem?		Other Honda Accessories?	How long after purchase did problem begin?		
<input type="checkbox"/> AM <input checked="" type="checkbox"/> CD <input type="checkbox"/> Intercom <input type="checkbox"/> Auxiliary <input checked="" type="checkbox"/> Headsets	<input type="checkbox"/> FM <input type="checkbox"/> CB <input checked="" type="checkbox"/> Speakers <input type="checkbox"/> Weatherband	<input checked="" type="checkbox"/> Passenger Controller <input checked="" type="checkbox"/> Headsets <input type="checkbox"/> Rear Speaker Kit	<input type="checkbox"/> Years <input type="text"/> <input checked="" type="checkbox"/> Months <input type="text" value="3"/> <input checked="" type="checkbox"/> Weeks <input type="text" value="1"/>		

**Problem Description and Comments**

CD won't play - discs won't eject

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\_\_\_\_\_

MXX 9665 (0204)      WHITE — Vendor      YELLOW — Vendor      PINK — Dealer      Reorder: S9505

Please take the time to accurately describe the customer contention.

# Audio System Diagnosis and Core Return Form



Diagnosis fee will apply if form is incomplete. Please complete in full for best diagnosis results.

## Purchase Information

Dealer #	Date of Purchase	Repair Order #	Repair Order Date	Mileage	VIN

## Customer Information (Required for CD retrieval)

Name	<input type="text"/>	Phone #	<input type="text"/>
Address (No P.O. Box) <input type="text"/>			

## Problem Questionnaire

When	Where	Weather	Driving	Engine
<input type="checkbox"/> Constant <input type="checkbox"/> Intermittent	<input type="checkbox"/> City <input type="checkbox"/> Highway	<input type="checkbox"/> Dry <input type="checkbox"/> Rain <input type="checkbox"/> Temp <input type="text"/>	<input type="checkbox"/> Stopped <input type="checkbox"/> Moving	<input type="checkbox"/> Running <input type="checkbox"/> Off <input type="checkbox"/> Both
Radio	CB	CD	Shared Functions	
<input type="checkbox"/> Fades In and Out <input type="checkbox"/> Cuts In and Out <input type="checkbox"/> Weak Reception <input type="checkbox"/> Static <input type="checkbox"/> No Intercom <input type="checkbox"/> No Mute <input type="checkbox"/> No Automatic Volume Control <input type="checkbox"/> No Auto Select <input type="checkbox"/> Won't Hold Memory	<input type="checkbox"/> Squelch <input type="checkbox"/> Won't Transmit <input type="checkbox"/> Won't Receive <input type="checkbox"/> Low Range <input type="checkbox"/> Garbled Transmission <input type="checkbox"/> Won't Hold Memory	<input type="checkbox"/> Skips <input type="checkbox"/> Jams <input type="checkbox"/> Won't Accept Disc <input type="checkbox"/> Won't Eject Disc	<input type="checkbox"/> No Display <input type="checkbox"/> No Illumination <input type="checkbox"/> No Power	
Warranty claim number	Failed part number	Could you duplicate the problem?		Is this a repeat problem?
		Yes	No	Yes      No
Where is the problem?		Other Honda Accessories?	How long after purchase did problem begin?	
<input type="checkbox"/> AM <input type="checkbox"/> CD <input type="checkbox"/> Intercom <input type="checkbox"/> Auxiliary <input type="checkbox"/> Headsets	<input type="checkbox"/> FM <input type="checkbox"/> CB <input type="checkbox"/> Speakers <input type="checkbox"/> Weatherband	<input type="checkbox"/> Passenger Controller <input type="checkbox"/> Headsets <input type="checkbox"/> Rear Speaker Kit	<input type="checkbox"/> Years <input type="text"/> <input type="checkbox"/> Months <input type="text"/> <input type="checkbox"/> Weeks <input type="text"/>	

## Problem Description and Comments

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