



# Service Bulletin

American Honda Motor Co., Inc.

## 2001-2003 GL1800/A CD Changer Replacement

(This supersedes GL1800/A #11, dated June 2005)

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

To correct this condition, the CD changer must be replaced. The CD changer mounting bracket, if an early type, must also be replaced.

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

### AFFECTED UNITS

2001 – 2003 GL1800/A

### ORDERING/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.

#### CD Changer

P/N: **08A06-MCA-100RM**

H/C: **7097009**

3. After calling the CD Changer Order Desk, an exchange CD Changer will be shipped overnight (freight prepaid).

4. Inspect the customer's motorcycle to determine what type of CD changer mounting bracket is installed.

- If the CD changer lid is flush with the floor of the trunk in the closed position, the mount is an "early type" and must be replaced:

#### CD changer mounting bracket (new)

P/N: **08A06-MCA-A01**

H/C: **7314800**

- If the CD changer lid is raised approximately 10 mm from the floor of the trunk in the closed position, the mount is a "new type" and does not need to be replaced.

5. If the GL1800 has a Honda Genuine Accessory **Trunk Mat** installed, combined with the early type mount, you must also order a "new type" Trunk Mat:

#### Trunk Mat (new)

P/N: **08P11-MCA-100H**

H/C: **7327968**

6. Replace the faulty CD changer with the exchange unit (see REPAIR PROCEDURE). Replace any early type mounting bracket with the new type mounting bracket. If required, replace the early type Honda Genuine Accessory Trunk Mat with the new type trunk mat.

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

**Do not attempt to remove any stuck CDs. Changers damaged in this way will be returned to the dealer and no core credit will be allowed.**

**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, and no warranty or core credit will be paid.
7. 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 or dealer.

**REPAIR PROCEDURE**

You will be billed **\$300** 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 for details).

1. Refer to the Installation Instructions included with the replacement CD changer.
2. When you are replacing an early type CD changer mounting bracket with a new type bracket, refer to the installation instructions included with the new bracket.

If you are installing a new type Trunk Mat, refer to the installation instructions included with the new Trunk Mat.

3. **NOTE:** You **MUST** remove the **shipping bracket** from the replacement unit before you complete the installation.

**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** core credit.

If you replaced an early type mounting bracket or early type trunk mat with new types, **DO NOT** send them back to the Remanufactured Parts Center. Retain them at your dealership and tag them per normal warranty parts handling.

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

1. Fill out and enclose the Audio System Diagnosis and Core Return Form that came with the exchange unit. If you do not fill out the form completely, a diagnostic fee will be charged to your account. (See page 5 of this bulletin for a sample Audio System Diagnosis and Core Return Form.)
2. Enclose a copy of the paid 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.
3. 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**

Affix the pre-paid UPS ARS label to the outside of the box. CD changers sent in a box not bearing the correct label will **NOT** be accepted for reimbursement.

4. Ship the faulty CD changer to the pre-printed address on the label.

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

5. Using the pre-paid UPS ARS label that came in the box with the exchange unit, return the core to the following address:

Pioneer Electronics (USA) Inc.  
ECO Honda Return Program  
2161 Dividend Dr.  
Columbus, OH 42338-3804

- You **must** use the provided UPS ARS label. The pre-addressed label has a special account number on it for the exchange program. If you need more labels, call the CD Changer Order Desk, **not your assigned Parts Center.**
- Write your dealer number and the warranty claim number on the label.

6. For your records, on the repair order include the following:

- warranty claim number
- original part number
- USP ARS label tracking number

When the faulty CD changer is received, a core credit of **\$400** 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 paid warranty claim must be included in the box. Do not return any replaced mounting brackets or trunk mats.**

**SAMPLE UPS ARS LABEL**

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD. **A.R.S.**

FROM: Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

SHIP TO: \_\_\_\_\_

**CA 906 9-01**

**UPS GROUND**  
TRACKING #: 1Z 2E3 69V 06 0002 6308

UPS Authorized Return Service™

REF # : \_\_\_\_\_  
GROUND A.R.S. TRACKING NUMBER | REF #/ DATE  
1Z 2E3 69V 06 0002 6308

**CD CHANGERS NOT ACCEPTED BY AHM**

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 UPS ARS 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. These forms can be ordered using item number **S9519** from Resolve Corp. at (440) 572-0725. A sample form that you can duplicate is also included on the last page of this 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. 9, 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. Customer's original CD Changer purchase R.O./Counter Ticket Number
2. Customer's original CD Changer purchase R.O./Counter Ticket Date
3. Mileage at original installation

**CLAIM FILING INSTRUCTIONS**

Claim Type	Parts
Claim Type	Replacement Parts/Dealer Installed
Labor Operation Number/ Flat Rate Time	<b>Replace CD Changer Only</b> 619920/0.6 <b>Replace Changer/Mount</b> 619930/1.3
Defect Category	Malfunction
Defect Description	030 - Binding or Sticking
Description of Repair	CD Changer
Customer Contention Category	Sound System
Customer Contention Description	11R - CD Player
Failed Part Number	<b>08A06-MCA-999</b> (H/C: 7543804)
Parts Used in Repair (Only list parts that were replaced.)	<b>CD Changer</b> P/N: 08A06-MCA-100RM H/C: 7097009 <b>Mounting Bracket</b> P/N: 08A06-MCA-A01 H/C: 7314800 <b>Trunk Mat</b> P/N: 08P11-MCA-100H H/C: 7327968

**TRANSACTION SUMMARY**

When the CD Changer is shipped, you will be billed **\$300**. You will also be billed **\$400** for the core deposit.

After following these directions exactly, you will receive two credits: one credit from Warranty for the warranty claim; and 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** parts reimbursement (the net cost of the CD changer, excluding the core value). Normal parts allowance and time-lines 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

Faulty CD changer core credit: **\$400**.

**QUESTIONS**

If you have any questions regarding the information in this Service Bulletin, please call TechLine at (800) 421-1900, ext. 9, or call your District Service Manager.

# AUDIO SYSTEM DIAGNOSIS AND CORE RETURN FORM

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

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

## Audio System Diagnosis and Core Return Form



Double-check the VIN before you submit the form.

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

### Purchase Information

Serial # of audio unit

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: John Smith Phone #: 310-533-4455  
 Address: (No P.O. Box) 1919 Torrance Blvd. Torrance, CA 90501

### Problem Questionnaire

When	Where	Weather	Driving	Engine
<input type="checkbox"/> Constant	<input checked="" type="checkbox"/> City	<input checked="" type="checkbox"/> Dry	<input type="checkbox"/> Stopped	<input checked="" type="checkbox"/> Running
<input checked="" type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Highway	<input type="checkbox"/> Rain	<input checked="" type="checkbox"/> Moving	<input type="checkbox"/> Off
		<input checked="" type="checkbox"/> Temp 75F		<input type="checkbox"/> Both

Radio	CB	CD	Shared Functions
<input type="checkbox"/> Fades In and Out	<input type="checkbox"/> Squelch	<input type="checkbox"/> Skips	<input type="checkbox"/> No Display
<input type="checkbox"/> Cuts In and Out	<input type="checkbox"/> Won't Transmit	<input checked="" type="checkbox"/> Jams	<input type="checkbox"/> No Illumination
<input type="checkbox"/> Weak Reception	<input type="checkbox"/> Won't Receive	<input type="checkbox"/> Won't Accept Disc	<input type="checkbox"/> No Power
<input type="checkbox"/> Static	<input type="checkbox"/> Low Range	<input checked="" type="checkbox"/> Won't Eject Disc	
<input type="checkbox"/> No Intercom	<input type="checkbox"/> Garbled Transmission		
<input type="checkbox"/> No Mute	<input type="checkbox"/> Won't Hold Memory		
<input type="checkbox"/> No Automatic Volume Control			
<input type="checkbox"/> No Auto Select			
<input type="checkbox"/> Won't Hold Memory			

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"/> Passenger Controller	<input type="checkbox"/> Years	
<input checked="" type="checkbox"/> CD	<input checked="" type="checkbox"/> Headsets	<input checked="" type="checkbox"/> Months	3
<input type="checkbox"/> Intercom	<input type="checkbox"/> Rear Speaker Kit	<input checked="" type="checkbox"/> Weeks	1
<input type="checkbox"/> Auxiliary	<input type="checkbox"/> Weatherband		
<input checked="" type="checkbox"/> Headsets			

Please take time to accurately describe the customer contention.

### Problem Description and Comments

CD won't play - discs won't eject

## Audio System Diagnosis and Core Return Form

### Purchase Information

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

### 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 type="checkbox"/> Intermittent	<input type="checkbox"/> City <input type="checkbox"/> Highway	<input type="checkbox"/> Dry <input type="checkbox"/> Rain <input type="checkbox"/> Temp: <input style="width: 40px;" 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="checkbox"/> Months <input type="checkbox"/> Weeks	

### Problem Description and Comments

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