



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.