



Service Bulletin

American Honda Motor Co., Inc.

SL#14
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Audio Component In-Warranty Exchange/Out-of-Warranty Repair

COVERAGE

This Service Bulletin applies to all Honda motorcycle radios, CB transceivers, and CD changers-both in and out of warranty. *Please note that procedures for in-warranty and out-of warranty repairs are different. Read the appropriate sections carefully.*

IN-WARRANTY EXCHANGE

- Radio, CB transceiver, or CD changer replacement require prior authorization from your DSM or TechLine.
- **Audio components installed at original factory production** carry the same warranty as the rest of the vehicle (e.g. GL1800/A-3 years).
- **Audio components offered as Genuine Honda Accessories** carry a one-year warranty. It does not matter if the accessory is installed at vehicle date of purchase or at a later date. It is the customer's responsibility to provide proof of purchase of the accessory and this document will be required by AHM to process a warranty claim.
- The Honda Protection Plan (HPP), does not cover audio components.
- The following GL1800/A audio components found to be defective during their warranty period will be replaced with **only** remanufactured components. AHM will not pay for new audio components for a warranty repair.

The only exception concerns accessory audio components that are installed on new units in dealer inventory. **If one of these components is defective before retail deliverer** it should be replaced with a new audio component, with prior authorization.

To order a remanufactured audio component (see list below), contact the Honda Reman Center toll-free at (888) 997-7278 for instructions.

GL1800/A Audio Unit (P/N: 39110-MCA-671 RM, H/C: 6812143) **GL1800/A CB** (P/N: 08E95-MCA-101 RM, H/C: 7066319) **GL1800/A CD** (P/N: 08A06-MCA-1 00RM, H/C: 7097009)

NOTE: Check if Service Bulletins GL1800/A #4 (Audio), GL1800/A #10 (CB), or GL1800/A #11 (CD) apply to your particular repair.

REMAN ORDERING INSTRUCTIONS

1. Before calling the Reman Order Desk, have the following information ready:
 - VIN
 - Failure information (i.e., symptom)
 - Warranty status
2. To order, call the Reman Order Desk toll-free at (888) 997-7278. The Reman Order Desk hours are Monday - Friday, 8:30AM - 8:00PM EST.
3. After placing your order, the exchange component will be shipped overnight (freight prepaid).
4. Prepare and include an *Audio System Diagnosis and Core Return Form* (S9519, available from Resolve Corp. at 440-572-0725) and ship the failed unit to the appropriate repair center *as directed by the Reman Order Desk*. **DO NOT** ship the failed component to American Honda Warranty Parts Inspection unless directed to do so. Shipping the failed component to the wrong location can result in loss of Core Return Credit and Warranty Claim Payment.
NOTE: For CD changer repairs, inspect the mounting brackets per Service Bulletin GL1800/A #11. *Do not attempt to remove any stuck CDs. CD changers damaged in this way will be returned to the dealer and no core credit nor warranty credit will be allowed.*
5. You will be charged a core charge for the replacement unit. If you return the faulty unit (core) in the same box in which the exchange unit was shipped (along with a copy of the Warranty Claim and Core Form) within 20 days, you will receive a core credit on your Parts Balance Forward Account. You will receive the balance of your reimbursement once you file a properly completed Warranty Claim.
6. Some audio components are not serviceable. These include handlebar mounted controls, optional passenger audio controllers, fader controllers, LCD displays, and speakers. If any of these parts fail, they must be replaced with a new part.
 7. For technical assistance, contact American Honda's TechLine at **(800) 421-1900, ext. 9**.

OUT-OF-WARRANTY REPAIRS

Out-of-warranty retail repairs for audio components sold by American Honda are handled directly through manufacturers' (or their representatives') repair centers.

Follow these guidelines for all out-of-warranty audio component repairs:

- Using the Audio Component Application Chart on page 4 of this Service Bulletin, identify the model and manufacturer of the component in need of repair.
- Contact the appropriate repair center (listed on page 3 of this Service Bulletin) for an estimate **before** sending in the component. *Only dealership personnel should be in contact with the repair centers; retail customers should not contact repair centers.*
- Ship the component to the appropriate repair center per their instructions. Only an authorized Honda dealer check will be accepted-no personal or customer checks. **DO NOT** ship the failed component to American Honda.
- Shipping and insurance costs are your responsibility. Keep a copy of these receipts for your records.
- Pack the unit carefully to avoid shipping damage. Include your dealer number, dealership name, address, phone number, and a contact person. Using an *Audio System Diagnosis and Core Return Form* (S9519), fill in the Customer and Problem information to assist the repair center with their diagnostics: Keep a copy of this information for your records.

- Some audio components are not serviceable. These include handlebar mounted controls, optional passenger audio controllers, fader controllers, LCD displays, and speakers. If any of these parts fail, they must be replaced with new parts.
- Parts are no longer available for GL1200A/Ltd radios or CB transceivers, therefore these components cannot be repaired.
- Parts are no longer available for the Panasonic RM1500 (1988-1996 GL1500A) and cannot be repaired. As a new part, the radio will also be discontinued once current inventories are depleted. The Panasonic RM-G30P (GL1500SE) will fit the Aspencade models with no modifications.
- For CD changers, inspect the mounting brackets per Service Bulletin GL1800/A #11. Recommend the customer purchase the new-style bracket if his motorcycle is not so equipped.
- Out-of-warranty retail repairs **are not** handled through Reman.
- For technical assistance, contact American Honda's TechLine at (800) 421-1900, ext. 9.

SHIPPING/REPAIR CENTERS

Clarion Products

Clarion Corp. of America 661
W. Redondo Beach Blvd.
Gardena, CA 90247 (310)
327-9100

Kenwood Products

Kenwood Service West
17300 Marquardt Ave.
Cerritos, CA 90703 (562)
483-8740

Panasonic Products

Komtec Electronics 2500
Miramar Ave. Long
Beach, CA 90815 (562)
985-1414

Pioneer Products

Pioneer Electronics Service, Inc.
760 Challenger St. Brea, CA 92821
(800) 553-3756

AUDIO COMPONENT APPLICATION CHART

The following chart lists the models and years of Honda motorcycles that may have had Honda audio components installed as standard equipment or optional accessories. The chart also lists the memory fuse location (sometimes called the "back up" fuse in wiring diagrams). Remember to always check fuses first for any audio problem. The memory fuse is also often the power line for other operations such as power for the tape player and clock.

Model/Year	Audio Component	Accessories	Memory Fuse
1980-1983 GL1100/1	Clarion RH-924V (Optional)	N/A	2A inline fuse at tuner
1982-1983 GL1100A	Clarion RH-924-V (Standard)	Clarion CB/Tape (Optional)	2A inline fuse at tuner
1984-1987 GL1200/A/Ltd/SEi/I	Panasonic RM1200/1300 (Standard)	Kyocera CB (Optional) Ltd/SEi - RR speakers (Standard)	3A inline under LH fairing pocket
Mid 80s CH80, CH150D, CH250, CN250, PC800	Kenwood KRM-100H (Optional)	N/A	inline fuse at power amp.
1988-1992 GL1500A/SE	Panasonic RM1500 (Standard)	Clarion CB - JC213H Fader/RR speaker kit (Optional)	#9 fuse in fuse box
1991 GL15001	Kenwood KRM-100H (Standard)	N/A	inline fuse at power amp. under shelter
1993-1996 GL1500A	Panasonic RM1500 (Standard)	Clarion CB - JC213H Fader/RR speaker kit (Optional)	#13 fuse in relay box
1992-1996 GL15001	Panasonic RM-G40P (Standard)	Clarion CB - JC213H Fader/RR speaker kit (Optional)	#9 fuse in fuse box
1993-2000 GL1500SE	Panasonic RM-G30P (Standard)	Clarion CB - JC213H Fader/RR speaker kit (Optional)	#13 fuse in relay box
1997-2000 GL1500A	Panasonic RM-G30P (Standard)	Clarion CB - JC213H Fader/RR speaker kit (Optional)	#13 fuse in relay box
1997-2003 GL1500C	N/A	Clarion CB/Intercom - JC214H (Optional)	5A in fuse box
1999-2001 GL1500CF	Clarion EH-1128V (Standard)	Clarion CB - JC215 (Optional)	15A in fuse box
2001-2005 GL1800/A	Panasonic RM-G45PA (Standard)	Clarion CB - JC215H Pioneer CD RR speaker kit (Optional)	#22 fuse in fuse box

Purchase Information

Serial # of audio unit _____

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 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	Squelch Won't Transmit Won't Receive Low Range Garbled Transmission 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