

American Honda Motor Co., Inc.

Vehicle Handling Manual

(extract)

1.8. Inoperative Vehicle Procedures

Any Honda or Acura vehicle found to be inoperative, either on rail or in a railhead or port storage location, must be reported to the American Honda Distribution Field Representative responsible for the location -- referred to as the "local DFR" (see Appendix A, AHM Contact List). This reporting is in addition to standard Damage Exception Reporting procedures.

1. Out of Fuel

Add fuel to vehicle and continue vehicle delivery process. Notify local DFR.

2. Flat Tire

Add air to tire. If tire retains adequate air pressure, continue vehicle delivery process. If tire does not retain air, notify local DFR, who will coordinate replacement tire via local body shop.

3. Missing Tire

Notify local DFR, who will coordinate replacement tire via local body shop.

4. Dead Battery

Jump-start the vehicle and move it to a location where its battery can be re-charged (see Appendix B, Working with Batteries). Notify local DFR.

5. Missing Battery

Notify local DFR, who will coordinate replacement battery via local body shop. **Be sure to note whether or not the battery cables were cut**, which will impact the replacement process. If the battery cables were not cut, the vehicle can still be jump-started (see Appendix B, Working with Batteries).

6. Locked Doors

Notify local DFR, who will coordinate for a locksmith to open the vehicle.

7. Missing Keys / Remotes

If at least one key/remote is present, continue vehicle delivery process. Notify local DFR. If all keys/remotes are missing, local DFR will coordinate for replacements from a local Honda or Acura dealer.

8. Vehicle Will Not Start

- Verify none of the preceding procedures will enable the vehicle to start. Notify local DFR.
- If vehicle is on a railcar/vessel and in Neutral, it may be pushed out of the railcar/vessel if it can be done so safely.
- The Acura TLX V6, Acura MDX, and Honda Pilot Touring and Elite models with the Shift-By-Wire (SBW) transmission will be in Park and cannot be shifted to Neutral with the engine off. Once notified, the DFR will expedite delivery of a special tool (to be returned) to shift the SBW transmission to Neutral (see Appendix C, Releasing the Park-Lock on 9-Speed Transmissions).

Appendix A. AHM Contact List

Western Region Office	1919 Torrance Blvd (100-2E-8D) Torrance, CA 90501	Fax: (310) 783-3111
Julio Tapanes	Assistant Manager	Office: (310) 783-3117 Cell: (310) 651-1639 julio_tapanes@ahm.honda.com
Esperanza Orpia	Distribution Field Representative A70 - San Bernardino, CA C00 - Richmond, CA R20 - Big Lift, CO R50 - Albuquerque, NM R60 - El Mirage, AZ	Office: (310) 783-3046 Cell: (310) 357-1673 esperanza_orpia@ahm.honda.com
Greg Swanson	Distribution Field Representative A60 - National City, CA B00 - Portland, OR B10 - Orillia, WA B20 - Spokane, WA B50 - Laurel, MT H00 - Hawaii Alaska	Office: (310) 783-2759 Cell: (310) 357-5301 gregory_swanson@ahm.honda.com
Northern Region Office	24500 Honda Parkway (MAR-AH-M) Marysville, OH 43040	Fax: (937) 644-0596
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Gabe Lakner	Distribution Field Representative F00 - Davisville, RI L00 - Masonville, MD L40 - Annapolis Junction, MD W20 - East Brookfield, MA Z00 - Alliston, ON	Office: (937) 578-4830 Cell: (310) 806-0424 gabe_lakner@ahm.honda.com
David Todt	Distribution Field Representative F10 - Ridgefield Heights, NJ IHB - Chicago, IL M02 - Marysville, OH N10 - Daytons Bluff, MN N30 - Kansas City, KS (BNSF) N35 - Kansas City, KS (KCSM) N50 - Logistics Park, IL W10 - Selkirk, NY	Office: (937) 578-4825 Cell: (424) 652-1394 david_todt@ahm.honda.com

AHM Contact List (continued)

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Chris Hodgson	Assistant Manager	Office: (205) 355-6724 Cell: (310) 294-6130 chris_hodgson@ahm.honda.com
Ken Staeck	Distribution Field Representative E15 - Lawrenceville, GA E20 - Jacksonville, FL E25 - Brunswick, GA E30 - Tampa, FL E40 - Miami, FL F20 - Wilmington, DE L10 - Walkertown, NC	Office: (205) 355-6722 Cell: (310) 806-0288 ken_staeck@ahm.honda.com
Shawn Carlson	Distribution Field Representative E50 - Birmingham, AL (CSX) E60 - Birmingham, AL (BNSF) J10 - Alliance, TX J20 - Pearland, TX J40 - Jackson, MS J50 - Rosenberg, TX L30 - Nashville, TN	Office: (205) 355-6721 Cell: (310) 387-1478 shawn_carlson@ahm.honda.com

Appendix B. Working with Batteries

B.1. Precautions

1. This appendix provides general instructions. Always follow the specific instructions for the jump box or battery charger being used.
2. Have soap and water nearby in case battery acid contacts eyes, skin, or clothing.
3. Wear complete eye protection, clothing protection, and rubber soled shoes.
4. Wear rubber boots when ground is wet or covered with snow.
5. Place damp cloth over battery to protect against acid spray.
6. Avoid touching eyes while working near battery.
7. If battery acid contacts skin or clothing, wash immediately with soap and water.
8. If battery acid enters the eye, immediately flush with cold running water for at least ten minutes and seek medical attention.
9. Never smoke or allow spark or flame near battery or engine.
10. Be extra cautious to avoid dropping a metal tool onto the battery. It might spark or short circuit the battery or other electrical part that may cause an explosion.
11. Never charge a frozen battery. Thaw it out first.
12. Properly attach charging cables to the battery terminal and the vehicle ground.
13. Do not overcharge batteries. Boiling the acid in the cells can damage them.

B.2. Jump-Starting Vehicles with Dead Batteries

1. To jump-start a vehicle with a dead battery, use either a portable jump box or jumper cables and a yard utility vehicle (**never another new Honda or Acura vehicle**).
2. Before attaching and after removing cables, ensure the ends of the cables do not touch each other, other metal parts, or ground.
3. Ensure vehicle(s) is (are) off and connect cables as follows:
 - Portable jump box:
 - Connect positive (+) cable to positive (+) battery terminal.
 - Connect negative (-) cable to negative (-) battery terminal.
 - Utility vehicle:
 - Connect one end of first cable to positive (+) terminal of dead battery.
 - Connect other end of first cable to positive (+) terminal of good battery.
 - Connect one end of second cable to negative (-) terminal of good battery.
 - Connect other end of second cable to engine block of vehicle with dead battery (an unpainted metal bolt or bracket).
4. Start the utility vehicle (unless using portable jump box).
5. Start the vehicle with the dead battery.
6. Remove the cable connections in the reverse order that they were attached.

B.3. Jump-Starting Vehicles with Missing Batteries

1. If a battery is missing but both battery cable ends are intact, a jump box can be used to start the vehicle.
2. Before attaching and after removing cables, ensure the ends of the cables do not touch each other, other metal parts, or ground.
3. Place jump box on empty battery tray of vehicle and connect cables as follows:
 - Connect positive (+) jumper cable to positive (+) battery cable end.
 - Connect negative (-) jumper cable to negative (-) battery cable end.
4. Start the vehicle.
5. Drive the vehicle slowly to the nearest safe location where it can await repair.
6. Turn off the vehicle and remove the cable connections in the reverse order that they were attached.

B.4. Charging Batteries

1. Batteries should be recharged using an appropriate charging device, such as a portable battery charger (which plugs into a standard electrical wall outlet) or a permanent charging station.
2. If battery is still installed in vehicle, ensure vehicle's negative battery cable is disconnected.
3. Ensure power switch on battery charger is off when connecting or disconnecting cables.
4. Connect positive cable to positive battery terminal and negative cable to negative battery terminal.
5. Batteries should be charged overnight to ensure a full charge.
6. If battery fails to charge, have battery and/or vehicle electrical system checked by a qualified technician.
7. Do not overcharge the battery. Overcharging can damage the cells and result in having to replace the battery. It is best to charge batteries slowly.
8. As a reference, the attached chart can be used to determine state of charge and recharging time needed. Any voltage reading below 12.29 requires battery replacement.

Terminal Voltage (volts)	Charging Condition	Charging Time (hours)
> 12.75	100%	0.0
12.68 - 12.75	90%	1.5
12.60 - 12.67	80%	3.0
12.52 - 12.59	70%	4.0
12.44 - 12.51	60%	5.5
12.35 - 12.43	50%	7.0
12.30 - 12.34	40%	8.0
0.0 - 12.29	Replace	

Appendix C. Releasing the Park-Lock on 9-Speed Transmissions

1. The Acura TLX V6, Acura MDX, and Honda Pilot Touring and Elite models use a Shift-By-Wire (SBW) 9-speed automatic transmission, which uses a Park-Lock inside the transmission instead of a steering wheel lock. The engine must be running to release the Park-Lock. To move the vehicle when the engine will not start, the Park-Lock must be manually released using a special tool called a Lock Release (T/N 07AAA-TZ3A100).
2. The Park-Lock must be accessed under the hood, in the engine compartment.



General location of Park-Lock in engine compartment

3. The Lock Release tool has two settings, labeled P (Park) and N (Neutral). Ensure the tool is set to P. If it is not, pull the pull-pin and manually rotate the bolt to P.



4. Use a 3/8" ratchet with 10", 6", and 3" extensions (combine as necessary) to position the tool over the Park-Lock shaft. It should fit into position with the shaft inside the slot in the bottom of the tool.



5. Turn the tool counterclockwise to N, which turns the Park-Lock shaft and releases the Park-Lock. The pull-pin will retract, locking the shaft in place. The vehicle can now be moved.
Do not start vehicle with Lock Release tool in place, or you will damage the transmission.
6. When the vehicle has been placed in a safe location, remove the tool as follows: Pull the pull-pin and turn the tool clockwise with the ratchet to place the transmission back in Park. Then lift the tool off the shaft.