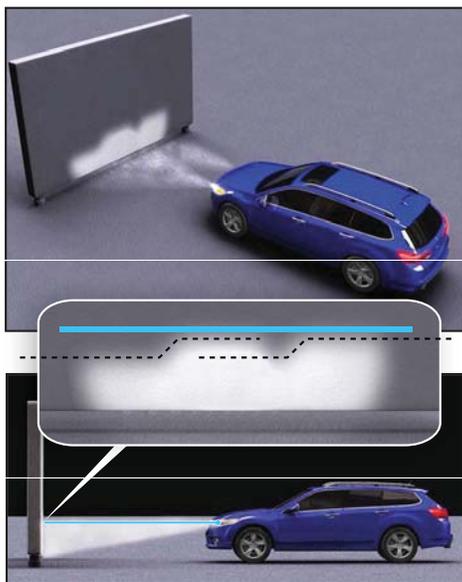


Helping you fix it right the *first* time - every time

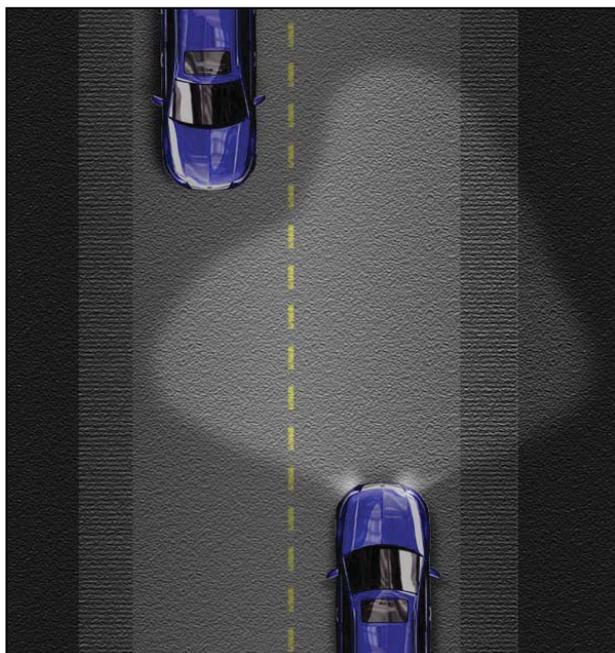
HID Headlight Beams Look Uneven? It's Normal

Currently Applies To: All models with HID headlights

Got a service client that thinks his or her HID headlights are uneven because the left beam looks lower than the right?



If so, there's nothing you need to do. It's just a normal characteristic for models with HID headlights. Those headlights use a different beam pattern than what's used with conventional headlights. That pattern makes the beams look uneven, especially when closely following another vehicle or shining the headlights on a nearby wall. The beam shines lower on the left side to avoid blinding oncoming traffic.



BATTERY CHARGE LOW Message: What You Need to Know About It

Currently Applies To: '10–11 MDX and '10–11 ZDX

If you've got a **BATTERY CHARGE LOW** message in the MID, **don't** replace the battery sensor or the battery. That message simply means the battery is in a low state of charge. It can come on after heavy use of the power tailgate and convenience features like the audio unit, DVD player, and navigation system with the ignition switch on and the engine not running. And it can easily happen after vehicle delivery since a new owner is usually trying out all of the power accessories and showing the vehicle to neighbors and friends.

This message can frequently come up, depending on **how low** the battery's state of charge is and for **how long** it stayed there. This message will go away with extended driving, but it might take a number of trips to recharge the battery enough to do so.

If your service client comes in with the **BATTERY CHARGE LOW** message, you can give the battery a good fresh start with the Acura Diagnostic Battery Station. Make sure it's set to **Dealer Inventory** mode— that way, it will charge the battery to **80 percent**. When it's done charging, be sure to clear the message by unplugging the battery sensor's gray 2P connector for **10 seconds**, then plugging it back in. Keep in mind that battery charging **isn't** covered by warranty.



The service consultant should ask your client about his or her power usage. It's important that he or she understands this message and why it comes on. There's a complete explanation of it in the owner's manual. And for vehicles in dealer inventory, remember to use the "Perfect Delivery Action Plan" in ISIS. It ensures the battery is maintained and charged at vehicle delivery.

For more info on battery maintenance, go to Online University and check out these self-study modules:

- MM134 - 2010 Acura MDX Tech Info Guide
- NM137 - 2011 Acura ZDX Tech Info Guide

Clear All Personal Information Before Selling a Used Vehicle

Currently Applies To: 2007 and later MDX, 2007 and later RDX, 2005 and later RL, 2004 and later TL, 2004 and later TSX, 2010 and later ZDX

When you're preparing a Certified Pre-Owned or other used vehicle for sale, don't forget to clear out all the electronic personal information like music, photos, address and phone information, etc. from the audio system, the navigation system, and the HFL system. The instructions about clearing out the personal electronic information are in the applicable S/Ms or O/Ms.

Audio Systems

To clear music from the CD library (CDL), select and delete each album. For more information, refer to the applicable O/M.

Navigation Systems

To clear the memory on a DVD-based navigation system, you'll need to get to the **Detail Information & Setting** screen to use the **Mem Clear** function under **Unit Check**.

For more information, refer to System Diagnostic Mode in the navigation section of the applicable S/M. Online, enter keywords **SYSTEM DIAGNOSTIC**, then select **Navigation System Diagnostic Mode (with Navigation)** from the list.

To clear HDD based systems, you'll need to get to the **Detail Information & Setting** screen to use the **All Clear** function under **Functional Setup**.

For more information, refer to System Diagnostic Mode in the navigation section of the applicable S/M. Online, enter keywords **SYSTEM DIAGNOSTIC**, then select **Navigation System Diagnostic Mode** from the list. The **All Clear** function also clears out the HFL data.

HFL Systems

To clear the HFL, use voice commands. If the HFL system is locked with a passcode, refer to *The HFL system is locked and the passcode has been lost or forgotten* in the applicable S/M.

For more information, refer to Clearing the HFL System in the HandsFreeLink System section of the applicable S/M. Online, enter keywords **HOW TROUBLESHOOT HFL**, then select **How to Troubleshoot the HandsFreeLink System** from the list.

NOTE: On vehicles with an HDD-based navigation system, the HFL is cleared when you use the **All Clear** function..

HomeLink Universal Transceiver

To clear the codes stored in all the buttons, press and hold the two outer buttons until the HomeLink indicator begins to flash (about 10-20 seconds), then release the buttons. For more information, refer to the applicable O/M.

Pinging While Accelerating? Could Be Low Octane or Low Quality Fuel

Got a vehicle in your shop with an engine that pings while accelerating? Low octane or low quality fuel could be the reason why. If the engine calls for premium fuel (an octane rating of **91 or higher**) and it's getting regular fuel instead (an octane rating of **87 or higher**), you can wind up with this problem.

If that's the case, make sure the service consultant explains this to your client. We clearly state the fuel recommendation in the owner's manual, quick start guide, and advanced technology guide. You'll also find it on a label inside the fuel fill door; it's hard to miss.

We also started recommending in the owner's manual and advanced technology guide the use of TOP TIER Detergent Gasoline, where available, to help maintain vehicle performance and reliability. For more info on it, check out the June '10 *ServiceNews* article "TOP TIER Detergent Gasoline: We Recommend It!"

Using regular fuel in an engine that calls for premium not only causes that annoying pinging, but long-term use can lead to engine damage. With premium fuel, the engine not only runs better but with more power since the ECM/PCM isn't trying to retard ignition timing to make up for pinging.

Don't Refinish Brake Discs Unnecessarily

Back in **July** of this year, we revised S/B 00-037, *Brake Disc Refinishing Guidelines*. That revision had two purposes:

- It removed the requirement to refinish new brake discs. (Improvements in manufacturing processes have made that unnecessary.)
- It stated that you should only refinish brake discs when they are scored or out of specification for runout or parallelism (backed up by measurements).

But since then, there's still been a lot of brake disc refinishing being done, particularly during client-pay brake jobs. This is a waste of perfectly good brake disc material and, more importantly, your client's money. So please review your repair policies when replacing brake pads. Our investigations have shown that the need for disc refinishing should be rare. Discs should be refinished only if they're scored or out of spec. For detailed inspection instructions, refer to the appropriate S/M.

Use These Adhesives to Seal Door Plastic Covers and Weatherstrips

EDITOR'S NOTE: This article replaces "New Rain Protector Adhesive" in the **May 1993** issue of *ServiceNews*.

To properly seal door plastic covers and weatherstrips, you need some special adhesives available from Acura parts stock. Here's the ordering info:

Plastic Covers

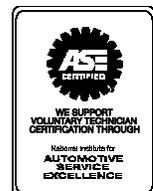
- **Door Panel Shield Adhesive:** P/N 08712-0003 (Comes in an 11.5 oz tube to fit a standard caulking gun.)

Weatherstrips

- **Cemedine Weather Strip Adhesive:** P/N 08712-0007 (Comes in a 3 oz tube.)

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