



## Mixed-Up Over Rear Seat Belts?

To some people, customers and dealer personnel alike, the center lap belts on our five-passenger cars appear to be installed incorrectly; they're not. Mounting the outer seat belt buckles inboard of the center belt and buckle gives the outer passengers more room to connect and disconnect the seat belts. Don't unbolt the lower anchor plates to uncross the belts; such a change in the belt's configuration may not offer the same level of protection.



## Speedometer Clicks

A clicking noise from a speedometer may be caused by partially disengaged trip meter gears. (The trip meter reset knob shaft sometimes hangs up on the grommet and keeps the gears from engaging fully.) So, before you replace the speedometer, gently pull on the trip meter reset button to see if that eliminates the noise.



## '95 Legend Sedan SE Paint Codes

We've had a number of calls about the paint codes for the '95 Legend Sedan SE. The green/green SE is paint code 2TN9; this code is made up of Sherwood Green Pearl, G-78P (upper), and Canterbury Green, G-75M (lower). The white/silver SE is paint code 2TN11; this code is made up of Taffeta White, NH-578 (upper), and Granite Silver Pearl, YR-509P (lower). Paint mix numbers for these individual paint codes can be found in S/B 94-014, *1995 Acura Paint Codes*.



## Great PQRs

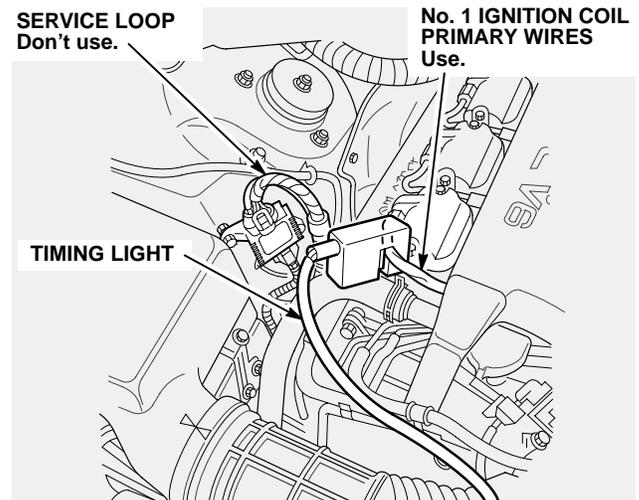
Our Service Engineering Information Department is always happy to recognize those of you who send in Product Quality Reports (PQRs) that are legible, complete, well-written, and include illustrations or photos. Thanks, this month, to these conscientious professionals:

- Dean Arteaga . . . . . Gunn Acura
- Dan Gabel . . . . . Acura of Brookfield
- Karl Kababik . . . . . Acura of Milford
- Keith Landry . . . . . Sunnyside Acura
- Jay Mettsching . . . . . Duval Acura



## Legend/NSX Ignition Timing Inspection

On those rare occasions when you need to check the ignition timing on a '91-95 Legend or NSX, place the inductive pickup for your timing light over both of the primary wires to the No. 1 ignition coil. Don't use the "service loop." Many timing lights, especially those with an adjustable advance feature, make it appear that the timing is advanced 155 when you use the service loop.



The No. 1 cylinder on a Legend is the front cylinder in the right bank. On an NSX, it's the right cylinder in the rear bank, and you have to remove the ignition coil cover to get to the primary wires.



## Convert Minutes to Millimeters for Toe

Our S/Ms always show toe dimensions in millimeters and inches. But some alignment equipment only shows toe as an angle in minutes or decimal degrees. What do you do?

For the purposes of setting toe on our cars, the conversion from minutes to millimeters is *about* six minutes per millimeter. Why is this conversion an approximation? Because toe shown as a dimension is affected by the diameter of the tires, and toe expressed as an angle is not.



## Vigor ABS Code 6-1

The ABS DTC 6-1 troubleshooting in the '93 Vigor S/M is much better than the DTC 6-1 troubleshooting in the '92 Vigor S/M. The simplest way to remember this is to write "Refer to '93 S/M." on page 19-61 of your '92 S/M.



## What You Should Know About Tech Line

All Acura technicians know about Tech Line, right? In fact, we'd bet that most of you have called Tech Line for assistance at least once. Some of you have spoken with Tech Line so many times over the years that you've developed quite a rapport. But we'd also bet that there's a lot of things you don't know about Tech Line.

For starters, did you know that Tech Line has been operating *six* days a week since July '94? So don't forget, those of you who work on Saturdays can reach Tech Line from

6:00 a.m. to 12:00 noon Pacific Time  
(9:00 a.m. to 3:00 p.m. Eastern Time)

Tech Line's weekday hours are

6:00 a.m. to 5:00 p.m. Pacific Time  
(9:00 a.m. to 8:00 p.m. Eastern Time)

On weekdays, there are two time periods when you should try to avoid calling Tech Line. (They don't want you to spend your valuable time on hold.) The first time period to avoid is brief (20 minutes); it's during Tech Line's daily meeting when they review the previous day's calls:

8:30 a.m. to 8:50 a.m. Pacific Time  
(11:30 a.m. to 11:50 a.m. Eastern Time)

The second and worst time to call is while the 16 Specialists take turns squeezing in a brief lunch break. These lunch breaks span from

10:45 a.m. to 12:30 p.m. Pacific Time  
(1:45 a.m. to 3:30 p.m. Eastern Time)

So, why do you sometimes have to spend time on hold at other times of day? As we said above, Tech Line currently has 16 Specialists, and they answer about 13,000 calls a month (about 600 a day) from about 1,300 Honda and Acura dealers. All calls come through a computerized automatic call distribution system that counts and times every call so that they can schedule the staff to best handle the busiest periods.

In addition to answering your calls, the Tech Line Staff reviews service manuals, owner's manuals, service bulletins, *ServiceNews*, and installation instructions before they're printed and distributed. Tech Line is also the source of *Tech Line Summary* and most *ServiceNews* articles. Beyond calls and publications, the Specialists disassemble cars and components, map electrical circuits, and simulate failures to better understand the components and systems.

So, just who are these "Specialists," anyway? The Tech Line staff has a wide range of education and experience. Most were fully-trained technicians at Honda or Acura dealerships; others brought valuable experience from other manufacturers. All have years of hands-on experience. This variety of backgrounds provides the depth needed for Tech Line. For example, hands-on experience is very valuable when working with mechanical systems, while textbook electronic microprocessor theory is essential for working on modern electrical systems.

Although Tech Line is a valuable resource, it's not a substitute for training or normal diagnostic and repair procedures, and it shouldn't be used as a substitute for your technical library. Dealerships must keep their service bulletins, *ServiceNews*, and parts microfiche up to date, as well as maintaining a complete library of service manuals and ETMs.

You and Tech Line are both part of the same team. As with any team, all members must contribute for the team to be successful. So your feedback is essential to making Tech Line operate effectively.

After you've contacted Tech Line for help and then completed the repair, call the Tech Line "800" number, and press "3" for the Message Center. The Message Center is open 24 hours a day. Leave a voice mail message with your name, dealer number, reference number, and how you repaired the car so the contact can be closed. Once a contact is closed, it becomes a valuable reference and a resource for the next caller with a similar problem.

Tech Line believes that cooperation and communication are so important that they welcome the opportunity to participate in Parts and Service Managers Club meetings. If you would like a Tech Line Specialist to visit your club, have the club president make the arrangements through your District Technical Manager (DTM).

### ACURA ServiceNews

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