Warranty Extension: White Orchid Pearl Paint

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2015-18	Fit	All vehicles painted White Orchid Pearl NH-788P	Check the iN VIN status for eligibility.
2016-18	HR-V	All vehicles painted White Orchid Pearl NH-788P	Check the iN VIN status for eligibility.

BACKGROUND

This warranty extension only applies to 2015-18 Fit and 2016-18 HR-V vehicles that are painted **NH-788P White Orchid Pearl**.

The exterior paint on the vehicle may peel off. American Honda is extending the warranty on the paint of the affected vehicles to 7 years from the original date of purchase with no mileage limit. This warranty extension does not apply to other paint issues like rock chips, scratches, bird droppings, sap, etc.

Do an iN VIN status inquiry to see if the vehicle is eligible. American Honda will update this bulletin and the iN VIN status when this warranty extension on affected vehicles has expired.

This warranty extension only applies to factory-applied paint.

The warranty extension does not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.

This warranty extension only applies to the panels listed in the WARRANTY CLAIM INFORMATION section if they exhibit a paint peeling problem. All paint repairs MUST have DPSM approval before starting work.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

CORRECTIVE ACTION

Inspect the vehicle and, if necessary, have a ProFirst Certified Body Shop repaint the entire affected panel(s) with a tri-coat paint (base color coat, mid [mica/pearl] coat, and clear coat) after obtaining DPSM approval.

PARTS INFORMATION

If you need to replace any moldings, emblems, or clips, reference the parts catalog for applicable part numbers, and submit them in your warranty claim.

PHOTO REQUIREMENTS

- **Submit photos for each affected area. Refer to Service Bulletin 10-002, *Photos for Warranty Paint Repair Claims.***

- You must submit clear photos showing the overall affected areas, close ups, and a photo of the door jamb label that shows the VIN. If the photos are not approved by the DPSM, your claim may be debited.

- Take photos of every affected area and save them with the repair order for 36 months. If American Honda requests the photos and they were not saved, your claim may be debited.

WARRANTY CLAIM INFORMATION

- Submit a copy of the ProFirst work receipt with the warranty claim.

- **You must have prior consent from your DPSM before doing any work** related to painting the vehicle.

- For help submitting a claim using LONs, refer to the Claims Reference Guide under Special Claims Procedure.

- Under the Personal Information section of the warranty claim template, Enter technician number E090000, which is a generic number to be used with this warranty extension only.

2015-18 Fit with White Orchid Pearl - Hood - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9114A1	**Fit:** Repaint the **hood**. FRT includes the following: • Base, pearl, and clear coat • Paint mixing • Color match • Paint materials	7.1 hrs	6P100	C5100	60100-T5R-A90ZZ

2015-18 Fit with White Orchid Pearl - Hood - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9114A0	**Fit:** Repaint the **hood**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Paint mixing • Color match • Paint materials	8.6 hrs	6P100	C5100	60100-T5R-A90ZZ

2015-18 Fit with White Orchid Pearl - Roof - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9104A6	**Fit:** Repaint the **roof**. FRT includes the following: • Base, pearl, and clear coat • Remove and install antenna, and windshield, as needed • Open the moonroof and tape the opening • Paint mixing • Color match • Paint materials • Aim multipurpose camera, as needed	13.2 hrs	6P100	C5100	62100-T5R-A00ZZ

2015-18 Fit with White Orchid Pearl - Roof - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9104A5	**Fit:** Repaint the **roof**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install antenna, and windshield, as needed • Open the moonroof and tape the opening • Paint mixing • Color match • Paint materials • Aim multipurpose camera, as needed	14.7 hrs	6P100	C5100	62100-T5R-A00ZZ

2015-18 Fit with White Orchid Pearl - Tailgate - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9174A9	**Fit:** Repaint the **tailgate**. FRT includes the following: • Base, pearl, and clear coat • Remove and install rear glass, spoiler, tailgate, license trim and cover, as needed • Remove and replace emblems • Paint mixing • Color match • Paint materials	10.6 hrs	6P100	C5100	68100-T5R-A80ZZ

2015-18 Fit with White Orchid Pearl - Tailgate - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9174A8	**Fit:** Repaint the **tailgate**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install, rear glass, spoiler, tailgate, license trim and cover, as needed • Remove and replace emblems • Paint mixing • Color match • Paint materials	12.1 hrs	6P100	C5100	68100-T5R-A80ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9124A1	**Fit:** Repaint the **left front fender**. FRT includes the following: • Base, pearl, and clear coat • Remove and install bumper, headlights, trim, side glass, and cowl, as needed • Paint mixing • Color match • Paint materials	9.1 hrs	6P100	C5100	60261-T5R-A91ZZ
9194A1	**Fit:** Repaint the **right front fender**. FRT includes the following: • Base, pearl, and clear coat • Remove and install bumper, headlights, trim, side glass, and cowl, as needed • Paint mixing • Color match • Paint materials	9.1 hrs	6P100	C5100	60211-T5R-A91ZZ
9164A7	**Fit:** Repaint the **left rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Remove and install rocker panels, taillights, bumper and side glass, as needed • Paint mixing • Color match • Paint materials	9.5 hrs	6P100	C5100	04646-T5R-A90ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9224A1	**Fit:** Repaint the **right rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Remove and install rocker panels, taillights, bumper and side glass, as needed • Paint mixing • Color match • Paint materials	9.5 hrs	6P100	C5100	04636-T5R-A91ZZ

2015-18 Fit with White Orchid Pearl - Body Panels - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9124A0	**Fit:** Repaint the **left front fender**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install bumper, headlights, trim, side glass, and cowl, as needed • Paint mixing • Color match • Paint materials	10.6 hrs	6P100	C5100	60261-T5R-A91ZZ
9194A0	**Fit:** Repaint the **right front fender**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install bumper, headlights, trim, side glass, and cowl, as needed • Paint mixing • Color match • Paint materials	10.6 hrs	6P100	C5100	60211-T5R-A91ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9164A6	**Fit:** Repaint the **left rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install rocker panels, taillights, bumper and side glass, as needed • Paint mixing • Color match • Paint materials	11.0 hrs	6P100	C5100	04646-T5R-A90ZZ
9224A0	**Fit:** Repaint the **right rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install rocker panels, taillights, bumper and side glass, as needed • Paint mixing • Color match • Paint materials	11.0 hrs	6P100	C5100	04636-T5R-A91ZZ

2015-18 Fit with White Orchid Pearl - Doors - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9144A1	**Fit:** Repaint the **left front door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, glass, mirror, door, and trim, as needed • Paint mixing • Color match • Paint materials	9.7 hrs	6P100	C5100	67151-T5R-A01ZZ
9204A1	**Fit:** Repaint the **right front door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, glass, mirror, door, and trim, as needed • Paint mixing • Color match • Paint materials • Aim LaneWatch camera, if needed	9.9 hrs	6P100	C5100	67111-T5R-A01ZZ
9154A1	**Fit:** Repaint the **left rear door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, glass, door,and trim, as needed • Paint mixing • Color match • Paint materials	9.2 hrs	6P100	C5100	67651-T5R-A01ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9214A1	**Fit:** Repaint the **right rear door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	9.2 hrs	6P100	C5100	67611-T5R-A01ZZ

2015-18 Fit with White Orchid Pearl - Doors - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9144A0	**Fit:** Repaint the **left front door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, glass, mirror, door, and trim, as needed • Paint mixing • Color match • Paint materials	11.2 hrs	6P100	C5100	67151-T5R-A01ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9204A0	**Fit:** Repaint the **right front door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, glass, mirror, door, and trim, as needed • Paint mixing • Color match • Paint materials • Aim LaneWatch camera, if needed	11.4 hrs	6P100	C5100	67111-T5R-A01ZZ
9154A0	**Fit:** Repaint the **left rear door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	10.7 hrs	6P100	C5100	67651-T5R-A01ZZ
9214A0	**Fit:** Repaint the **right rear door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	10.7 hrs	6P100	C5100	67611-T5R-A01ZZ

2016-18 HR-V with White Orchid Pearl - Hood - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9114A1	**HR-V:** Repaint the **hood**. FRT includes the following: • Base, pearl, and clear coat • Paint mixing • Color match • Paint materials	8.3 hrs	6P100	C5100	60100-T7W-A90ZZ

2016-18 HR-V with White Orchid Pearl - Hood - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9114A0	**HR-V:** Repaint the **hood**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Paint mixing • Color match • Paint materials	9.8 hrs	6P100	C5100	60100-T7W-A90ZZ

2016-18 HR-V with White Orchid Pearl - Roof - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9104A6	**HR-V:** Repaint the **roof**. FRT includes the following: • Base, pearl, and clear coat • Remove and install antenna, and windshield, as needed • Open the moonroof and tape the opening • Paint mixing • Color match • Paint materials	14.5 hrs	6P100	C5100	62100-T7W-A00ZZ

2016-18 HR-V with White Orchid Pearl - Roof - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9104A5	**HR-V:** Repaint the **roof**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install antenna, and windshield, as needed • Open the moonroof and tape the opening • Paint mixing • Color match • Paint materials	16.0 hrs	6P100	C5100	62100-T7W-A00ZZ

2016-18 HR-V with White Orchid Pearl - Tailgate - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9174A9	**HR-V:** Repaint the **tailgate**. FRT includes the following: • Base, pearl, and clear coat • Remove and install lid lights, spoiler, rear glass, tailgate, license trim and cover, as needed • Remove and replace emblems • Paint mixing • Color match • Paint materials	11.4 hrs	6P100	C5100	68100-T7W-A90ZZ

2016-18 HR-V with White Orchid Pearl - Tailgate - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9174A8	**HR-V:** Repaint the **tailgate**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install lid lights, spoiler, rear glass, tailgate, license trim and cover, as needed • Remove and replace emblems • Paint mixing • Color match • Paint materials	12.9 hrs	6P100	C5100	68100-T7W-A90ZZ

2016-18 HR-V with White Orchid Pearl - Body Panels - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9124A1	**HR-V:** Repaint the **left front fender**. FRT includes the following: • Base, pearl, and clear coat • Remove and install bumper, headlights, and cowl, as needed • Paint mixing • Color match • Paint materials	9.9 hrs	6P100	C5100	60261-T7J-305ZZ
9194A1	**HR-V:** Repaint the **right front fender**. FRT includes the following: • Base, pearl, and clear coat • Remove and install bumper, headlights, and cowl, as needed • Paint mixing • Color match • Paint materials	9.9 hrs	6P100	C5100	60211-T7J-305ZZ
9164A7	**HR-V:** Repaint the **left rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Remove and install taillights, fuel door, and side glass, as needed • Paint mixing • Color match • Paint materials	10.6 hrs	6P100	C5100	04646-T7W-A90ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9224A1	**HR-V:** Repaint the **right rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Remove and install tail lights and side glass, as needed • Paint mixing • Color match • Paint materials	10.6 hrs	6P100	C5100	04636-T7W-A90ZZ

2016-18 HR-V with White Orchid Pearl - Body Panels - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9124A0	**HR-V:** Repaint the **left front fender**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install bumper, headlights, and cowl, as needed • Paint mixing • Color match • Paint materials	11.4 hrs	6P100	C5100	60261-T7J-305ZZ
9194A0	**HR-V:** Repaint the **right front fender**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install bumper, headlights, and cowl, as needed • Paint mixing • Color match • Paint materials	11.4 hrs	6P100	C5100	60211-T7J-305ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9164A6	**HR-V:** Repaint the **left rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install taillights, fuel door, as needed • Paint mixing • Color match • Paint materials	12.1 hrs	6P100	C5100	04646-T7W-A90ZZ
9224A0	**HR-V:** Repaint the **right rear quarter panel**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install tail lights, as needed • Paint mixing • Color match • Paint materials	12.1 hrs	6P100	C5100	04636-T7W-A90ZZ

2016-18 HR-V with White Orchid Pearl - Doors - E-coat is not damaged (surface scuff)

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9144A1	**HR-V: Repaint the left front door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, mirror, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	10.7 hrs	6P100	C5100	67151-T7J-H00ZZ
9204A1	**HR-V: Repaint the right front door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, mirror, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials • Aim LaneWatch camera, as needed	10.9 hrs	6P100	C5100	67111-T7J-H00ZZ
9154A1	**HR-V: Repaint the left rear door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	10.1 hrs	6P100	C5100	67651-T7J-H00ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9214A1	**HR-V:** Repaint the **right rear door**. FRT includes the following: • Base, pearl, and clear coat • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	10.1 hrs	6P100	C5100	67611-T7J-H00ZZ

2016-18 HR-V with White Orchid Pearl - Doors - E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9144A0	**HR-V:** Repaint the **left front door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, mirror, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	12.2 hrs	6P100	C5100	67151-T7J-H00ZZ

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9204A0	**HR-V:** Repaint the **right front door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, mirror, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials • Aim LaneWatch camera, as needed	12.4 hrs	6P100	C5100	67111-T7J-H00ZZ
9154A0	**HR-V:** Repaint the **left rear door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	11.6 hrs	6P100	C5100	67651-T7J-H00ZZ
9214A0	**HR-V:** Repaint the **right rear door**. FRT includes the following: • Base, pearl, and clear coat • Metal prep/primer • Remove and install door handles, glass, door, and trim, as needed • Paint mixing • Color match • Paint materials	11.6 hrs	6P100	C5100	67611-T7J-H00ZZ

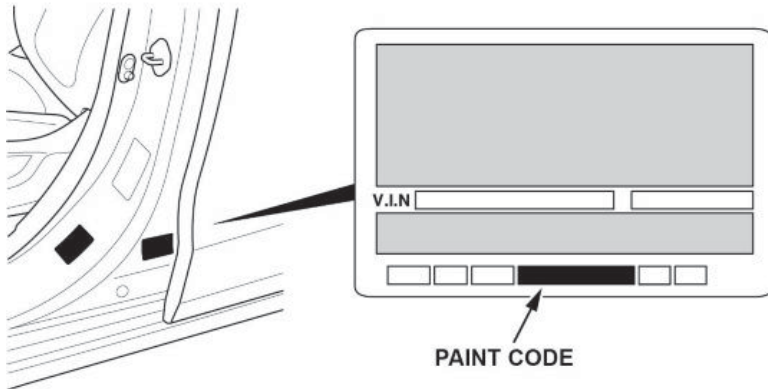Skill Level: Repair Technician

INSPECTION PROCEDURE

1. Check the paint code on the driver's door jamb to confirm the model year and paint code.

   NOTE

   If the year/paint color does not match, this bulletin does not apply.

Model Year	Paint Code and Color
2015-18 Fit	NH-788P White Orchid Pearl
2016-18 HR-V	NH-788P White Orchid Pearl

2. Clean the vehicle, and bring it inside a shop with overhead lighting.

   NOTE

   Do not inspect the vehicle in the sunlight as the sun's intensity may affect your ability to see any potential damage.

3. Inspect the roof, tailgate, hood, doors, and body panel areas for damage.

   - If the paint on the vehicle appears similar to the images below, go to REPAIR PROCEDURE.

   - If the paint looks different from the images below, the damage is not covered because it may be caused by sap, bird droppings, stone chips, etc. This bulletin does not apply.
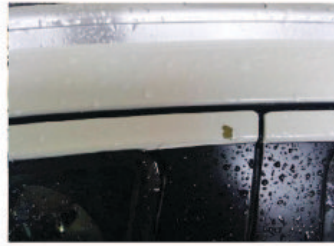
   NOTE

   If there are any questions about vehicle coverage under this warranty extension, contact your DPSM.

   Fit:

HR-V:

REPAIR PROCEDURE

NOTE

All work must be completed by a ProFirst Certified Body Shop.

1. Make sure you have DPSM authorization to repaint the vehicle.

2. Using iN/SIS instructions, remove vehicle components as required to insure proper paint adhesion and coverage of all affected areas:

    2.1. **Roof** - remove the following as needed: the windshield, roof rails, moldings, and XM Antenna which requires carefully dropping the roof liner to access the antenna nut. If the vehicle is equipped with a moonroof, it does not need to be removed. Open it and tape off the open area.

    2.2. **Tailgate** - remove the following as needed: lid lights, emblems, license plate trim, spoiler, high mount brake light, and glass. If needed, the entire tailgate may be removed from the vehicle.

    2.3. **Hood and Doors** - If needed, remove the hood and/or applicable door(s) from the vehicle.

    2.4. **Body Panels** - Remove any trim pieces or any other unpainted items as needed, and blend the color to the existing paint.

    NOTES

    - Be very careful when handling the windshield and/or rear glass during removal.

    - Protect moonroof and glass moldings from the repainting process.

3. Using best body shop techniques, remove the paint from the repair area, then sand the affected area of the roof and/or tailgate using P240 or P320 sand paper.

    NOTES

    - Make sure to sand the paint to a feathered edge.

    - Sand the paint down to the E-Coat. If the E-Coat is compromised, sand down to the bare metal.

4. Clean the prepared area for repainting.

    4.1. Remove the dust.

    4.2. Clean the area with a wax and grease remover per the paint manufacturer's recommendations.

5. Mask the vehicle to prevent overspray.

6. Prime the vehicle. Refer to Service Bulletin 16-065, *Material Requirements for Warranty and Goodwill Paint Repairs*, for a list of approved paints and materials that must be used for warranty repairs.

    6.1. Apply epoxy or self-etch primer to any bare metal areas.

    6.2. Apply 2K primer as necessary to level repaired areas.

    6.3. Block sand and feather the primer edge to create a level and even surface.

7. Clean the primed area for repainting.

    7.1. Remove the dust.

    7.2. Clean the area with a wax and grease remover per the paint manufacturer's recommendations.

8. Create spray out panels to ensure there is a color match.

9. Paint the prepared areas following the paint manufacturer's recommendations. Refer to Service Bulletin 16-065, *Material Requirements for Warranty and Goodwill Paint Repairs*, for a list of approved paints and materials that must be used for warranty repairs.

    9.1. NH-788P: Apply the basecoat, then the mid (Mica/Pearl) coat, then apply a 2K clearcoat. There should be a minimum of 2 mil dry film build.

    9.2. Bake the finish per the paint manufacturer's guidelines.

9.3. After the paint has cured, polish it.

10. Reinstall all the remaining parts in the reverse order of removal.

11. Connect the i-HDS and clear any DTCs that were set during the repair.

12. If the vehicle is equipped with a multipurpose camera, and the windshield was removed, make sure to calibrate the camera. Refer to service information.

13. If the vehicle is equipped with a LaneWatch camera, and the mirror was removed, make sure to aim the camera. Refer to service information.

14. Give your warranty clerk the ProFirst receipt. For the warranty claim to be paid, a copy the ProFirst receipt must be included in the warranty claim.

END