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Sent on	06	01	2019	Expires on	08	19	2019
From	Brad Ortloff, Manager Auto Campaign Administration Dept.						
Subject	Warranty Extension: 2011-14 Odyssey and 2013-16 Pilot White Paint						

DATE: June 1, 2019

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager Auto Campaign Administration Dept.

Re: Warranty Extension: 2011-14 Odyssey and 2013-16 Pilot White Paint

Today, June 1, 2019, American Honda is announcing a warranty extension for certain 2011-14 Odyssey and 2013-16 Pilot vehicles with either Taffeta White or White Diamond Pearl paint to address customer concerns with peeling paint. American Honda is extending the paint warranty coverage from 3 years/unlimited mileage to 7 years/unlimited mileage.

To further ensure customer satisfaction and confidence, 2011-12 Odyssey vehicles will be covered under this warranty extension until February 1, 2020, even though they currently fall outside of its 7-year term.

BACKGROUND

Some 2011-14 Odyssey and 2013-16 Pilot vehicles that were originally painted Taffeta White or White Diamond Pearl may be susceptible to peeling due to insufficient paint thickness at certain areas of the roof and around the tailgate. Due to this condition, UV rays could penetrate to the underlayer, causing oxidation and leading to peeling of the paint.

REPAIR

Inspect the vehicle and, if necessary, have a ProFirst Certified Body Shop repaint the affected panel(s) with a two-part color and clear coat. Also, be aware that DPSM approval is needed before completing any work.

PARTS

If needed, replacement moldings, emblems, or clips are available for ordering. Refer to the parts catalog for applicable part numbers.

TOOLS

There are no special tools or equipment required for this repair.

SERVICE BULLETIN

There are four service bulletins supporting this warranty extension, all of which have been posted to the Service Information System (SIS) as of June 1, 2019:

- 19-055, *Warranty Extension: Taffeta White Paint*: This bulletin covers affected 2013 Odyssey and 2013-15 Pilot vehicles for 7 years.
- 19-056, *Warranty Extension: Taffeta White Paint (6 Month)*: This bulletin covers affected 2011-12 Odyssey vehicles from now until February 1, 2020.
- 19-057, *Warranty Extension: White Diamond Pearl Paint*: This bulletin covers affected 2013-14 Odyssey and 2013-16 Pilot vehicles for 7 years.
- 19-058, *Warranty Extension: White Diamond Pearl Paint (6 Month)*: This bulletin covers affected 2012 Odyssey vehicles from now until February 1, 2020.

INTERACTIVE NETWORK

These bulletins include warranty, inspection, and repair procedure information related to this warranty extension.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by the end of July 2019.

As always, be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaigns.