

**July 12, 2019**

Version 2

## Warranty Extension: Taffeta White Paint (6 Months)

Supersedes 19-056, dated June 1, 2019, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2011-12	Odyssey	All vehicles painted Taffeta White NH-578	Check the iN VIN status for eligibility.

### REVISION SUMMARY

Under **BACKGROUND**, the expiration date was updated.

### BACKGROUND

There are two bulletins for warranty extensions on Taffeta White:

- SB 19-055, *Warranty Extension: Taffeta White Paint*. Vehicles covered under 19-055 bulletin will have the warranty on their paint extended to 7 years from the original date of purchase with no mileage limit.
- SB 19-056, *Warranty Extension: Taffeta White Paint (6 Months)*, which covers some 2011-12 Odyssey vehicles. 19-056 provides a grace period for vehicles where the warranty expired before American Honda was able to notify some customers of the warranty extension and will expire on **March 31, 2020** because the vehicles will no longer be eligible for repair under this warranty extension.

This warranty extension only applies to 2011-12 Odyssey vehicles painted **NH-578 Taffeta White**.

The exterior paint on the roof and/or tailgate 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.

**CUSTOMER INFORMATION:**The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## CORRECTIVE ACTION

Inspect the vehicle and, if necessary, have a ProFirst Certified Body Shop repaint the entire affected panel(s) with a two-part color and clear coat paint 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.

### Odyssey with Taffeta White - Roof with E-Coat damage that requires bare metal preparation

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9104A1	<p><b>Odyssey:</b> Repaint the <b>roof</b>. FRT includes the following:</p> <ul style="list-style-type: none"> <li>• Base and clear coat</li> <li>• Metal prep/primer</li> <li>• Remove and install windshield, moldings, and antenna, as needed</li> <li>• Multipurpose camera aiming</li> <li>• Paint mixing</li> <li>• Color match</li> <li>• Paint materials</li> <li>• Check for DTCs</li> </ul>	18.9 hrs	6R100	T4W00	62100-TK8-A00ZZ

**Odyssey with Taffeta White - Roof where E-Coat is not damaged (surface scuff)**

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9104A2	<p><b>Odyssey:</b> Repaint the roof. FRT includes the following:</p> <ul style="list-style-type: none"> <li>• Base and clear coat</li> <li>• Remove and install windshield, moldings, and antenna, as needed</li> <li>• Multipurpose camera aiming</li> <li>• Paint mixing</li> <li>• Color match</li> <li>• Paint materials</li> <li>• Check for DTCs</li> </ul>	10.1 hr	6R100	T4W00	62100-TK8-A00ZZ

**Odyssey with Taffeta White - Tailgate with E-Coat damage that requires bare metal preparation**

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9174A4	<p><b>Odyssey:</b> Repaint the <b>tailgate</b>. FRT includes the following:</p> <ul style="list-style-type: none"> <li>• Base and clear coat</li> <li>• Metal prep/primer</li> <li>• Remove and install glass, moldings, high mount brake light, tailgate, and spoiler, as needed</li> <li>• Remove and replace emblems</li> <li>• Paint mixing</li> <li>• Color match</li> <li>• Paint materials</li> <li>• Check for DTCs</li> </ul>	10.2 hrs	6R100	T4W00	68100-TK8-A80ZZ

**Odyssey with Taffeta White - Tailgate where E-Coat is not damaged (surface scuff)**

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9174A5	<p><b>Odyssey:</b> Repaint the <b>tailgate</b>. FRT includes the following:</p> <ul style="list-style-type: none"> <li>• Base and clear coat</li> <li>• Remove and install glass, moldings, high mount brake light, tailgate, and spoiler, as needed</li> <li>• Remove and replace emblems</li> <li>• Paint mixing</li> <li>• Color match</li> <li>• Paint materials</li> <li>• Check for DTCs</li> </ul>	7.4 hrs	6R100	T4W00	68100-TK8-A80ZZ

Skill Level: Repair Technician

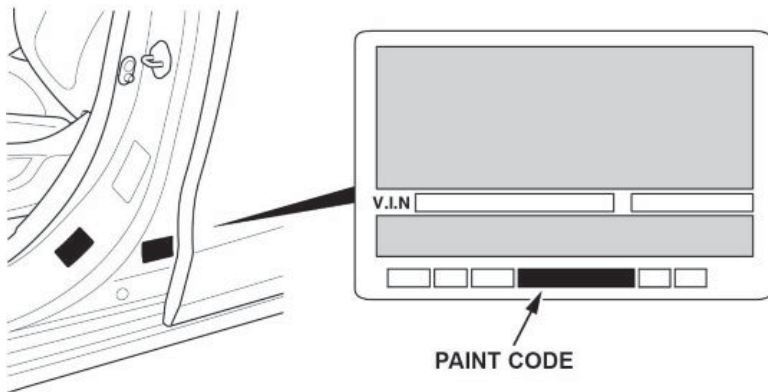
## INSPECTION PROCEDURE

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
2011-12 Odyssey	NH-578 Taffeta White



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

### NOTE

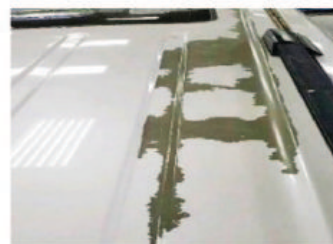
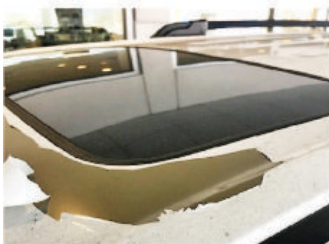
Do not inspect the vehicle in the sunlight as the sun's intensity may affect your ability to see any potential damage.

3. Inspect the roof and tailgate 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.

### Odyssey:



## 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.

### 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-578: Apply the basecoat, 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 was equipped with a multipurpose camera, and the windshield was removed, make sure to calibrate the camera.
13. 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