

August 29, 2019

Version 3

Warranty Extension: Taffeta White Paint (6 Months)

Supersedes 19-056, dated July 12, 2019; See REVISION SUMMARY.

AFFECTED VEHICLES

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

REVISION SUMMARY

- This bulletin has been extensively revised; American Honda advises to review the whole bulletin.
- The WARRANTY CLAIM INFORMATION has been revised. **As of August 29, 2019, only sublet claims will be accepted. Prior flat rate-based warranty claims will no longer be accepted.**

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, wraps, dents, collision damage, customer-induced damage, 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.

To make sure that your claim is properly processed, make sure the following requirements are met:

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.

- **DPSM authorization before repairing any vehicle** - To request authorization, send a ProFirst Certified Body Shop estimate with close up photos of each affected panel to your DPSM.
- **Clear photos** - Refer to service bulletin 10-002, *Photos for Warranty Paint Repair Claims*. Take clear photos showing the overall affected area, and provide close ups as needed to illustrate the defect. Also upload a photo of the door jamb label that shows the VIN with the warranty claim. If more than one panel is affected, photos of each affected panel must also be uploaded to the warranty claim.
- **Claim submission** - Before submitting a warranty claim, make sure you include a copy of the ProFirst Certified Body Shop final invoice.

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 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 of each affected panels clearly showing the paint peel defect, and a photo of the door jamb label that shows the VIN. If the photos were not approved by the DPSM before the repair, 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

- **Prior authorization must be approved by your DPSM before doing any work related to painting the vehicle.** To request authorization, send a Pro First body shop estimate and photos to your DPSM for approval.
- **Make sure your claim includes clear photos.** Refer to Service Bulletin 10-002, Photos for Warranty Paint Repair Claims. Take clear photos showing the overall affected area and provide close ups as needed to illustrate the defect. Take and submit a photo of the door jamb label that shows the VIN with the warranty claim. If more than one panel is affected, close up photos of each affected panel must be uploaded to the warranty claim.
- Upload a copy of the **ProFirst Certified Body Shop final invoice** with the warranty claim prior to submittal.
- **As of August 29, 2019, only sublet claims will be accepted. Prior flat rate based warranty information claims will no longer be accepted.**

The following panels are covered under the warranty extension. **Repair only the affected panels.**

Tailgate	Roof
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Select the appropriate warranty information based on the year and model. Make sure to attach your sublet claim's ProFirst final invoice and photos.

2011-12 Odyssey:

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
9815A0	Repair planning and DTC check.	1.5 hr	6R100	T4W00	62100-TK8-A30ZZ

Skill Level: Repair Technician

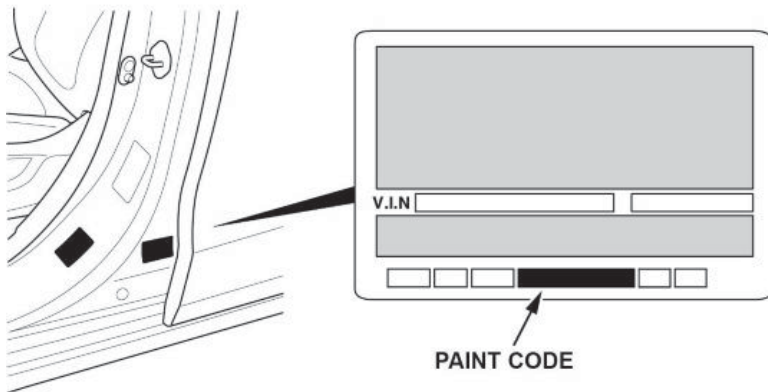
INSPECTION PROCEDURE

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 direct sunlight as the sun's intensity may affect your ability to see any potential damage.

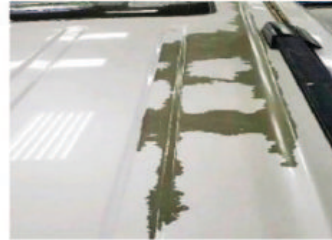
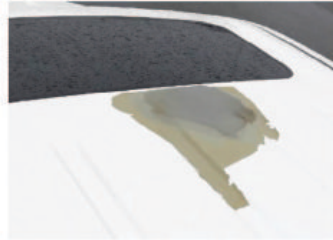
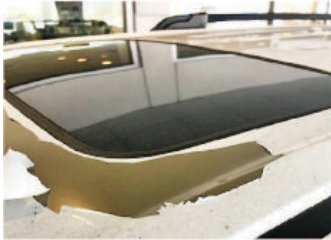
3. Inspect the roof and tailgate areas for damage.

- 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, this warranty extension does not apply. Paint issues like rock chips, scratches, bird droppings, sap, wraps, dents, collision damage, customer induced damage, etc. are not covered.

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 affected panels.
2. Using iN/SIS instructions, remove vehicle components as required to ensure 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 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 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. Give your warranty clerk the ProFirst receipt. For the warranty claim to be paid, a copy of the ProFirst Certified Body Shop final invoice must be included in the warranty claim.

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