

December 22, 2015

02790 Version 1

## Product Update: 2016 HR-V Front Passenger's Door Handle Bracket

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	HR-V	ALL	Check the iN VIN status for eligibility.

### BACKGROUND

A non-galvanized door handle bracket was installed in the front passenger's door during manufacturing and may be susceptible to corrosion.

NOTE: There is a similar product update for the 2015–16 Fit. **Make sure you follow the correct bulletin** because the Fit replaces all 4 door handle brackets where the **HR-V bulletin only replaces the front passenger's door handle bracket.**

### 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.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. Repair these vehicles before they are sold.

### CORRECTIVE ACTION

Inspect the front passenger's inner door for corrosion and if there is no corrosion present, replace the door handle bracket. If corrosion is present, remove the corrosion before replacing the door handle bracket.

### RECOMMENDED MATERIALS

Part Name	Part Number	Quantity
Scotch-Brite Non-Scratch Scour Pads (Cut into 1 inch squares – each square will repair 1 vehicle)	Commercially available	1
Nox-Rust®	08732-9020	1 (One can repairs about 35 vehicles.)

### PARTS INFORMATION

Part Name	Part Number	Quantity
Door Handle Bracket Kit (includes front passenger's door bracket and 1 front door clip)	06721-T7W-A00	1

NOTE: The clips are only used when you remove the outer door handle.

**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.

## WARRANTY CLAIM INFORMATION

NOTE: When uploading photos of the affected areas, make sure to select PH from the sublet drop down menu. Selecting PH automatically pays 0.1 hr to photograph the vehicle and upload the photos to the warranty claim.

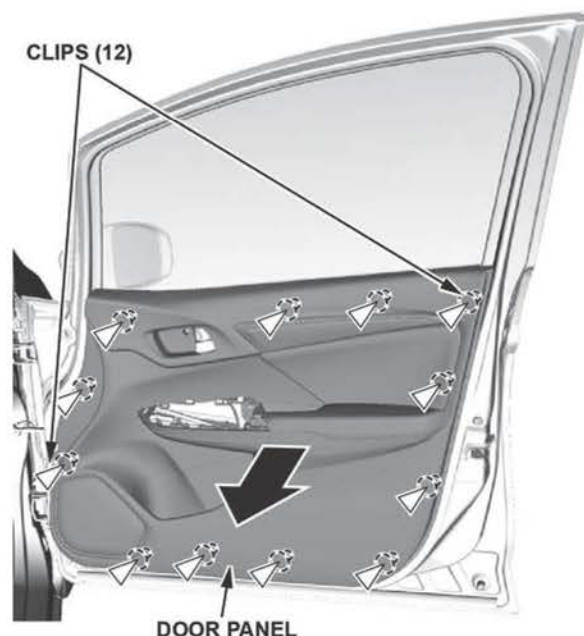
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8311C3	Replace the door handle bracket on the front passenger's door.	0.3 hr	6BC00	JW400	15-090A	72130-T5A-000
8310B0	Replace the door handle bracket on the front passenger's door and clean the corrosion from the door – PHOTOS REQUIRED (4).	0.4 hr	6BC00	JW400	15-090B	72130-T5A-000
8310B1	Heavy corrosion – inspect the front passenger's door only and sublet the vehicle to a body shop to repair it – PHOTOS REQUIRED (4).	0.4 hr	6BC00	JW400	N/A	72130-T5A-000
<p>Reimbursement for the body shop sublet must be submitted on the same claim with the LON listed above, 8310B1.</p> <p>To submit the sublet, select the B2 sublet code from the drop down menu in the sublet information section of the claim template. Make sure you include the sublet amount and the invoice number.</p>						

Skill Level: Repair Technician

## INSPECTION AND REPAIR PROCEDURE – FRONT PASSENGER'S DOOR

NOTE: Make sure the window is all the way up so you can access the door handle area.

1. Remove the front passenger's door panel.



2. Remove the plastic sheet as needed to access the door handle area.

NOTE: Apply blue tape over the sealant to avoid making a mess.



3. Remove the body plug and bolt as shown.





4. Remove the door handle bracket:

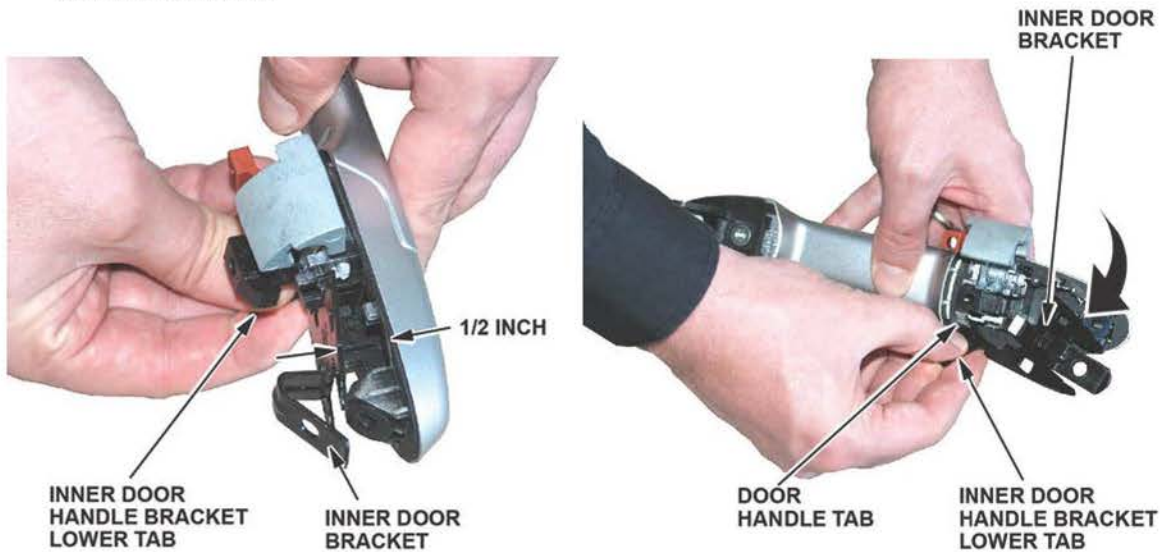
## “HOW TO REMOVE DOOR HANDLE BRACKET”

### VIDEO



Refer to the video for more detailed procedures on removing the front door handle bracket.

- Holding the door handle bracket at the lower tab, gently twist it so the outside edge of the door bracket lifts about half an inch.



- Gently pull and rotate the bracket down to remove it without breaking the door handle tab.

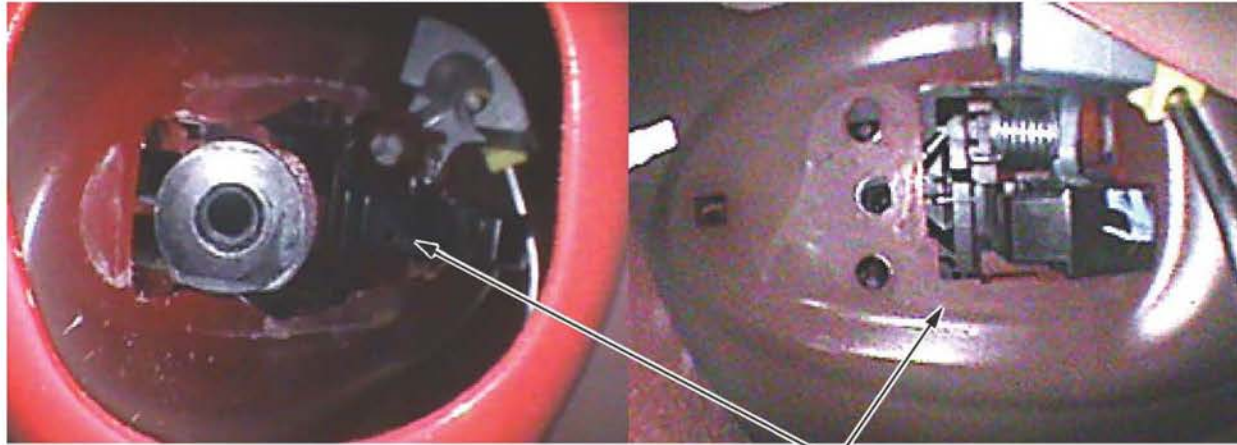
**NOTE:**

- Be careful not to damage the tab on the outer door handle. If the tab is broken, you'll need to replace the door handle.
- Do not remove the outer door handle from the vehicle.
- The images show the door handle bracket removal process with the door handle out of the vehicle for clarity.

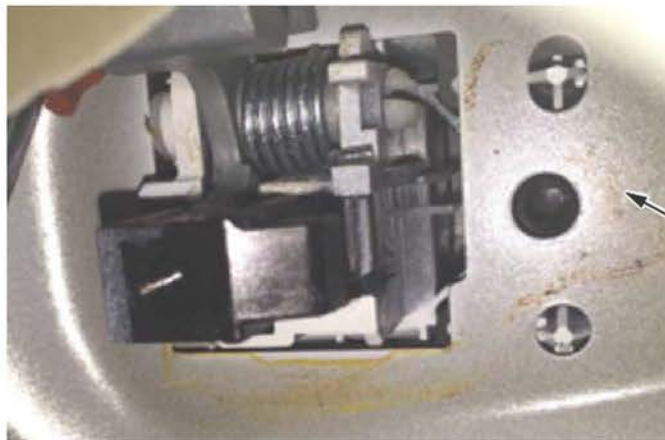
5. Using a flashlight, check the front passenger's side inner door for any corrosion. If there is any corrosion present on the door, photograph it. You will need at least 4 photos to submit a warranty claim. If there is no corrosion on the door, photos are not required.

NOTE: Do not remove the outer door handle.

- If there is light corrosion as shown below or no corrosion present, go to REPAIR PROCEDURE.

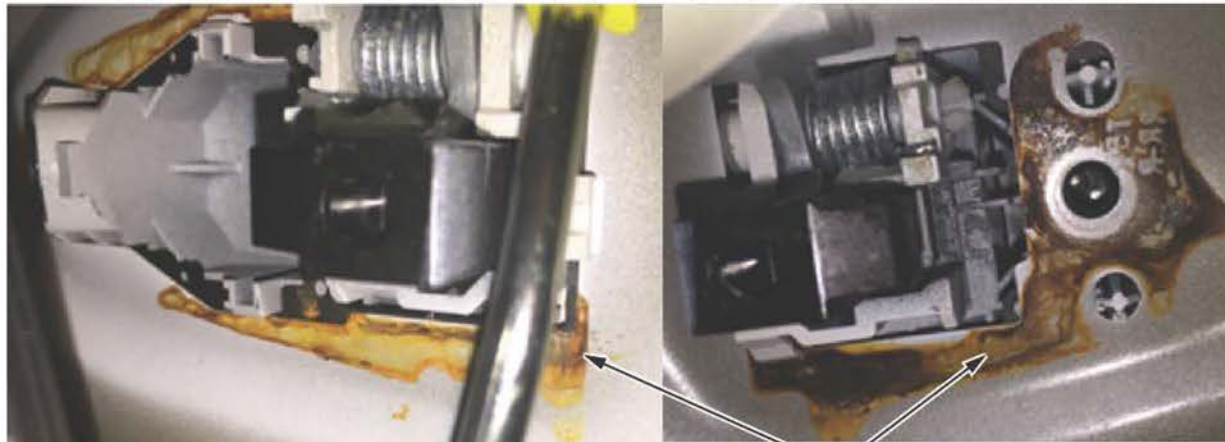


No corrosion



Light corrosion is OK.

- If there is moderate corrosion as shown on the inner door, go to CORROSION REMOVAL PROCEDURE.



Moderate corrosion

- **In the rare event there is heavy corrosion present**, such as when there is pitting and blistering on the door panel, the rust can't be easily removed and will require a body shop to repair the damage. Reinstall the original bracket in the door, then reinstall the door panel. Place the door handle bracket kit inside the vehicle with a copy of this bulletin and a note to the body shop to reinstall the new parts after repairing the door. Submit a warranty claim for inspection only.



6. Spray the front passenger's inner door area around the door handle with Nox-Rust. Also have an assistant pull on the door handle to make sure the Nox-Rust covers the area behind the mechanism.

NOTE: Avoid spraying Nox-Rust onto the door handle mechanism. To avoid this, apply Nox-Rust through the openings as shown below using the nozzle supplied with the can. Point the nozzle away from the mechanism and apply in short bursts.

Spray Nox-Rust in these openings.



Apply Nox-Rust behind door handle mechanism.

Make sure to hold the door handle against the door.



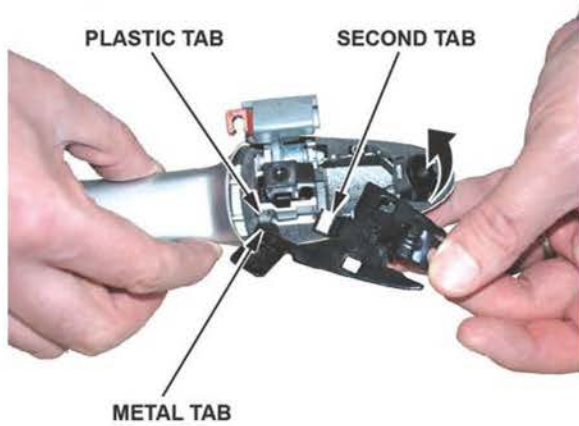
Have an assistant open the door handle.

7. Coat the new door handle bracket with Nox-Rust.

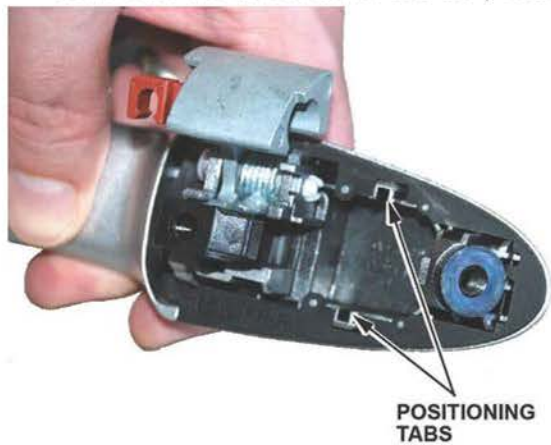


8. Install the new door handle bracket:

- Place the bracket as shown.



- Slide the metal tab under the plastic tab and keep the bracket flush to the door so the second tab slides into position. The only time you should have to lift the bracket is to clear part of the door handle.
- Make sure the door bracket and the positioning tabs are lined up.



9. Reinstall the bolt and body plug. Torque the bolt to **9.4 N·m (6.9 lb-ft)**.
10. Apply a second coating of Nox-Rust to the assembled components.

NOTE: Avoid spraying Nox-Rust onto the door handle mechanism.



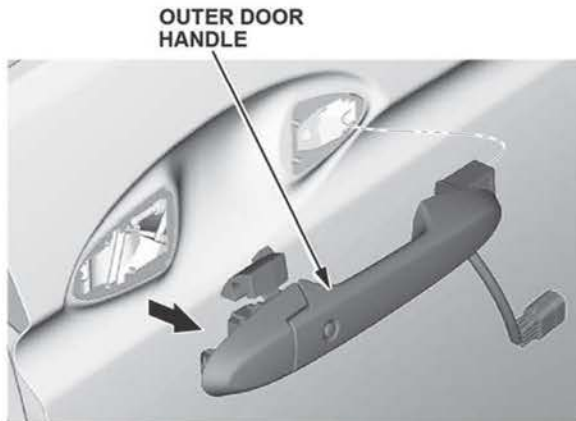
11. Clean any overspray of Nox-Rust from the outer door panel and door handle (if necessary).
12. Check that the door handle works properly.
13. Reinstall the plastic sheet.

NOTE: Make sure there is a complete seal around the door. If there are any gaps, water can leak in.

14. Reinstall the front passenger's door panel in the reverse order of removal.

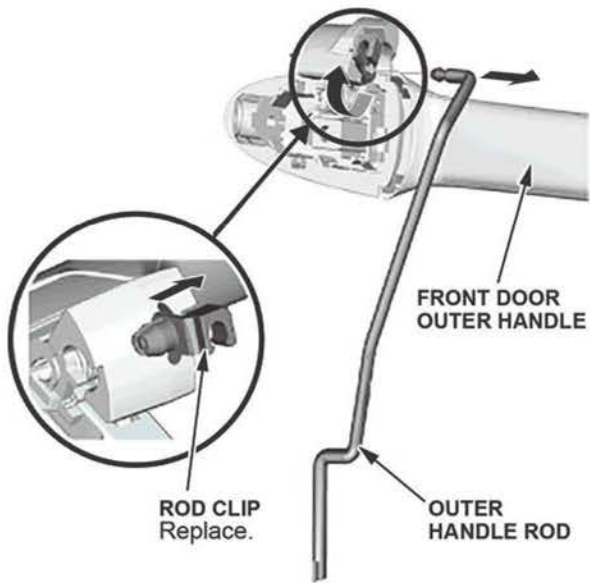
### CORROSION REMOVAL PROCEDURE

1. **Make sure you take clear photos of the front passenger's door panel showing the corrosion before the repair.** You will need to submit 4 photos to support the warranty claim.
2. Remove the outer door handle.





3. Replace the rod clip with a new one.



4. If there is any corrosion on the outer door panel, remove it with a soft damp cloth.

NOTE: Do not use any abrasive materials like the Scotch-Brite pad on the exterior of the door because you can scratch the paint.

**BEFORE**

**AFTER**



A small amount of corrosion is OK.

5. Use masking tape to tape the outside door around the handle area as shown to prevent scratching the clear coat.

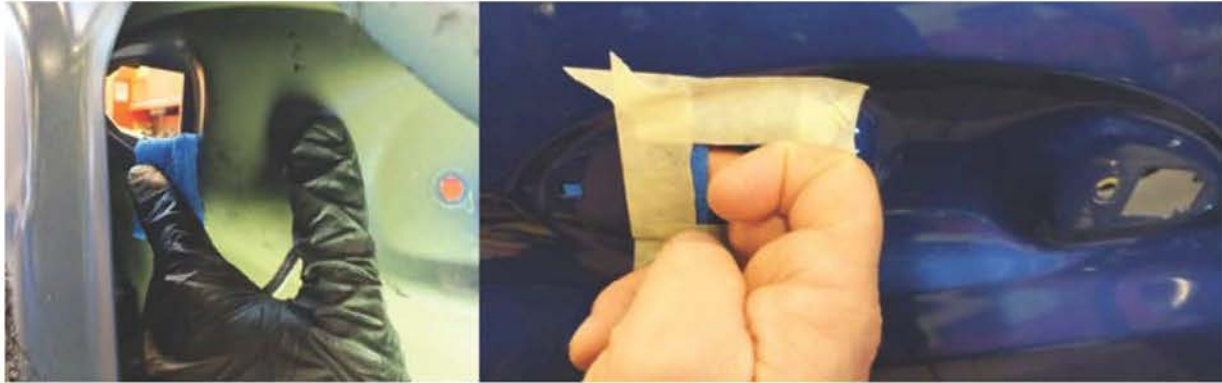


6. Remove the corrosion from the inner door using a 1-inch square piece of Scotch-Brite pad.



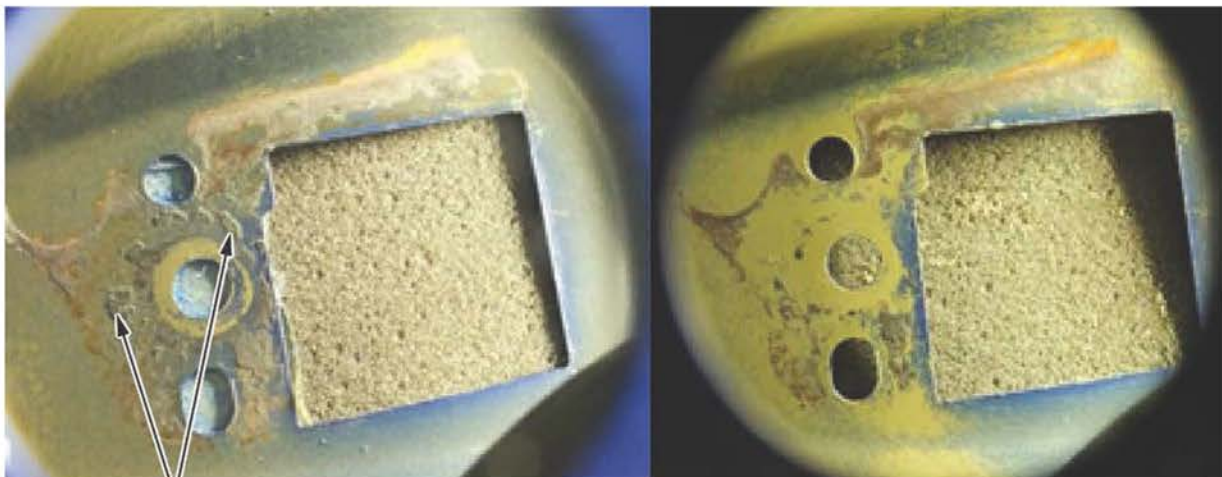
**NOTE:**

- Only use the recommended Scotch-Brite pad. Using any other pad or cleaner could remove the protective layer on the inside of the door.
- The door can be cleaned from either the inside or outside.



7. Make sure enough of the corrosion was removed.

*GOOD*



This is acceptable, but more cleaning can be done to remove the raised deposit.

8. Spray the inner door area around the door handle and the new door handle bracket with Nox-Rust.



Apply Nox-Rust before  
reinstalling the door handle.

9. Reinstall the door handle, then go to INSPECTION AND REPAIR PROCEDURE step 7.

END