

**September 23, 2014**

ATB 51745-52666 REV2 (1409)

## Warranty Extension: 2006–13 Civic Paint Cracking, Chalking, or Clouding

Supersedes 14-034, dated June 12, 2014, to revise the information highlighted in **yellow**

(Replaces 12-049, *Warranty Extension: Civic Hood Paint Cracking* and 13-060, *Warranty Extension: Civic Roof and Trunk Paint Chalking or Clouding*)

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2006–13	Civic	ALL	VINs begin with 2HG, check iN VIN status for eligibility.

### REVISION SUMMARY

The photograph retention policy under PHOTO REQUIREMENTS was changed.

### BACKGROUND

There are two bulletins that address paint cracking, chalking or clouding.

- SB 14-033, *Warranty Extension: 2006–08 Civic Paint Cracking, Chalking, or Clouding*, which covers some 2006–08 vehicles. This bulletin provides a grace period for vehicles where the warranty expired before American Honda was able to notify some customers of the warranty extension. **This bulletin will expire on 9/30/14** because the vehicles will no longer be eligible for repair under this warranty extension.
- SB 14-034, *Warranty Extension: 2006–13 Civic Paint Cracking, Chalking, or Clouding*. Vehicles covered under this bulletin will have the warranty on their paint extended to 7 years from the original date of purchase with no mileage limit.

This warranty extension applies to some 2006–13 Civics that are painted the following colors:

- B-92P – Nighthawk Black Pearl
- B-529P – Fiji Blue Pearl
- B-536P – Royal Blue Pearl
- B-537M – Atomic Blue Metallic
- B-561P – Dyno Blue Pearl
- NH-701M – Galaxy Gray Metallic
- NH-731P – Crystal Black Pearl
- NH-737M – Polished Metal Metallic
- YR-578M – Urban Titanium Metallic
- B-586P – Dyno Blue Pearl II (2012 model only)

The exterior paint on the hood and the leading edge of the front fenders may crack or look chalky or cloudy. Also the roof, trunk, upper portions of the quarter panel, and the upper portions of the doors may look chalky or cloudy. 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 customer is eligible. American Honda will update this bulletin and the iN VIN status when this warranty extension on all early production vehicles has expired.

This warranty extension only applies to factory-applied paint.

**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.

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.

Only panels outlined in the Operation Numbers and only if they exhibit a problem should be repaired. All paint repairs **MUST** have DPSM approval before starting work.

## CUSTOMER NOTIFICATION

Owners of affected vehicles will receive a notification of this warranty extension. Before doing work on a vehicle, verify its eligibility by doing an iN VIN status inquiry.

## CORRECTIVE ACTION

**Inspect the vehicle and, if necessary, repaint the entire affected panel(s) with an isocyanate two-part color and clearcoat paint after obtaining DPSM approval.**

## PARTS INFORMATION

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

## TOOL INFORMATION

Part Name	Tool Number	Quantity
Electronic Thickness Gauge or Equivalent	PRC5437	1
Magnetic Paint Thickness Pull-off Gauge or Equivalent	PRC2438	1

NOTE: One magnetic paint thickness pull-off gauge was shipped to dealerships around September 2012.

## 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 affected areas, close ups, and a photo of the door jamb label that shows the VIN. If the photos are not approved by your DPSM, your claim may be debited.
- Take photos of every affected area and save them with the repair order (R.O.) for **36 months**. If American Honda requests the photos and they were not saved, your claim may be debited.

## WARRANTY CLAIM INFORMATION

- Enter the paint thickness measurements from INSPECTION PROCEDURE step 4 in the DTC fields.
- For help submitting a paint 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.

**NOTE: Flat Rates include compensation for paint and material; it is not necessary to calculate any materials or paint costs for the claim. Make sure you enter the three paint measurements in the DTC fields of the warranty entry screen.**

### Cracking and/or Clouding (Hood and Front Fenders Only)

**NOTE: Flat Rate includes paint and material costs**

Operation Number	Description	Flat Rate
9119A5	Hood	3.3 hr
9199A2	Front Fender - Right	3.6 hr
9129A2	Front Fender - Left	3.6 hr

### Clouding (Rest of Vehicle)

**NOTE: Flat Rate includes paint and material costs. Just a reminder that only affected panels that exhibit a problem are eligible to be repaired.**

Operation Number	Description	Flat Rate
9109A4 A	Roof  Add for XM antenna in cases where there is a factory installed antenna on the roof. The accessory XM antenna is located inside the vehicle, not on the roof.	6.7 hr 1.8 hr
9179B3 A	Trunk  Add for rear spoiler in cases where the rear spoiler is factory installed.	3.8 hr 0.5 hr
9209A3	Front Door – Right	5.6 hr
9149A4	Front Door – Left	5.6 hr
9219A2	Rear Door – Right	5.0 hr
9159A2	Rear Door – Left	5.0 hr
9229A2	Rear Quarter Panel – Right	4.5 hr
9169A7	Rear Quarter panel – Left	4.5 hr
9279A3	Gas Cap – Door	0.9 hr

### Color Match

**NOTE: One time submission only**

Operation Number	Description	Flat Rate
9009A2	Color Matching	1.5 hr

Failed Part: 60100-SNE-A90ZZ

Defect Code: 5H100

Symptom Code: JE700

Skill Level: Repair Technician

### INSPECTION PROCEDURE

1. Check the paint code label on the driver's door jamb to make sure the paint code is one of the following:

- B-92P – Nighthawk Black Pearl
- B-529P – Fiji Blue Pearl
- B-536P – Royal Blue Pearl
- B-537M – Atomic Blue Metallic
- B-561P – Dyno Blue Pearl
- NH-701M – Galaxy Gray Metallic
- NH-731P – Crystal Black Pearl
- NH-737M – Polished Metal Metallic
- YR-578M – Urban Titanium Metallic
- B-586P – Dyno Blue Pearl II (2012 model only)

NOTE: If the paint code is not listed above, this bulletin does not apply.

2. Clean the vehicle, then bring it inside a shop with overhead lighting. Do not try to inspect the vehicle in sunlight as the sun's intensity may affect the ability to see any potential damage.
3. Inspect the affected areas of the vehicle for cracking, chalky, or cloudy paint. If the paint appears like the pictures shown below, go to step 4.

**CHALKY OR CLOUDY AREA**



**CHALKY OR CLOUDY AREA**



**CHALKY OR CLOUDY AREA**



**CRACKED**



**CRACKED**

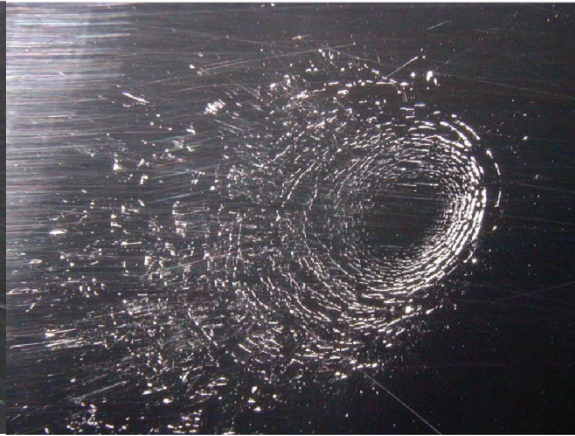




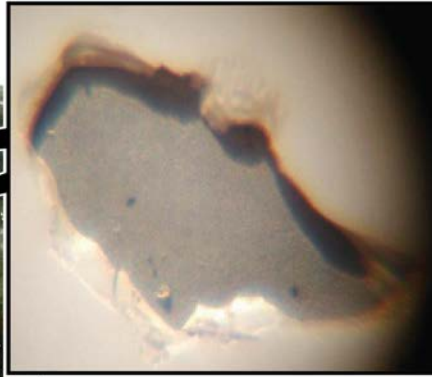
- If the damage looks like one of the following below, this bulletin does not apply.

***BIRD DROPPING***

***DAMAGE FROM A THROWN EGG***



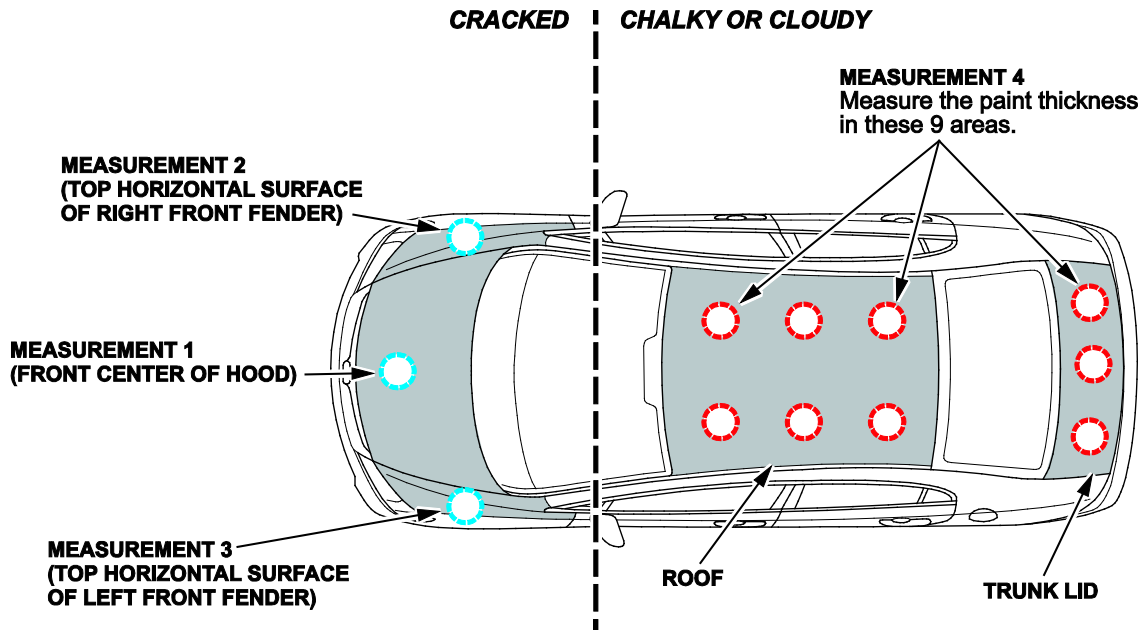
***PAINT CHIPPING***



4. You must measure the paint thickness in at least three different areas of the affected panels as shown using a magnetic pull-off gauge or an electronic paint thickness gauge to make sure it was applied by the factory. Average these measurements and write down the result on the R.O. You will need this value to submit the warranty claim.

NOTE: If you do not have a gauge to measure the paint thickness, it will be necessary for you to borrow one from your dealer body shop or the independent body shop you send work to. The paint thickness measurements are required for each warranty claim. Gauges were sent to each dealer around September 2012.

The factory paint thickness should be between 4 and 5 mil (100 to 125 microns). If it is thicker, the paint may not be factory applied. When you contact your DPSM for approval, inform them that the paint is thicker than 5 mil. After receiving DPSM approval, go to REPAIR PROCEDURE.



## REPAIR PROCEDURE

### Cracked Paint

1. Using best body shop techniques, properly mask the vehicle to avoid overspray.  
NOTE: The cracking paint will only affect the hood and one fender or, in some cases, both fenders.
3. Remove the cracked paint by sanding the affected area of the hood and one or in some cases both front fenders down to the metal.
4. Prime and repaint the affected area(s) using an isocyanate two-part and clearcoat paint. Make sure the paint is blended in to match the other panels and the bumper.

### Chalky or Cloudy Paint

1. Using best body shop techniques, properly mask the vehicle to avoid overspray.
2. Remove the chalky or cloudy areas by sanding the affected area(s).  
NOTE: If there is any chalky or cloudy paint on the hood or the top of one fender or, in some cases, both front fenders, sand the paint down to the metal.
3. Repaint the affected area(s) using an isocyanate two-part color and clearcoat paint. Make sure the paint is blended in to match the other panels.