

July 23, 2016

03969 Version 1

Creak From the B-pillar

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2014–15	Odyssey	ALL	ALL
2016	Odyssey	ALL	5FNRL....GB000001 thru 5FNRL....GB044289

SYMPTOM

A creak is heard from the base of the B-pillar when driving on uneven surfaces or during acceleration and braking.

POSSIBLE CAUSES

The sheet metal has a touch point deep within the base of the B-pillar.

CORRECTIVE ACTION

Separate the sheet metal at the touch point at the B-pillar on affected side only.

TOOL INFORMATION

Tool Name	Tool Number	Quantity
Snap-on Borescope	BK5600	1
Chisel (5.5" X 3/8")	Snap-on PPC812B or similar	1
Acid Brush	Commercially Available	1

REQUIRED MATERIALS

Part Name	Part Number	Quantity
Expanding Foam	Commercially Available	1
Undercoat	Commercially Available	1

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

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8570A8	Separate the sheet metal at the touch point at the B-pillar on affected side only (left or right side).	1.9 hrs	07406	04201	16-035A	63610-TK8-306ZZ

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A	For additional side (if necessary) - add	1.9 hrs				

Skill Level: Repair Technician

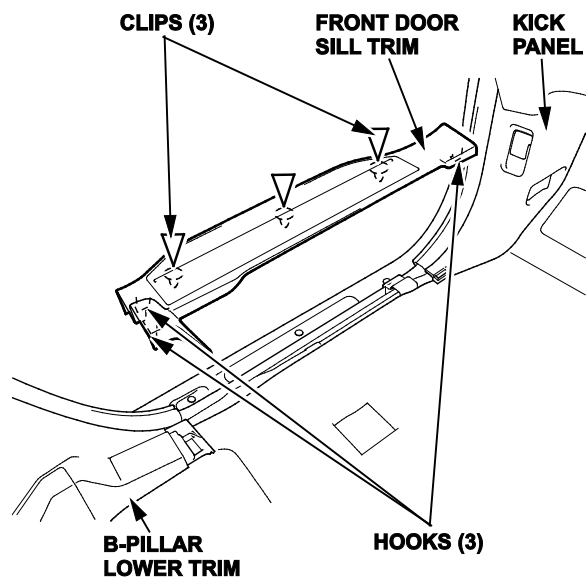
DIAGNOSIS

- Test drive the vehicle on an uneven surface (driveway) to determine if the noise is coming from the B-pillar area.
 - If the noise is coming from the B-pillar. Go to REPAIR PROCEDURE.
 - If the noise is not coming from the B-pillar, continue with normal troubleshooting.

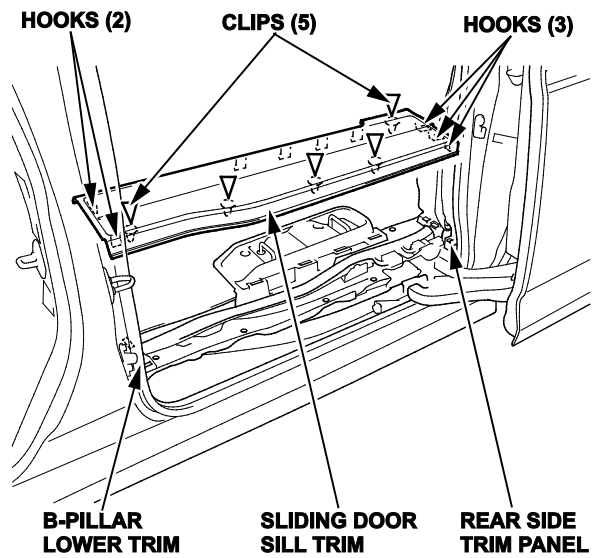
REPAIR PROCEDURE

NOTE: This procedure is in an outline form. For more information on how to remove these items, refer to the service information.

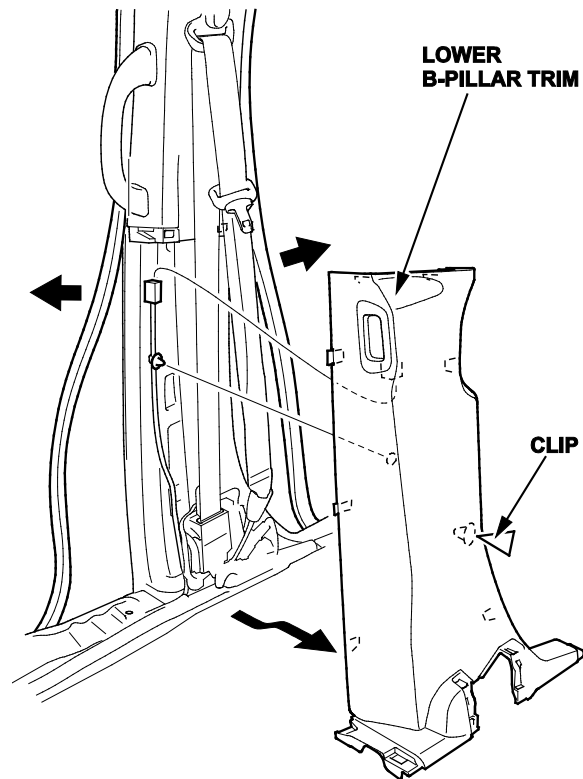
- Move the seat position and the recliner as far forward as possible.
- Disconnect the battery and wait 3 minutes.
- Remove the middle row seat.
- Remove the front door sill trim.



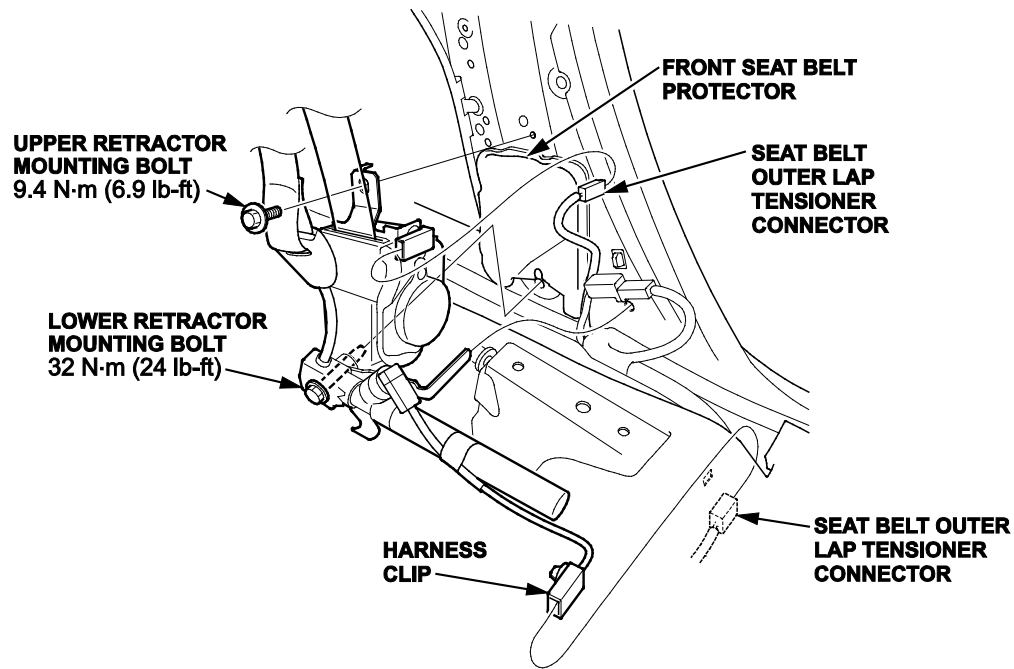
5. Remove the sliding door sill trim.



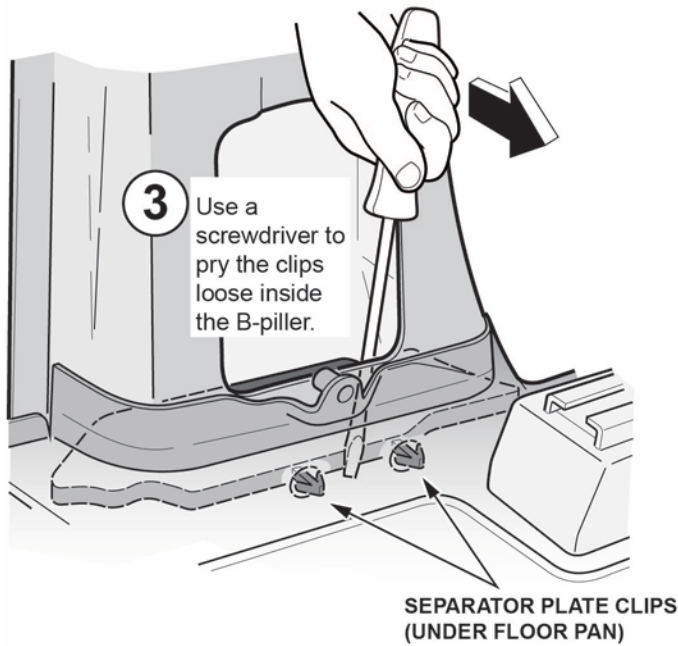
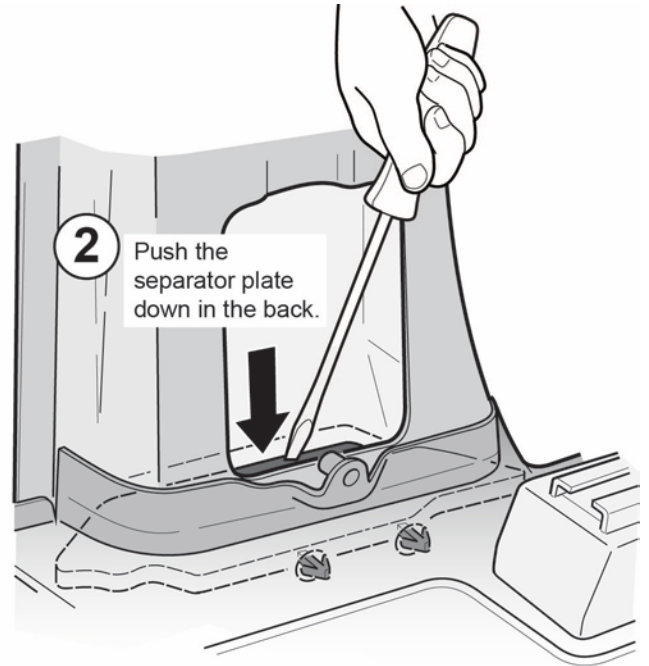
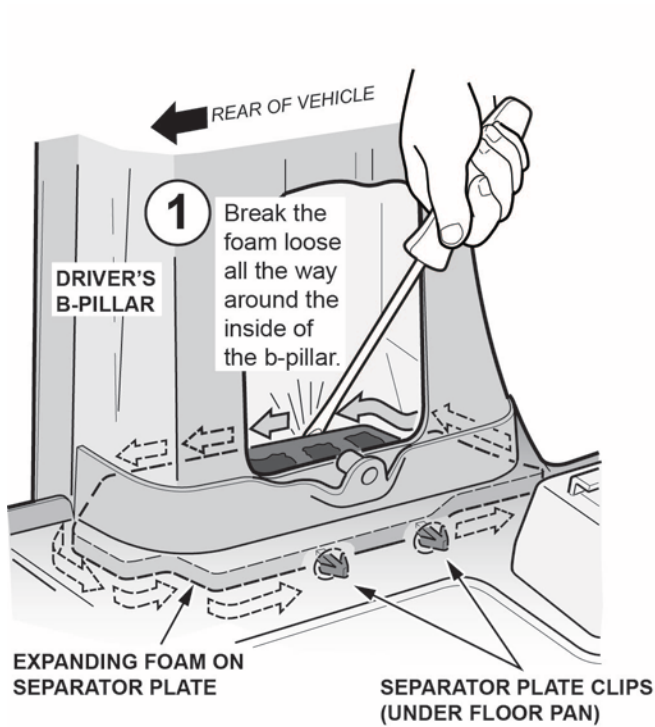
6. Remove the lower B-pillar trim.



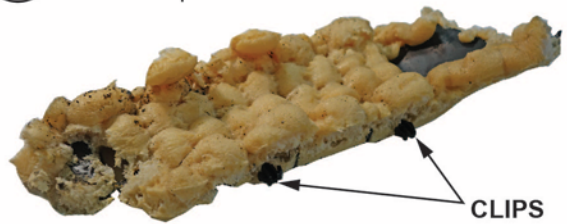
7. From under the carpet, disconnect the seat belt tensiometer connectors and detach the harness clip. Disconnect the seat belt outer lap tensiometer connector, then place the retractor on the front seat.



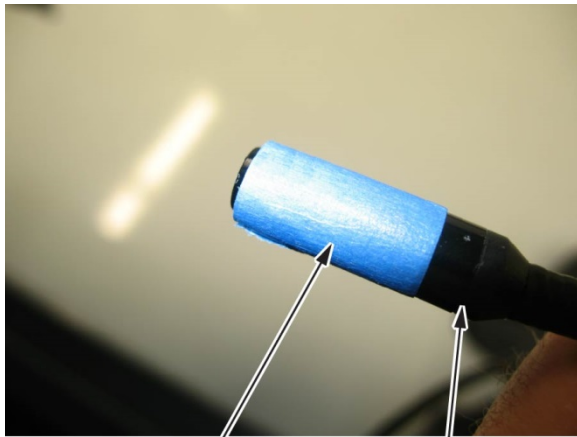
8. Use a large flat-blade screwdriver or pry bar to separate the expanding foam that is applied to the plastic separator plate from the inner walls of the B-pillar as shown. Push the back edge of the separator plate down into the B-pillar, then remove the separator plate.



- 4** Remove the separator plate from the B-pillar.

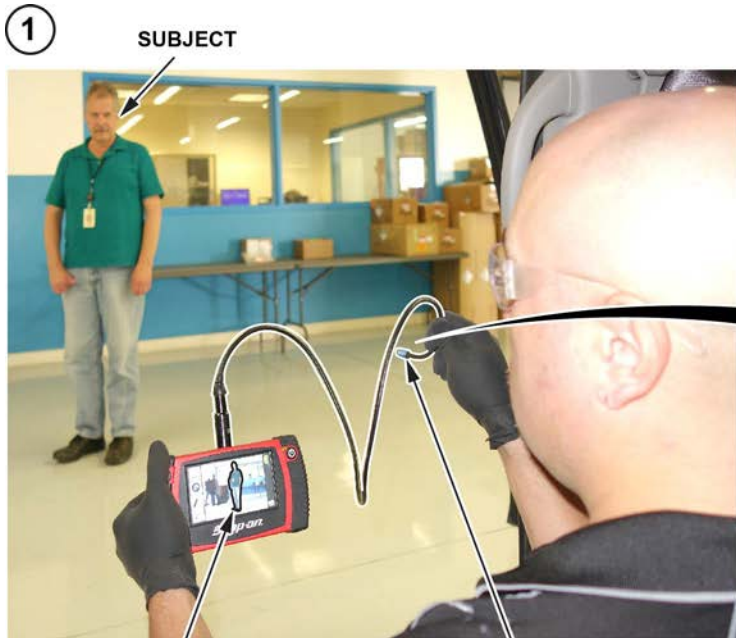


9. Wrap some masking tape around the front edge of the borescope camera.



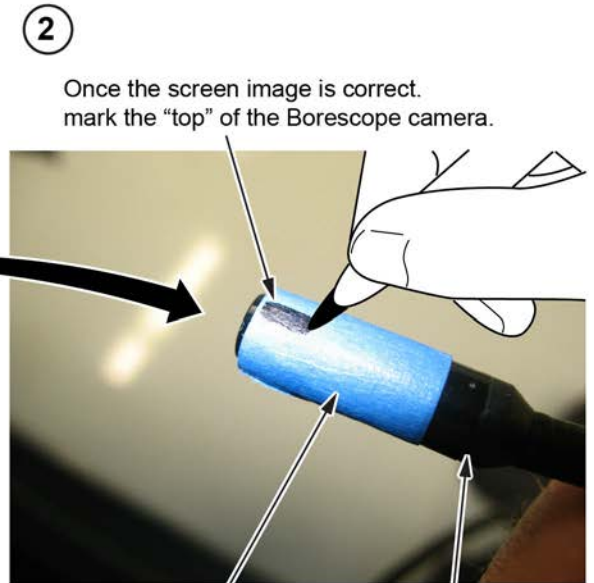
TAPE
BORESCOPE
CAMERA

10. Turn on the borescope and adjust the camera until you get the display level as shown. Then, put a mark on top of the tape to show the correct orientation for the display.



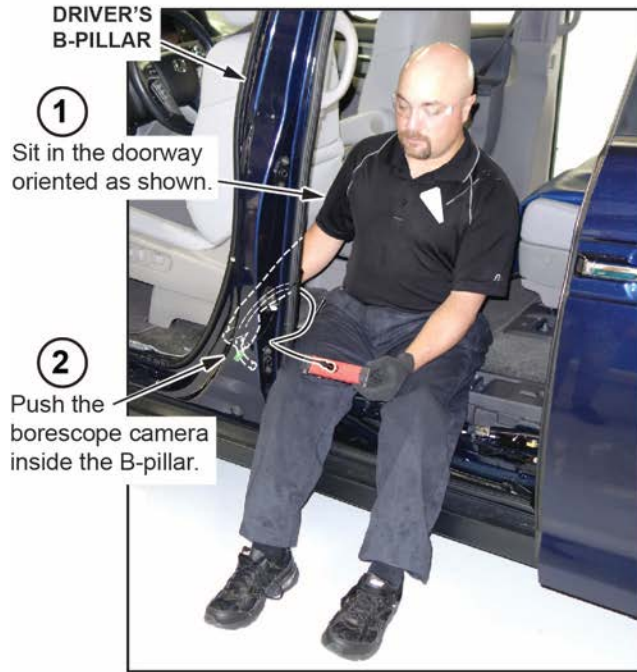
Be sure the subject is upright
on the Borescope screen image.

Rotate the camera head to
change the image orientation.

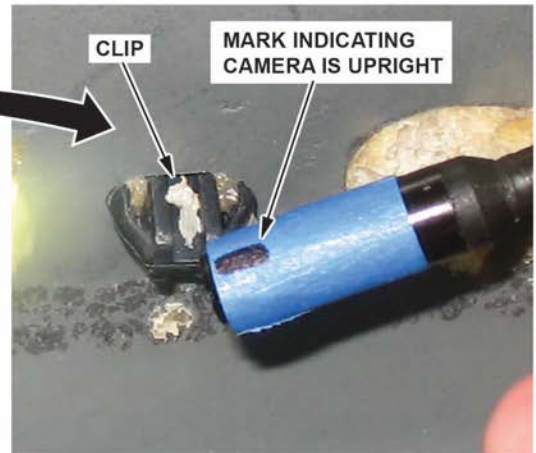


TAPE
BORESCOPE
CAMERA

11. From a sitting position in the door opening, insert the borescope camera down into the seat belt retractor opening. Place the camera near the black plastic clip and aim toward the rear of the vehicle as shown.

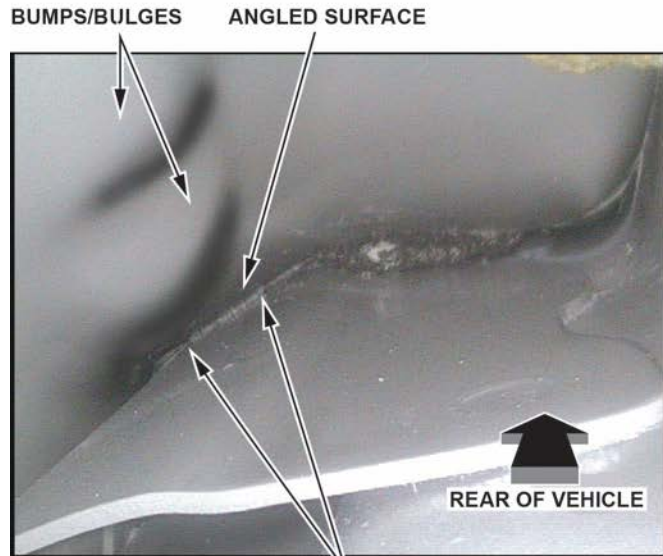


Locate the borescope camera next to the black clip inside the seatbelt retractor opening.



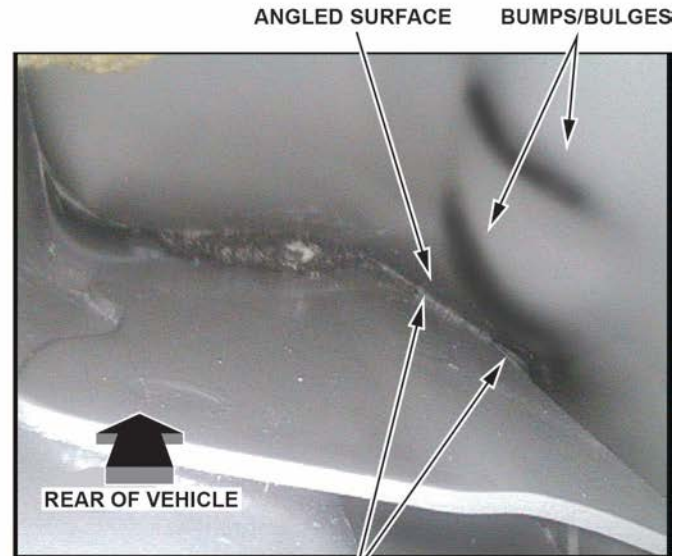
12. Position the camera to inspect the specified location to confirm the touch point area.

BORESCOPE VIEW INSIDE THE DRIVER'S SIDE B-PILLAR



TOUCHPOINT BETWEEN THE TWO SHEETS OF METAL

BORESCOPE VIEW INSIDE THE PASSENGER'S SIDE B-PILLAR

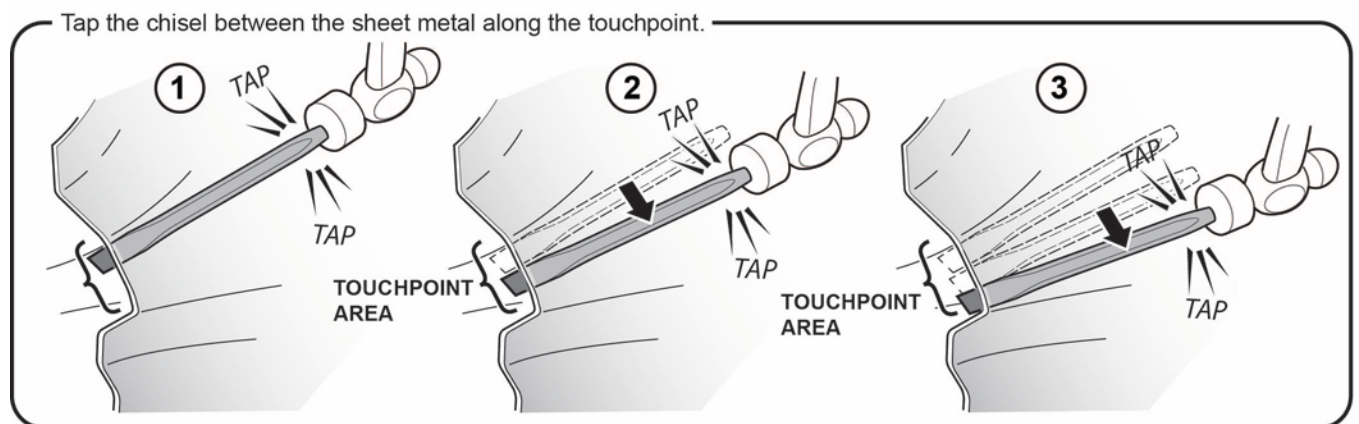
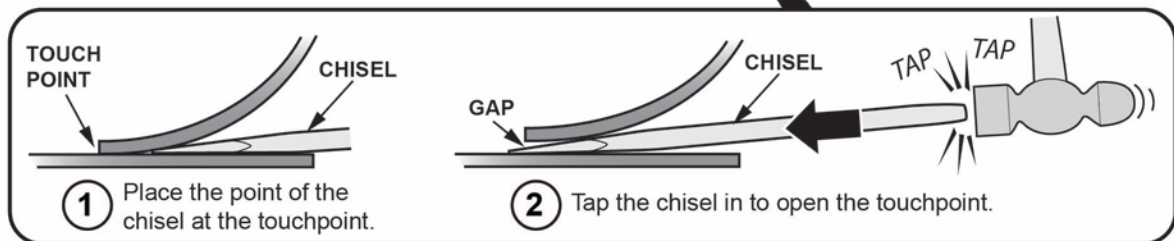
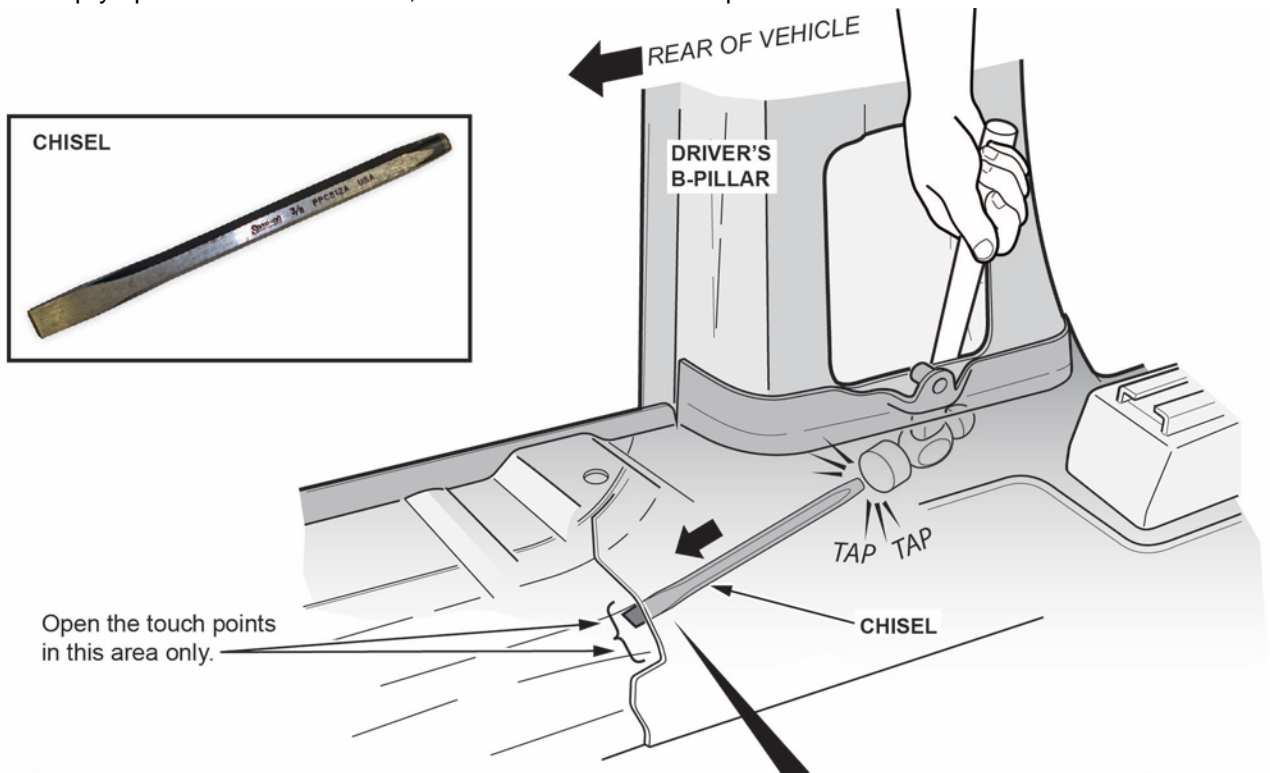


TOUCHPOINT BETWEEN THE TWO SHEETS OF METAL

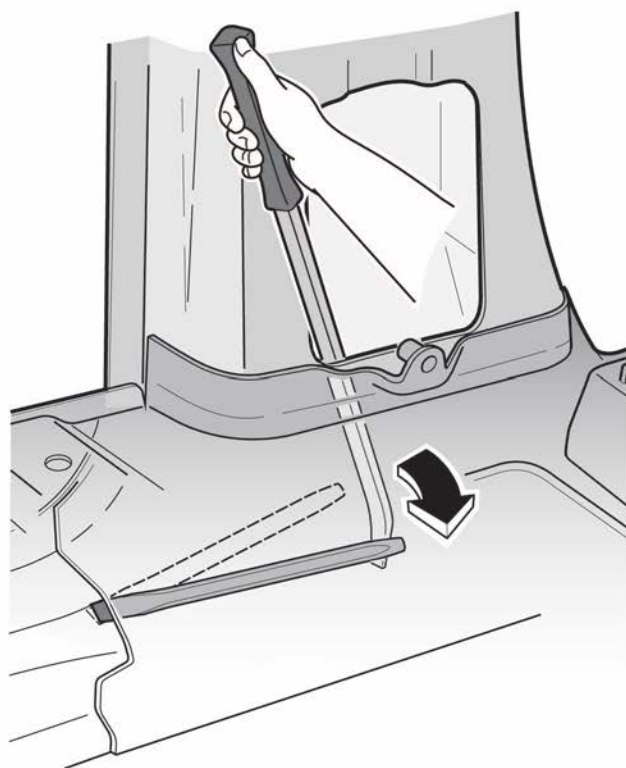
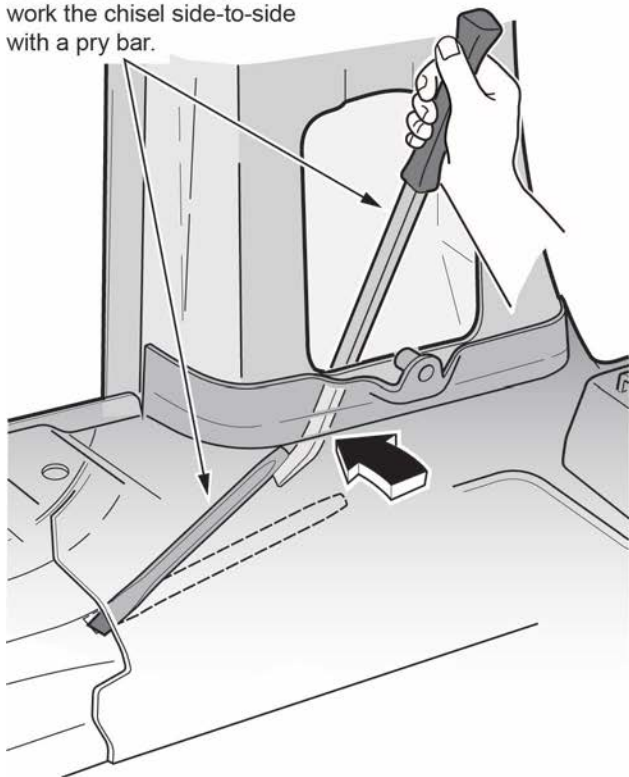
13. Using a hammer and a small chisel, separate the sheet metal all along the touch points. Tap the chisel several times to obtain separation.

NOTE:

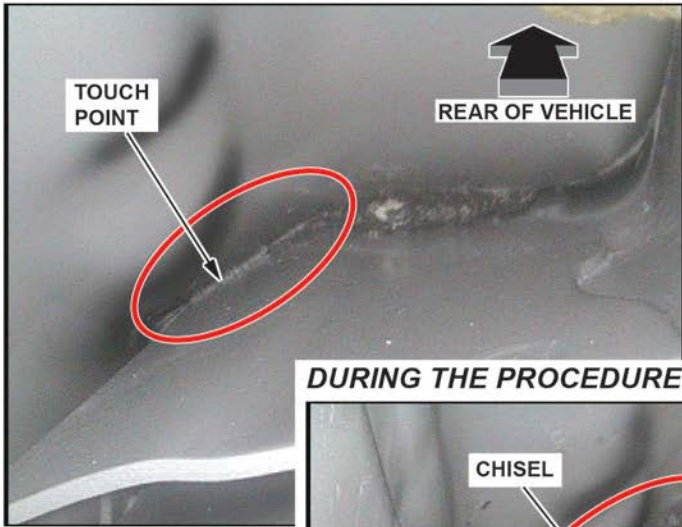
- Drive the chisel in between the sheet metal in several locations to get the proper separation along the touch point area.
- You will need to use a pry bar to remove the chisel from the B-pillar. Work it side to side to remove it.
- DO NOT pry up or down on the chisel; it could break off in the B-pillar.



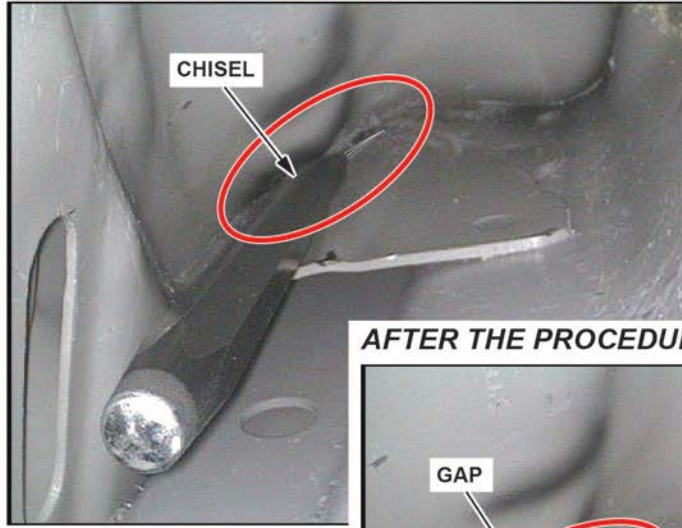
To release the chisel, work the chisel side-to-side with a pry bar.



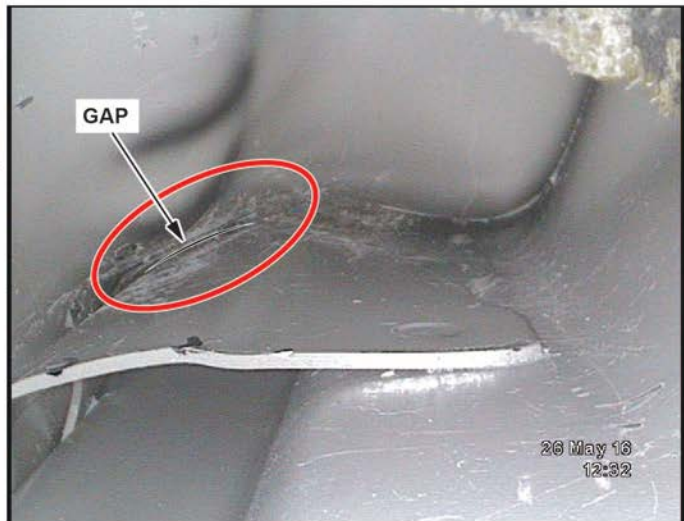
BEFORE THE PROCEDURE:



DURING THE PROCEDURE:

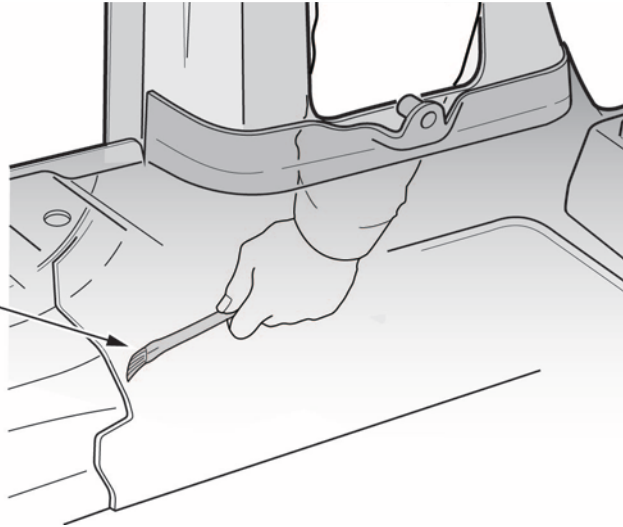


AFTER THE PROCEDURE:



14. After separating the sheet metal, temporarily install the seatbelt retractor and reconnect the battery.
15. Test-drive the vehicle to confirm the noise has been eliminated.
16. Apply undercoat to the separation area to prevent rust.

Inside the B-pillar,
paint undercoat on any surfaces
that may have been marred
in the adjustment process.

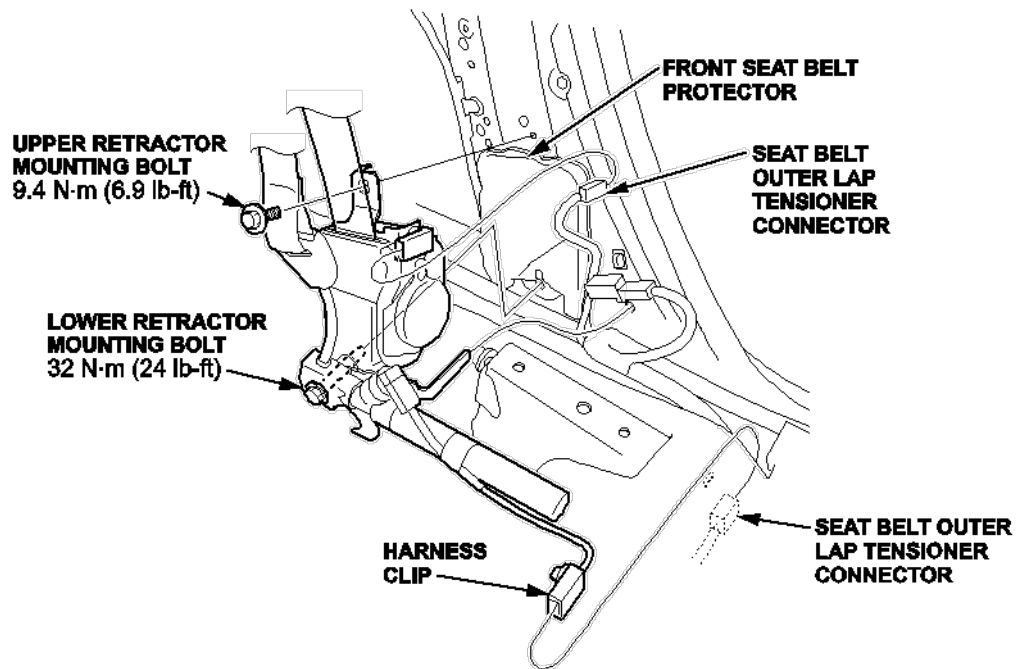


17. Install the plastic separator plate.

NOTE: The clips on the plastic separator may have been deformed during removal. Bend or trim the clips as needed to help inserting them back into the holes.

18. Seal the plastic separator by applying commercially available expanding foam around the perimeter.

19. Install all removed parts and torque the retractor upper mounting bolts to **9.4 N·m (6.9 lb-ft)** and the lower retractor mounting bolts to **32 N·m (24 lb-ft)**.



20. Repeat on the opposite side if necessary.

END