

Windshield Is Cracked With No Sign of Impact

AFFECTED VEHICLES

Year	Model	Engine	Trans	Trim Level	VIN Range
2018-19	Accord	ALL	ALL	ALL	ALL
2020	Accord	1.5T	CVT	LX	1HGCV1...LA000001 thru 1HGCV1...LA018346
2020	Accord	1.5T	M/T	Sport	1HGCV1...LA000001 thru 1HGCV1...LA021320
2020	Accord	1.5T	CVT	Sport	1HGCV1...LA000001 thru 1HGCV1...LA018294
2020	Accord	1.5T	CVT	EX	1HGCV1...LA000001 thru 1HGCV1...LA018723
2020	Accord	1.5T	CVT	EX-L	1HGCV1...LA000001 thru 1HGCV1...LA018790
2020	Accord	2.0T	M/T	Sport	1HGCV2...LA000001 thru 1HGCV2...LA002540
2020	Accord	2.0T	A/T	Sport	1HGCV2...LA000001 thru 1HGCV2...LA002232
2020	Accord	2.0T	A/T	EX-L	1HGCV2...LA000001 thru 1HGCV2...LA002094
2020	Accord	2.0T	A/T	Touring	1HGCV2...LA000001 thru 1HGCV2...LA002149
2020	Accord Hybrid	ALL	CVT	Base	1HGCV3...LA000001 thru 1HGCV3...LA001068
2020	Accord Hybrid	ALL	CVT	EX	1HGCV3...LA000001 thru 1HGCV3...LA001287
2020	Accord Hybrid	ALL	CVT	EX-L	1HGCV3...LA000001 thru 1HGCV3...LA001035
2021	Accord Hybrid	ALL	CVT	EX-L	1HGCV3...LA000001 thru 1HGCV3...LA001167

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.

SYMPTOM

The windshield has a stress crack starting from the edge of the windshield.

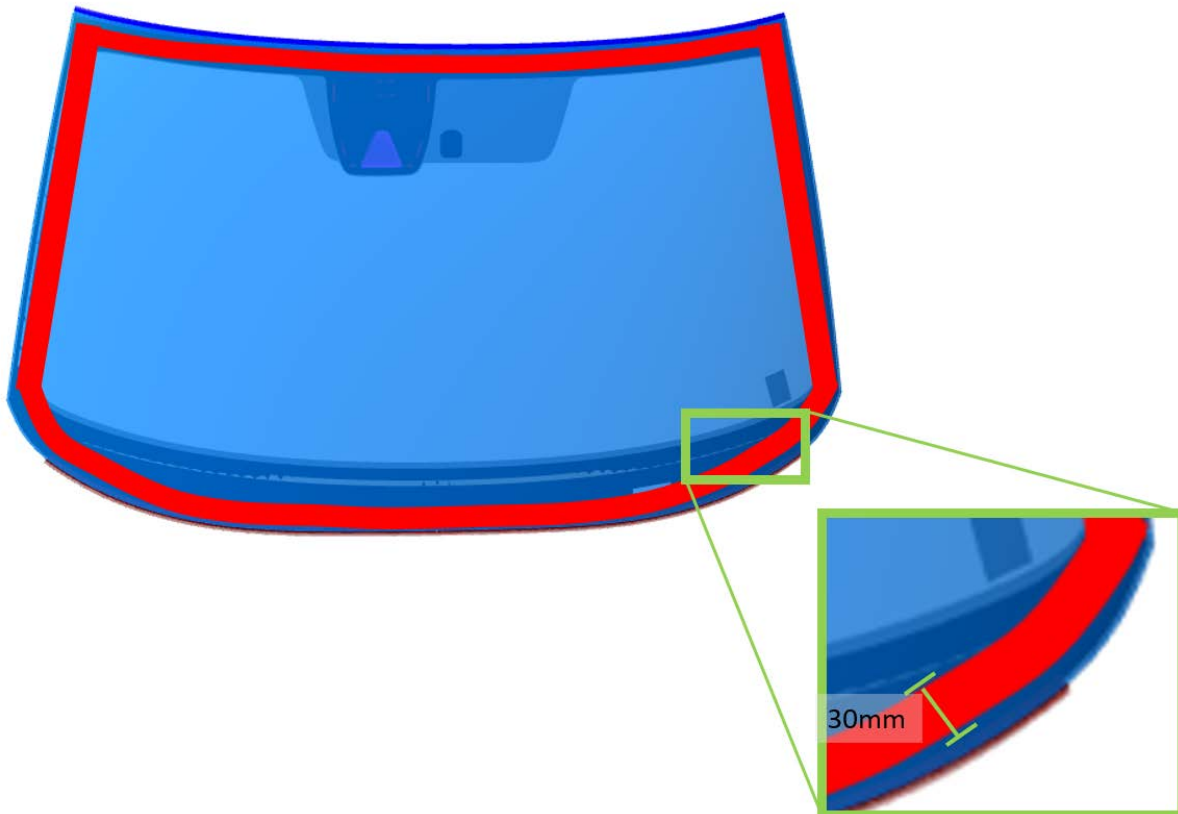
NOTE

Make sure the crack is similar to the examples shown in the photos. If the windshield is cracked from debris or other objects, or cracked in another location, this service bulletin does not apply.



POSSIBLE CAUSE

The area up to 30 mm from the outer edge of the windshield is susceptible to cracking.



CORRECTIVE ACTION

Replace the windshield.

Make sure you take digital photos of the crack, and obtain DPSM approval before you replace the windshield. Refer to Service Bulletin 09-094, *Photos for Warranty Windshield Claims*.

Conditions Not Covered by the Factory Warranty

There are some causes of windshield breakage that are simply beyond strength limitations of laminated automotive glass. These causes of damage are typically environmental or abuse situations and are not covered under factory warranty, and this bulletin does not apply.

- **Cracks with starting points more than 30 mm from the outer edge of the windshield.**



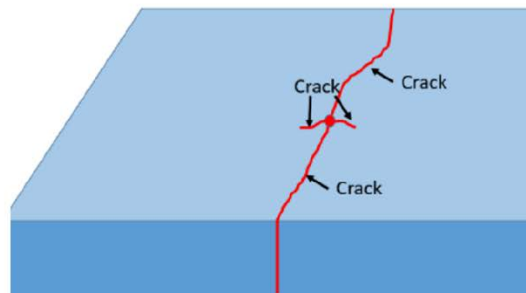
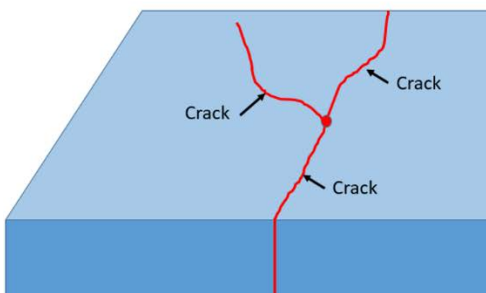
- **Cracks with a visible impact point.**

If you can identify an impact point while standing at arm's length from the crack, it is safe to assume that the impacting object hit the glass hard enough that internal stress was not a factor in the formation of the crack.



- **Cracks with multiple cracks running from a single point.**

Multiple cracks from a single point indicate a high-energy impact and not a result of a factory defect.



Star chips, these are usually more central to the glass and another example of a high-energy impact crack. Star chips are usually due to stone impact.



- **Any break with concentric circles around an initiation point.**

This break pattern is typically associated with a high-energy impact from a blunt object (such as a baseball). These breaks occur well beyond the strength limitation of the glass and are another example of environment or abuse damage.



NOTES

- All windshield claims are subject to photo requirement as defined by Service Bulletin 09-094, *Photos for Warranty Windshield Claims*. This includes 4 to 5 photos that must include: doorjamb VIN label, windshield with all four corners visible, close-up shot of the defect or crack, and defect area of the body after windshield removal.
- Claims submitted without supporting digital photos will be rejected.

PARTS INFORMATION

Part Name	Part Number	Quantity
Front Glass Set (LX and Sport 1.5T)	73111-TVA-A01	1
Front Glass Set (EX and Sport 2.0T)	73111-TVA-A11	
Front Glass Set (EX-L)	73111-TVA-A21	
Front Glass Set (Touring)	73111-TVA-A31	
Front Windshield Molding	73150-TVA-A01	1
Front Windshield Clip (Upper)	91568-TA0-A00	2
Front Windshield Molding (Lower)	73151-TVA-A01	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
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831120	Replace the windshield. (LX and Sport 1.5T)	1.7 hr	01701	01801	A20118A	73111-TVA-A11
D	With front multipurpose camera - add.	0.9 hr				
831120	Replace the windshield. (EX and Sport 2.0T)	1.7 hr	01701	01801	A20118B	73111-TVA-A11
D	With front multipurpose camera - add.	0.9 hr				
831120	Replace the windshield. (EX-L)	1.7 hr	01701	01801	A20118C	73111-TVA-A11
D	With front multipurpose camera - add.	0.9 hr				
831120	Replace the windshield. (Touring)	1.7 hr	01701	01801	A20118D	73111-TVA-A11
D	With front multipurpose camera - add.	0.9 hr				

Skill Level: Repair Technician

Refer to Service Bulletin 09-094, *Photos for Warranty Windshield Claims*.

REPAIR PROCEDURE

Replace the windshield. Refer to the service information; online, enter keyword **WINDSHIELD**, and select **Windshield Removal and Installation** from the list.

END