

September 13, 2024

Version 2

## Product Update: 2023 HR-V Rear Window Inspection

Supersedes 24-017, dated July 17, 2024, to update the parts information in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2023	HR-V	ALL	Check the iN VIN status for eligibility

### REVISION SUMMARY

Under PARTS INFORMATION, rear windshield glass disposal was added.

### BACKGROUND

During the assembly process for some vehicles, the sealer used to secure the rear glass have contacted the defroster heating elements. This can lead to a hot-spot and the weakening of the glass over time as the defroster is used.

### CUSTOMER NOTIFICATION

Owners of the affected vehicles will be sent a notification of this campaign. Do an iN VIN status inquiry to verify eligibility. Some vehicles affected by this campaign may be in the dealer's new or used car inventory. Repair these vehicles before they are sold.

### CUSTOMER REIMBURSEMENT

If the customer previously paid to have the rear glass replaced, even if they no longer own the vehicle, they may be eligible for reimbursement. If the customer received a customer letter refer to the attached reimbursement form for eligibility requirements, instructions, and the reimbursement procedure.

For any questions and support please call American Honda's Customer Support & Campaign Center at **(1-888-234-2138)**.

### CORRECTIVE ACTION

Inspect the rear glass. If necessary, replace the rear windshield glass.

**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.

## PARTS INFORMATION

### NOTE:

- This is a VIN controlled part; dealers must provide a valid VIN to order parts.
- As of August 29, 2024, the removed rear windshield glass under this service bulletin may be disposed of immediately in accordance with state and local regulations. The published retention policy remains in effect for all other parts.
- If you have any questions about this exception or other parts retention issues, contact the WPI Administrative Office at 937-642-2737.

### 2WD Vehicles

Part Name	Part Number	Quantity
LX 2WD Rear Windshield Kit	06732-3W0-306	1
Sport, EX-L 2WD Rear Windshield Kit	06732-3W0-305	1

### AWD Vehicles

Part Name	Part Number	Quantity
LX AWD Rear Windshield Kit	06732-3W1-306	1
Sport, EX-L AWD Rear Windshield Kit	06732-3W1-305	1

## WARRANTY CLAIM INFORMATION

### Inspection if rear windshield is not shattered.

NOTE: A photo of the VIN plate and two clear photos of the urethane sealer contacting the defroster grid around the couplers must be included when submitting your claim, or the claim may be subject to a **debit**.

- Sublet out to glass shop for rear windshield replacement with a **PDF attachment** of bill in the claim.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8325A0	Urethane sealer is <b>not adhering</b> to the defroster grid. No further action needed	0.3 hr	6GL00	GGE00	A24012A	73211-3W0-A01

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8325A1	<b>2WD LX:</b> Urethane sealer <b>adheres</b> to the defroster grid. Replace rear windshield ( <b>Includes</b>	0.4 hr	6GL00	GGE00	A24012B	73211-3W0-A01
8325A1	<b>2WD Sport/EXL:</b> Urethane sealer <b>adheres</b> to the defroster grid. Replace rear windshield ( <b>Includes photos</b> )	0.4 hr	6GL00	GGE00	A24012C	73211-3W0-305
8325A1	<b>AWD LX:</b> Urethane sealer <b>adheres</b> to the defroster grid. Replace rear windshield ( <b>Includes photos</b> )	0.4 hr	6GL00	GGE00	A24012D	73211-3W0-A11

8325A1	<b>AWD Sport/EXL:</b> Urethane sealer <b>adheres</b> to the defroster grid. Replace rear windshield ( <b>Includes photos</b> )	0.4 hr	6GL00	GGE00	A24012E	73211-3W0-306
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**Inspection if rear windshield is shattered.**

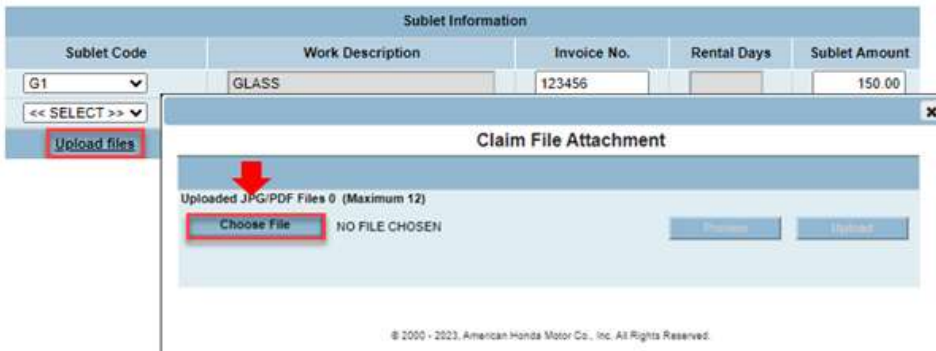
NOTE: **A photo of the VIN plate and two clear photos** of the shattered rear windshield must be included when submitting your claim, or the claim may be subject to a **debit**.

- Sublet out to glass shop for rear windshield replacement with **a PDF attachment** of bill in the claim.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8321B8	<b>2WD LX:</b> Replace shattered rear windshield – ( <b>Includes photos &amp; cleaning</b> of broken glass)	1.2 hr	6GL00	GGE00	A24012F	73211-3W0-A01
8321B8	<b>2WD Sport/EXL:</b> Replace shattered rear windshield – ( <b>Includes photos &amp; cleaning</b> of broken glass)	1.2 hr	6GL00	GGE00	A24012G	73211-3W0-305
8321B8	<b>AWD LX:</b> Replace shattered rear windshield – ( <b>Includes photos &amp; cleaning</b> of broken glass)	1.2 hr	6GL00	GGE00	A24012H	73211-3W0-A11
8321B8	<b>AWD Sport/EXL:</b> Replace shattered rear windshield – ( <b>Includes photos &amp; cleaning</b> of broken glass)	1.2 hr	6GL00	GGE00	A24012J	73211-3W0-306

**File Attachment Instructions for a Sublet Claim:**

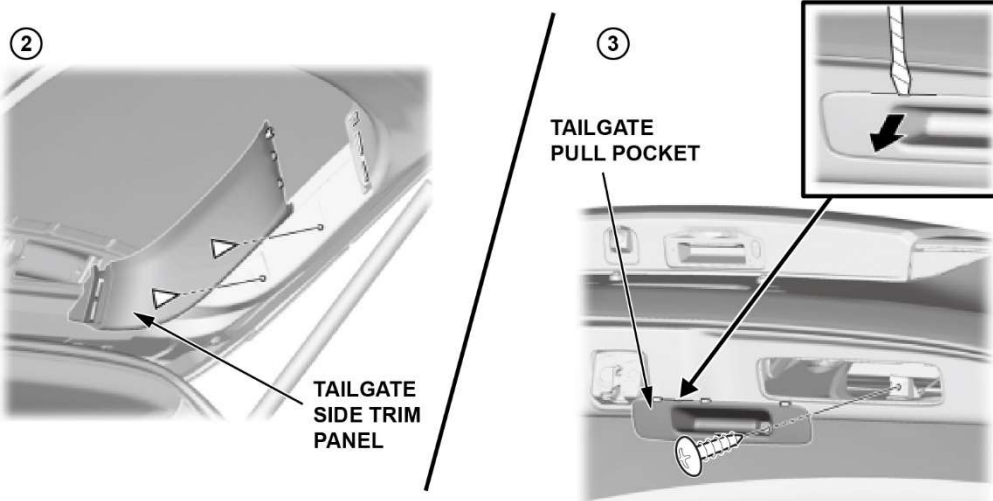
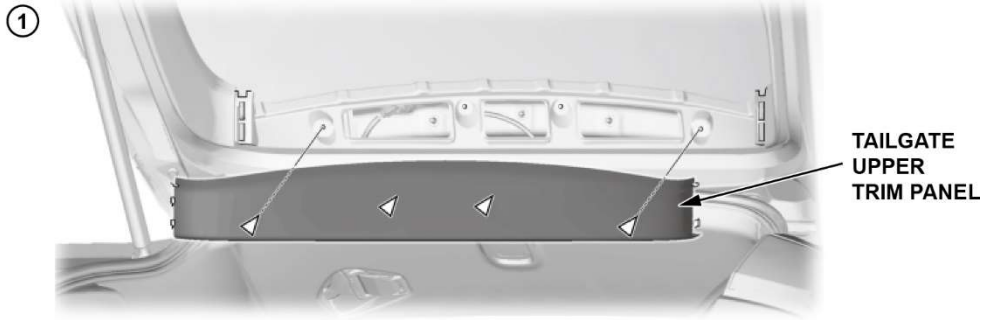
Select **G1** from the sublet code, enter the invoice number, amount and then upload the required **bulletin photos** and **PDF copy** of the glass shop invoice.



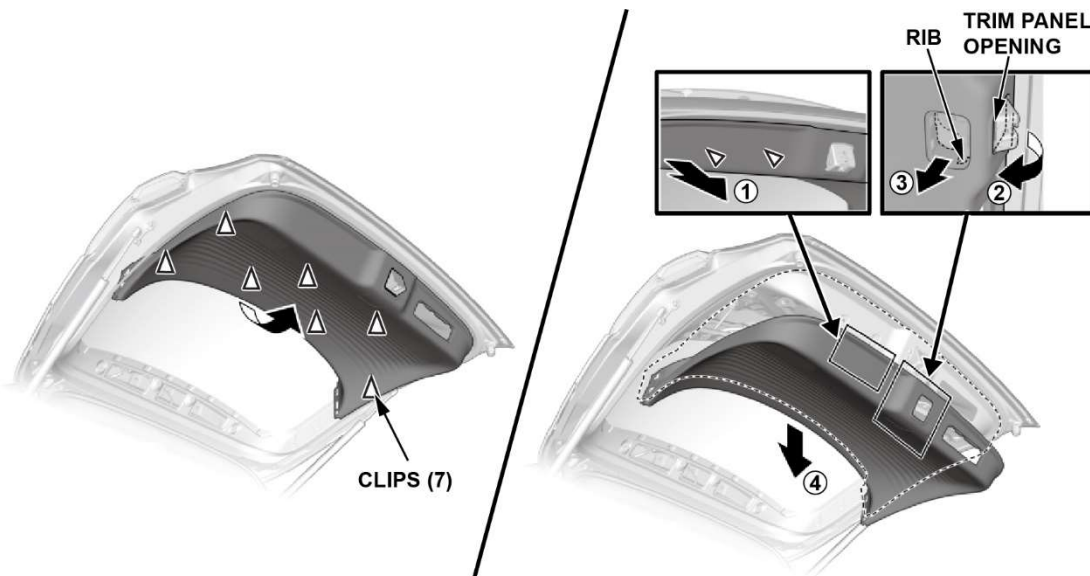
## INSPECTION PROCEDURE

If the rear windshield glass is not shattered, do the following:

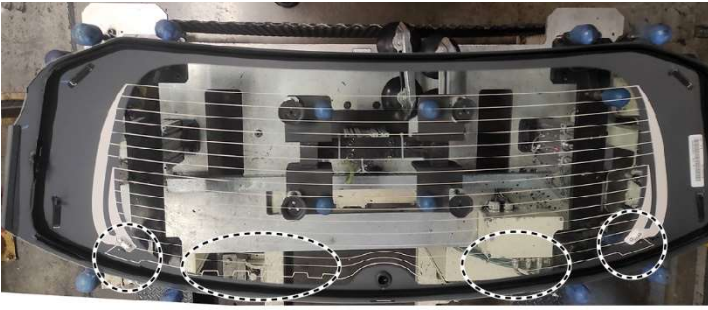
1. Lift the tailgate and remove the following trim pieces:



2. Remove the tailgate trim panel.

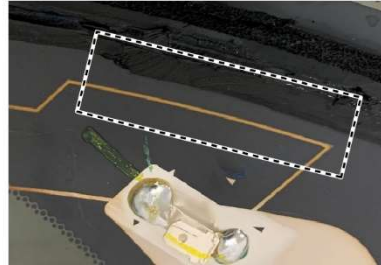
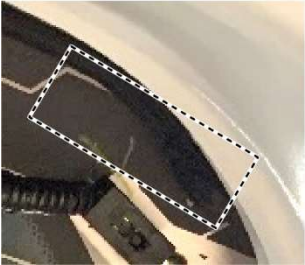


3. Inspect the urethane sealer for contact with the defroster grid lines.



**IMPROPER APPLICATION**

**CORRECT APPLICATION**



4. **For incorrect** urethane sealer application take a photo of the **VIN plate** and **two photos**, one of **each coupler** where the urethane contacts the defroster grid line. Then, proceed to step 4 of the REPAIR PROCEDURE.

**For correct** urethane sealer application: the inspection is complete, and no repair is required.

**If the rear windshield glass is shattered, do the following:**

NOTE: Make sure that the vehicle does not have any visual body damage that could have caused the rear glass to shatter.

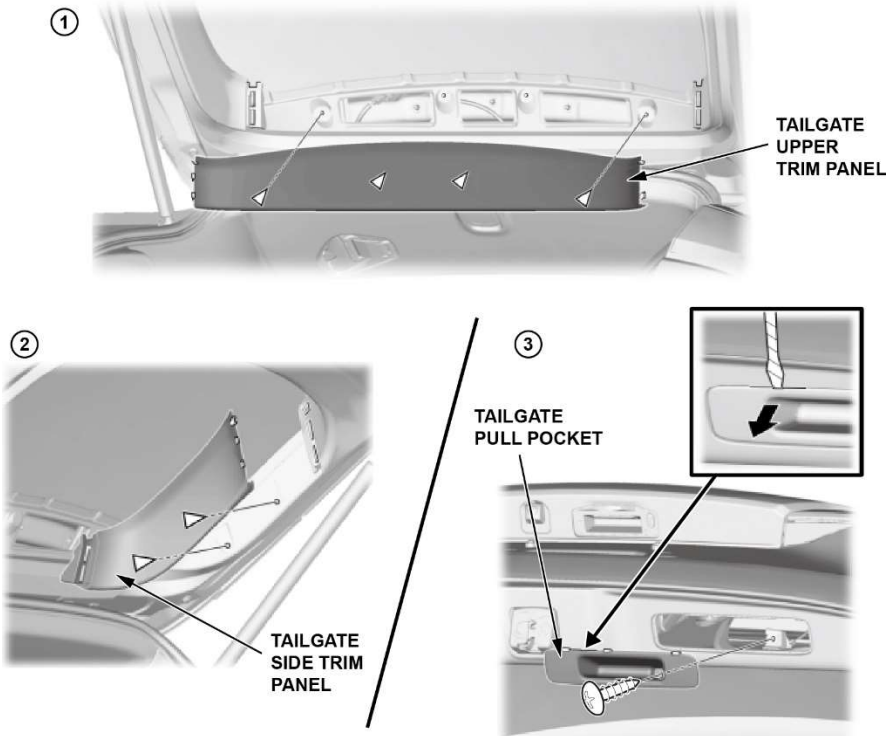


1. Take a photo of the **VIN plate** plus **two photos** of the broken windshield and upload to the warranty claim.
2. Clean any debris in the rear cargo area, and inside of the rear tailgate, caused by the shattered glass.
3. If there are no signs of damage to the bumpers, tailgate, wiper, or body alignment issues, and the tailgate opens and closes properly, go to the **REPAIR PROCEDURE** and replace the rear windshield glass.

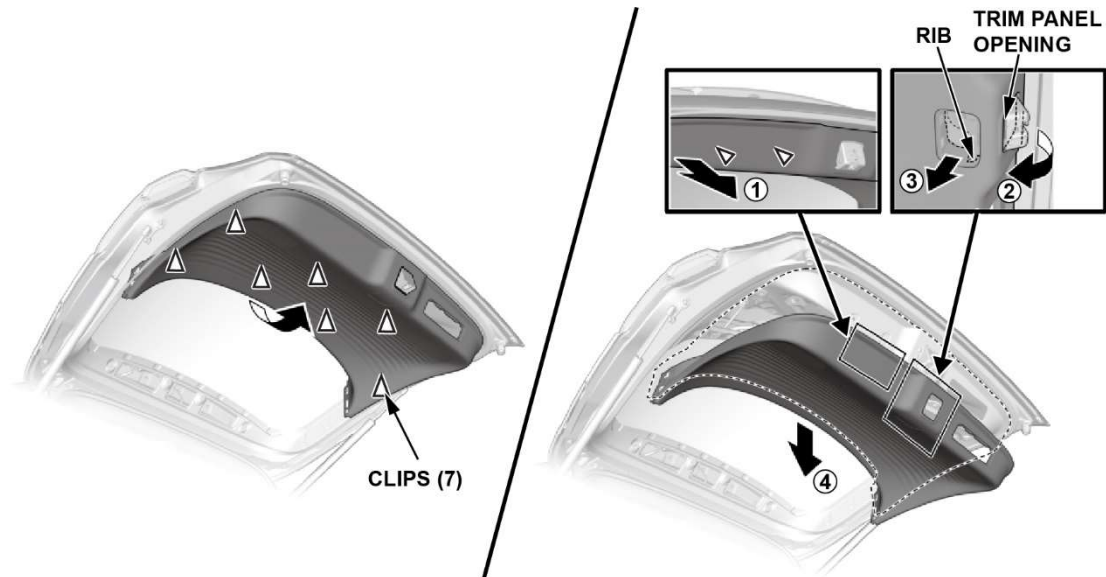
If there are signs of visible body damage (from a vehicle accident), refer to the **DPSM** for evaluation.

## REPAIR PROCEDURE

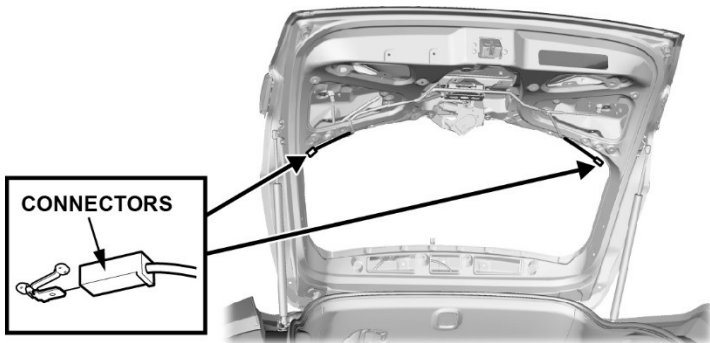
1. Lift the tailgate and remove the following trim pieces:



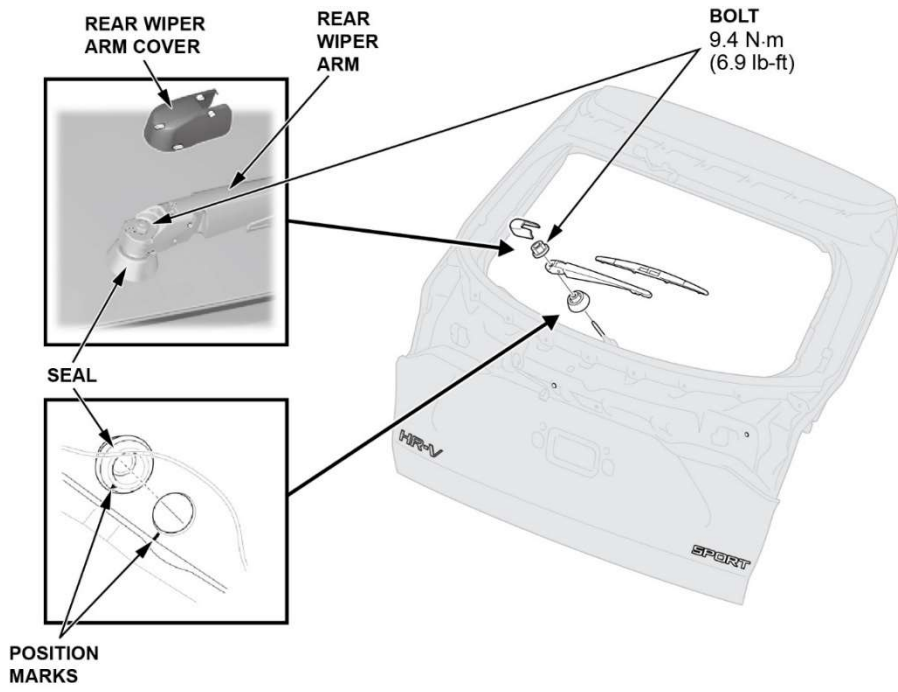
2. Remove the tailgate trim panel.



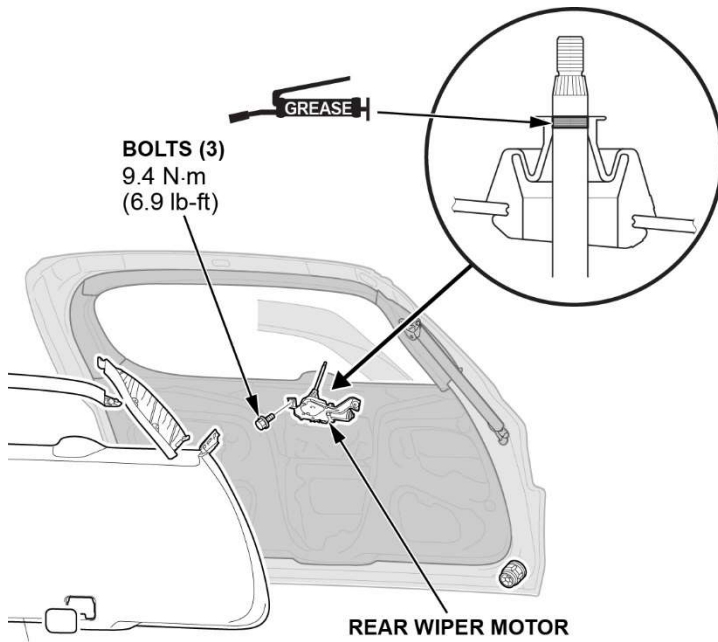
3. Disconnect the connectors.



4. Remove the following:

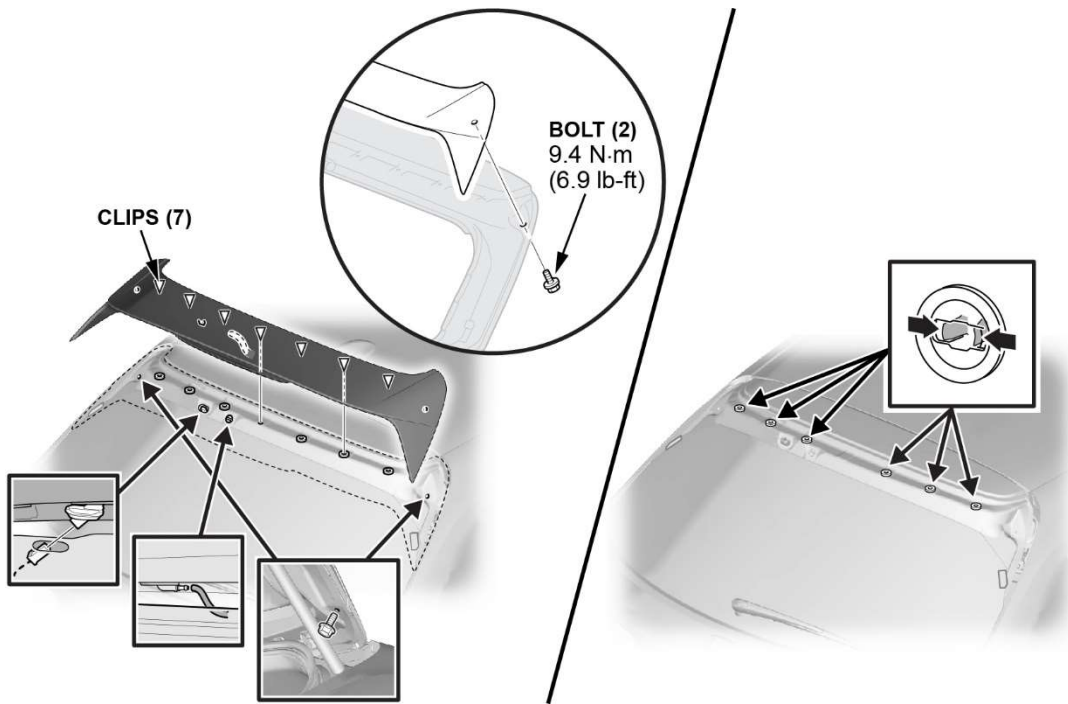


5. Remove the rear wiper motor.

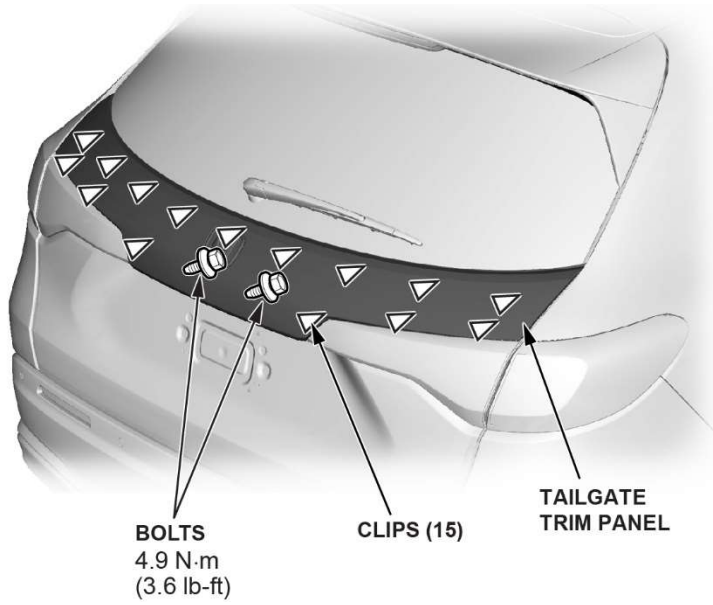




6. Remove the tailgate spoiler.

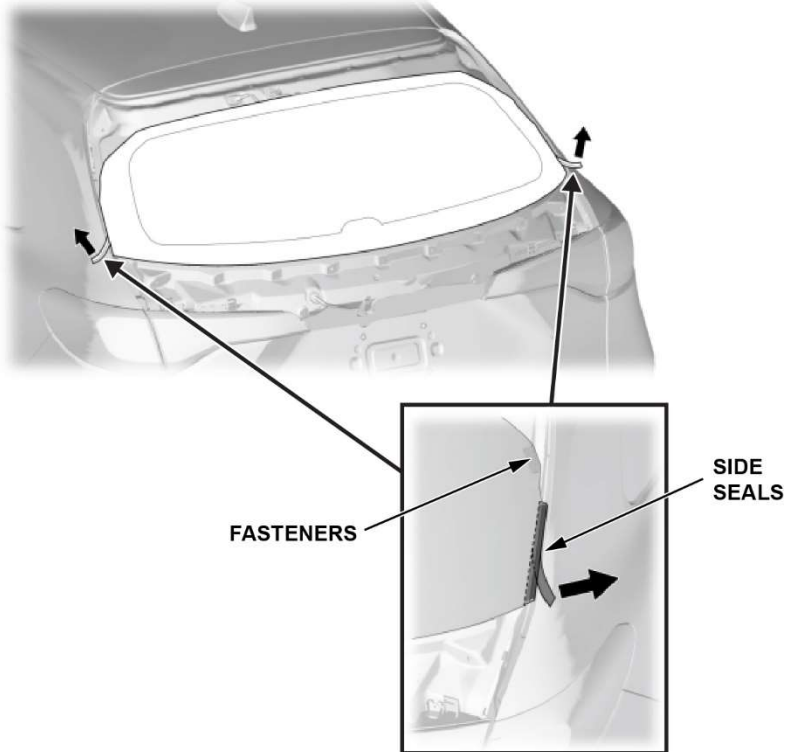


7. Remove the tailgate trim panel.



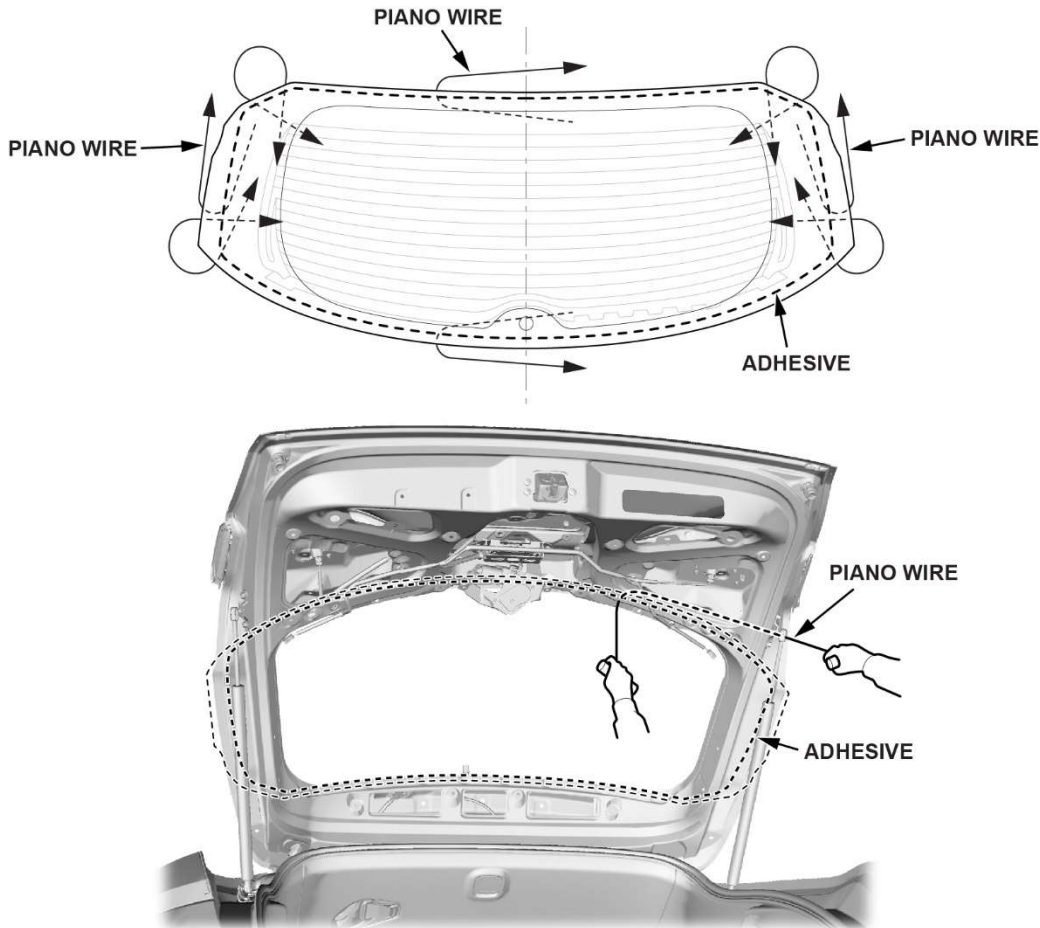
8. Remove the side seals and fasteners from the edge of the rear window.

NOTE: Cut the seal with a utility knife, if necessary.

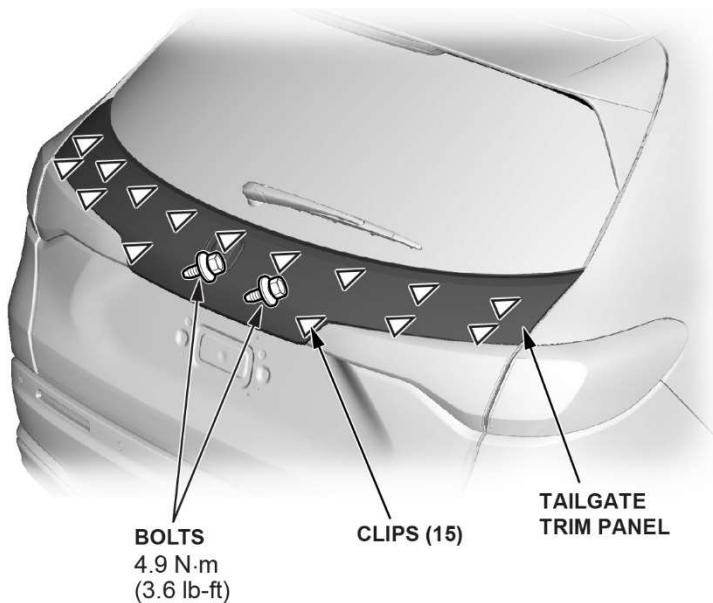


9. Apply protective tape along the inside and outside edges of the tailgate.

10. Make a hole through the adhesive (from inside the vehicle) at a corner of the rear window, then separate the adhesive.  
NOTE: Hold the piano wire as close to the rear window as possible to prevent damage to the tailgate.



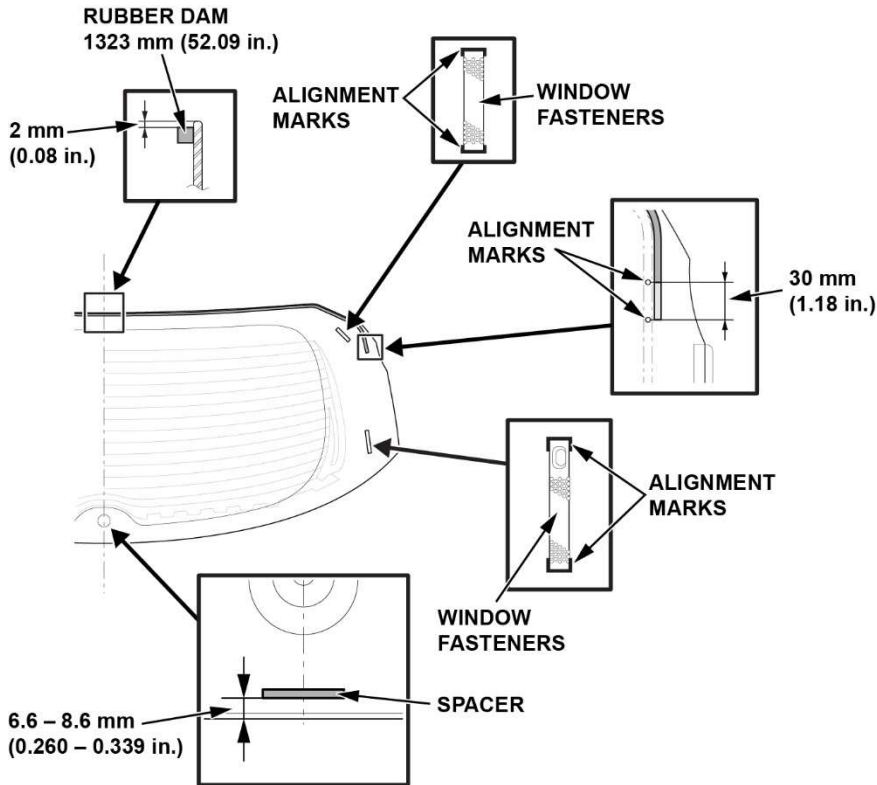
11. With an assistant's help, remove the rear window.  
12. Scrape off any remaining original adhesive. Then, clean the bonding surface with a shop towel dampened with isopropyl alcohol. Prevent any oil, grease, or water from contacting the clean surface.  
13. Install the tailgate trim panel.



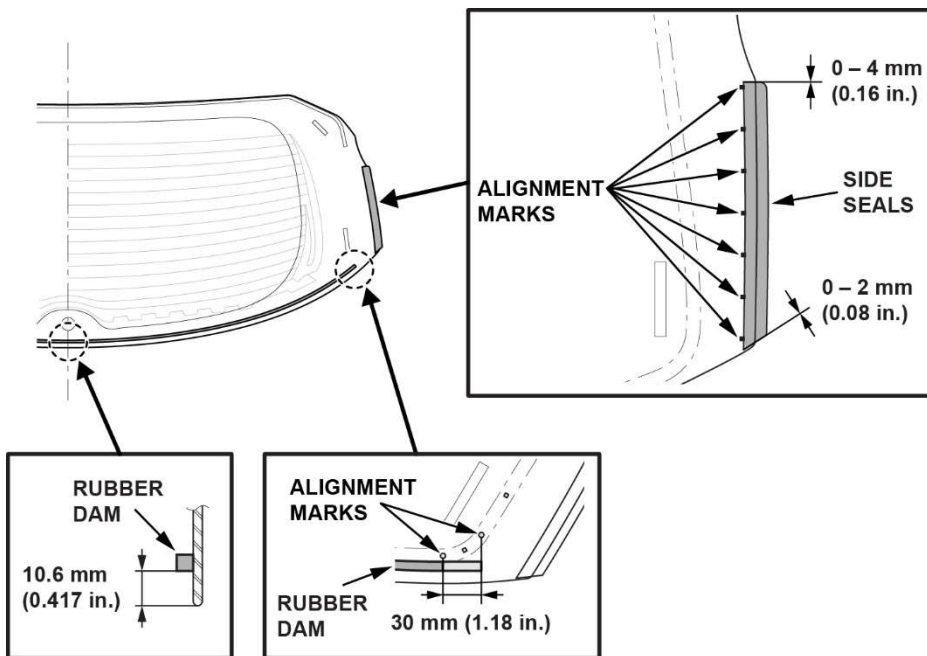
14. Install the following on the new glass:

NOTE:

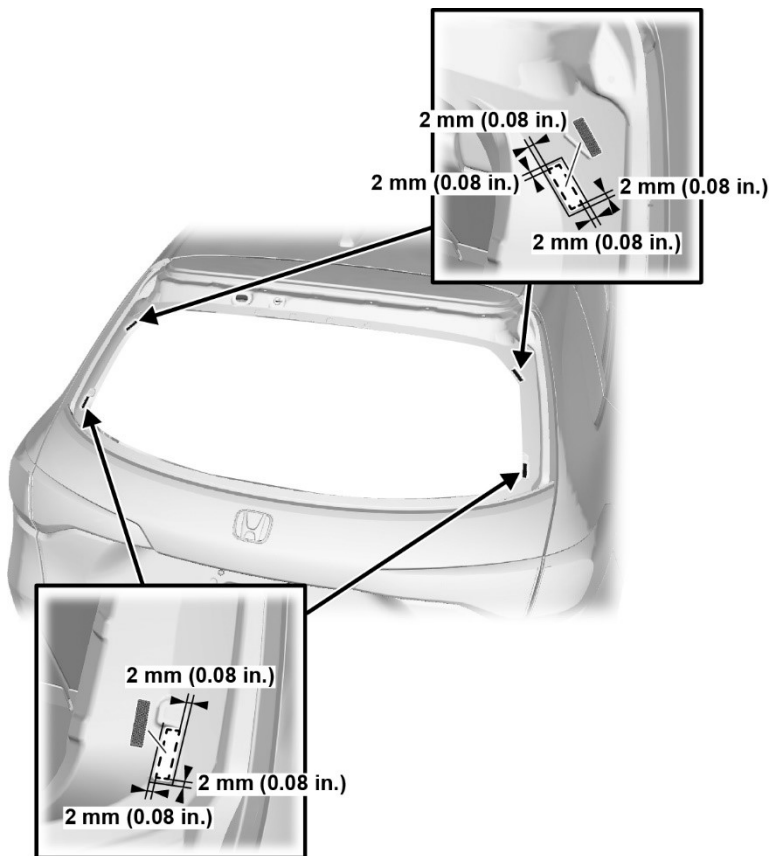
- Before installing the fasteners and spacer, apply glass primer to the area where the adhesive tape will be applied.
- **Do not** touch the rear window where the adhesive will be applied.
- Make sure all fasteners line up with the alignment marks.



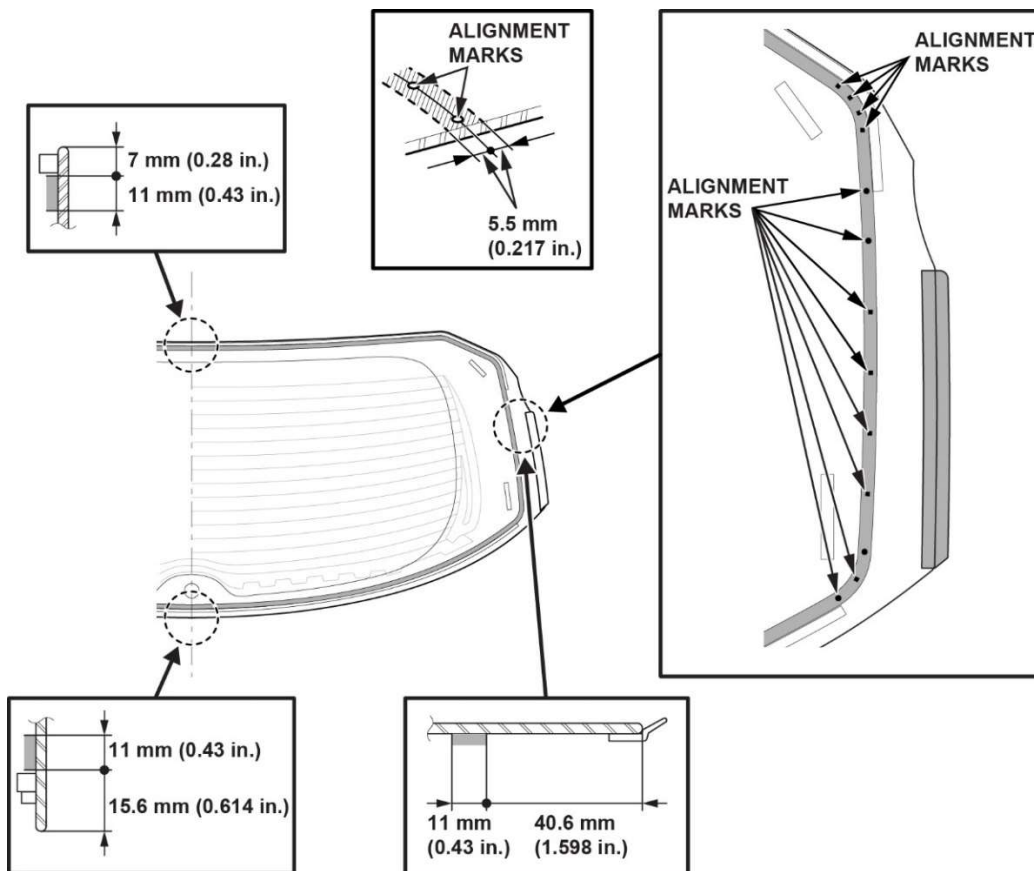
15. Install the rubber dams and side seals with adhesive tape on the inside facing of the rear window.



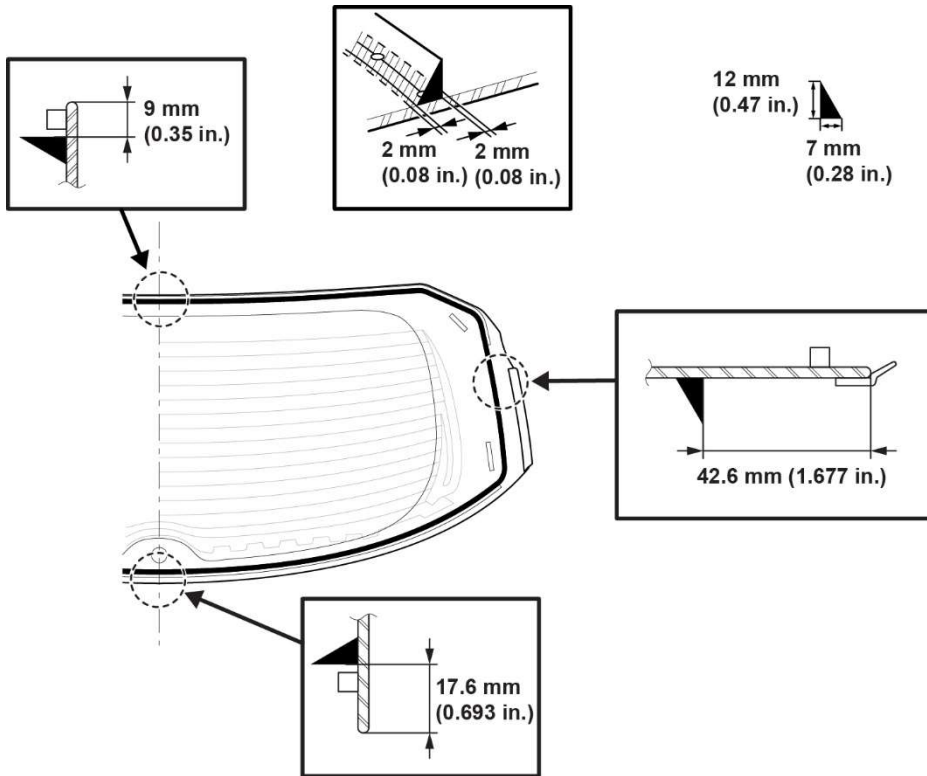
16. Attach the new fasteners with the adhesive tape to the rear window opening flange of the tailgate.



17. Apply a light coat of primer, then lightly wipe it off with a gauze or cheesecloth.

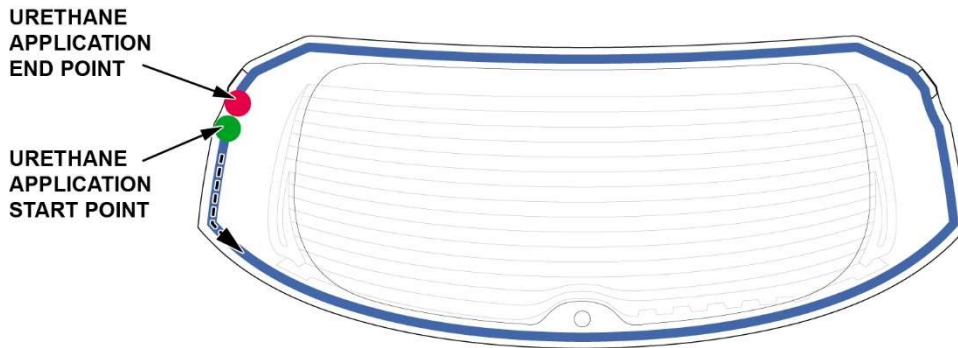


18. Apply a light coat of body primer to any exposed paint or metal around the flange where the new adhesive will be applied. Let primer dry for at least **10 minutes**.

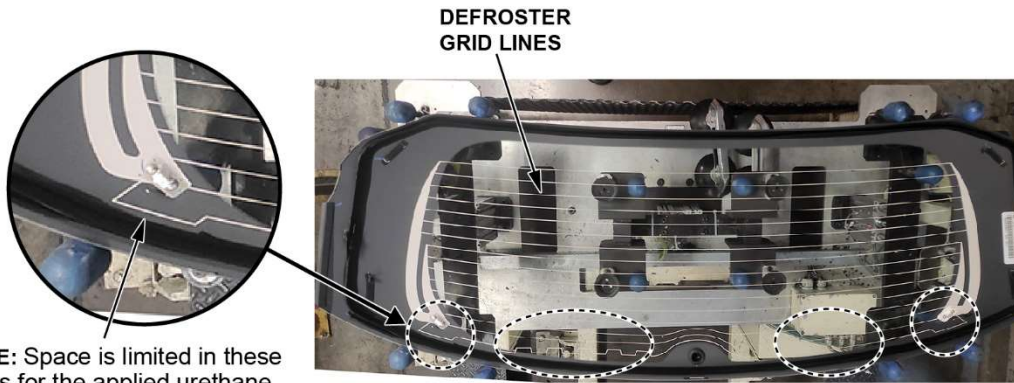


19. Apply the urethane.

NOTE: Make sure the urethane **does not** contact the defroster grid lines.



20. Inspect the applied urethane.



**NOTE:** Space is limited in these areas for the applied urethane, which cannot contact the defroster grid lines.

**NOTE:**

- For more information refer to the service information; enter keyword **Rear Window**, then select **Rear Window Area** from the list.
- The applied urethane cannot contact the defroster grid lines, especially at the bottom area of the glass where space is limited during installation.

21. Install the new window, leaving a **5 mm–6 mm** space between the urethane and defroster gridlines.

22. Install the remaining parts in reverse order.

**NOTE:**

- Clean the fastener surface and prevent oil, grease, or water from getting on the surface.
- Inspect the fastener and replace if it is distorted.
- Before installing a new fastener, apply primer to the area where the adhesive tape will be applied.

