



## Warranty Extension: 2003–04 Element Windshield

(Supersedes 06-084, dated November 22, 2008, to update the information marked by the black bar)

### BACKGROUND

Under the terms of a class action settlement, American Honda is announcing a warranty extension for 2003–04 Element windshields. The windshields on these vehicles are now covered for cracking (under most conditions) for 6 years or 60,000 miles, whichever occurs first.

**NOTE:** Because of a different class action settlement unrelated to the windshield, the warranty extension coverage for windshields on affected vehicles purchased or leased between April 13, 2002, and November 7, 2006, is now 6 years or **63,000 miles**, whichever occurs first. For more information, refer to Service Bulletin 06-085, *Warranty Extension: Vehicle Warranty Mileage*.

### VEHICLES AFFECTED

In addition to the windshield warranty extension on all 2003–04 Elements, the vehicles listed below may require windshield flange modification if the windshield is ever replaced.

#### 2003 Element 2WD –

From VIN 5J6YH1...3L000001 thru  
5J6YH1...3L009372

#### 2003 Element 4WD –

From VIN 5J6YH2...3L000001 thru  
5J6YH2...3L022888

### CUSTOMER NOTIFICATION

Customers were notified of the warranty extension through a letter sent to them by Gilardi Co., LLC. The text of the letter is at the end of this service bulletin. Customer reimbursement forms are only available at the Gilardi website, [www.gilardi.com/hondaelement](http://www.gilardi.com/hondaelement). Customers must send their request for reimbursement directly to Gilardi Co. within the timeline set by the court. **Under the terms of the settlement, Honda dealerships cannot make reimbursements.**

### CORRECTIVE ACTION

Replace the windshield and, if needed, remove the high spots on the windshield flange (see VEHICLES AFFECTED).

### PARTS INFORMATION

Windshield:  
P/N 73111-SCV-A00, H/C 7285471

Windshield Moldings:  
P/N 73150-SCV-A01, H/C 7285505

Rubber Dam Set:  
P/N 04731-SCV-A00, H/C 7310774

### WARRANTY CLAIM INFORMATION

Operation Number: 831120

Flat Rate Time: 1.7 hours

Failed Part: P/N 04731-SCV-A00  
H/C 7310774

Defect Code: 5EM00

Symptom Code: Q2500

Template ID: 06-084A

Skill Level: Repair Technician

### DIAGNOSIS

The only diagnosis is to ensure that the windshield crack(s) were not the obvious result of a large object (such as a rock or a baseball) hitting the glass.

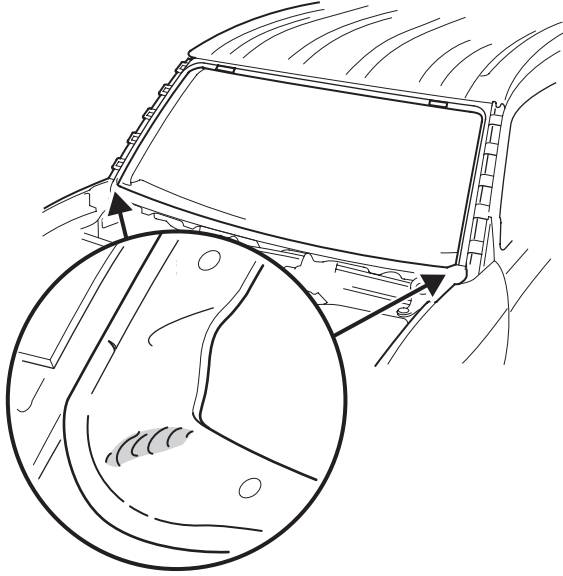
### REPAIR PROCEDURE

- Remove the windshield:
  - Refer to pages 20-37 and 20-38 of the *2003–2006 Element Service Manual*, steps 1 thru 9, or
  - Online, enter keyword **WINDSHIELD**, select **Windshield Replacement** from the list, and do steps 1 thru 9.
- Check to see if the VIN is within the range listed under VEHICLES AFFECTED.
  - If the VIN is within the listed range, go to step 3.
  - If the VIN is not within the listed range, go to step 5.

3. Inspect the mounting flange for any high spots, especially at the base of the A-pillar where the dashboard attaches.

NOTE: You may need to remove some of the adhesive to inspect the area.

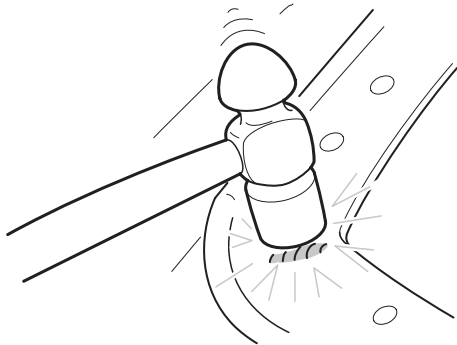
- If you find any high spots, go to step 4.
- If you don't find any high spots, go to step 5.



4. Using a hammer, carefully flatten the high spots so they are even with the rest of the area. If needed, apply touch-up paint to the flattened areas.

#### NOTICE

*To prevent damage to the A-pillar and the surrounding area, do not use too much force with the hammer.*



5. Install the new windshield:
  - Refer to pages 20-38 thru 20-42 of the service manual, steps 10 thru 25, or
  - Online, enter keyword **WINDSHIELD**, select **Windshield Replacement** from the list, and do steps 10 thru 25.

#### TEXT OF CUSTOMER LETTER

NOTE: This letter was sent to 2003–04 Element owners by Gilardi Co., LLC.

#### WINDSHIELD CRACKING COVERAGE 2003 AND 2004 HONDA ELEMENTS

(Place this notice in the glove compartment of your Element)

Special coverage for certain windshield cracks exists for 2003 and 2004 Honda Elements. The coverage extends to 60,000 miles or 6 years from the original sale or lease, whichever first occurs. During this period, Honda will pay for the cost of labor and materials associated with the replacement of certain cracked windshields, **provided the replacement is performed by an authorized Honda dealer**. Contact an authorized Honda dealer if you have a windshield crack to determine if it qualifies for a replacement. For additional information about the special coverage, please visit the following website: [www.gilardi.com/hondaelement](http://www.gilardi.com/hondaelement), or call Honda's customer service department at 1-800-999-1009.