

Applies To: **ALL**

October 12, 1999

## Paint Damage From Environmental Fallout

Supersedes 99-062, dated August 10, 1999

### SYMPTOM

The exterior paint surface does not feel smooth after the vehicle is washed.

### PROBABLE CAUSE

Environmental fallout (airborne metallic particles, tree sap, paint overspray, road tar, insect residue, etc.) has adhered to the exterior paint surface.

**NOTE:** This form of paint damage should *not* be confused with acid rain damage. Unlike environmental fallout damage, acid rain damage appears on the paint surface as pits or water spots — possibly black or brown in the center — which may feel smooth to the touch.

### PREVENTION

The shipping wax/wrap guard applied to the vehicle at the factory provides the best protection for the paint finish from environmental fallout and acid rain damage. American Honda strongly recommends that you leave the shipping wax/wrap guard on the vehicle for as long as possible. Your dealership is responsible for maintaining the vehicle's finish after the shipping wax/wrap guard is removed.

### CORRECTIVE ACTION

Select a product line from one of the manufacturers listed in **REQUIRED MATERIALS** to clean the paint surface and to wax it after cleaning. Make sure you follow the manufacturer's instructions for each of the products you use.

**NOTE:** The cleaning product used in Service Bulletin 88-035 (ZEP X-20472 Industrial Fallout Remover) is no longer available from the manufacturer. Supersede that service bulletin with this information.

### REQUIRED MATERIALS

Each of the clays listed should do at least three vehicles.

MANUFACTURER	PRODUCT
Clay Magic Auto Wax Company 1275 Round Table Drive Dallas, TX 75247 Phone: 800-826-0828	#CM2200 Blue Clay #49 Body Shine (Silicone lubricant) #50 Lubri-Shine (Non-silicone lubricant) #040 Finish Wax
Mark V Products 2831 Via Martens Anaheim, CA 92806 Phone: 800-877-6282 FAX: 714-630-5107	#115-18 Dark Blue Clay #157-01 Showroom Finish (lubricant) #136-01 Glaze-It Cream Wax
Meguiars 17991 Mitchell South Irvine, CA 92614 Phone: 800-545-3321	#C-2000 Clay #M-3416 Final Inspection (lubricant) #M-1216 Cleaner/Wax or #M-2616 Yellow Wax
Griot's Garage 3500-A 20th Street E. Tacoma, WA Phone: 800-345-5789	#11153 Paint Clay #11146 Speed Shine #11165 Fine Hand Polish #11171 Best of Show Wax

### WARRANTY CLAIM INFORMATION

**In warranty:** American Honda will reimburse for this repair *only* under these conditions:

- It is done during PDI
- No more than 30 days have elapsed since the vehicle was received at the dealership (according to the date noted on the motor carrier's bill of lading)

Operation number: 812355  
Flat rate time: 1.0 hour  
Failed P/N: PDI-PAINT, H/C 3173994  
Defect code: 081  
Contention code: A99  
Skill level: Repair Technician

**NOTE:** When submitting the claim on HONDANET, make sure you enter the vehicle's date of receipt in the customer contention comment section. **The claim will be rejected without this information.**

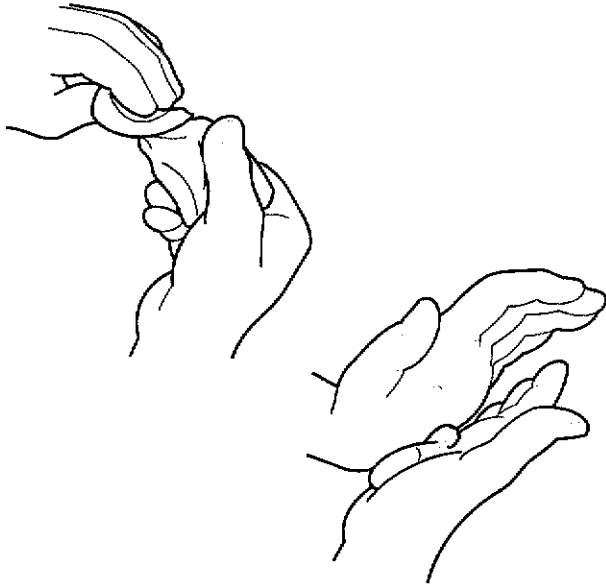
# 058675



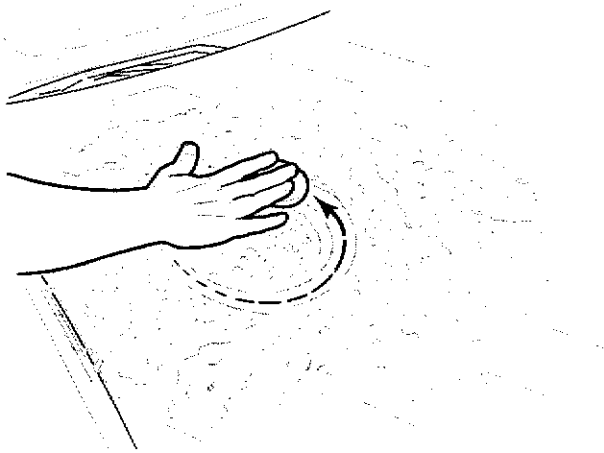
**CUSTOMER INFORMATION:** The information in this bulletin is intended for use *only* by skilled technicians who have the proper tool, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourself," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

1. Wash and dry the vehicle out of direct sunlight.
2. Tear off a piece of clay. Shape the piece with your hands into a flat disk about 3 inches in diameter.



3. Spray a 2- to 3-square-foot area of the affected panel with the manufacturer's lubricant.



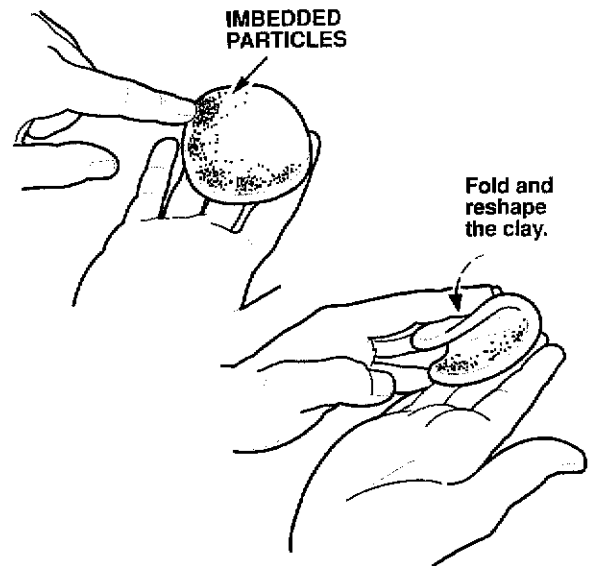
4. Clean a 1-square-foot section of the sprayed area by rubbing it with the clay.

5. Check your work by running your fingers over the cleaned and lubricated surface to feel for any remaining contamination.

- If you feel any particles on the cleaned surface, fold the clay in half, knead it back into a disk shape, clean the section again, and recheck your work.
- If the cleaned surface feels smooth, fold the clay in half, knead it back into a disk shape, and go to step 6.

NOTE: You must carefully fold and knead the clay to keep a clean side next to the paint surface.

**Never** use clay that has fallen on the ground. Any small pieces of dirt or sand that imbed in the clay will scratch the paint surface. If the clay falls on the ground, discard it, and get a fresh piece.



6. Clean the remaining sections of the sprayed area (repeat steps 4 and 5).
7. Wipe the lubricant from all the cleaned sections with a clean, terry cloth towel.
8. Clean the rest of the affected panel and any additional panels that need cleaning (repeat steps 3 thru 7).
9. Apply the manufacturer's recommended wax or glaze to all the cleaned panels.