

Applies To: **See VEHICLES AFFECTED****October 29, 2004****Door Lock Cylinder Binds**
(Supersedes 03-068, dated April 20, 2004)**SYMPTOM**

The key will not go into the door lock cylinder, or if it goes in, it will not turn.

PROBABLE CAUSE

The door lock tumblers are damaged or worn.

VEHICLES AFFECTED**2003 Civic 2-Door** – ALL**2003 Civic 4-Door** – ALL**2004 Civic 2-Door:**

From VIN 1HGEM...4L000001 thru
1HGEM...4L015262

2004 Civic 4-Door:

From VIN 1HGES...4L000001 thru
1HGES...4L005028

From VIN 2HGES...4H500001 thru
2HGES...4H518196

LX – From VIN JHMES1...4S000001 thru
JHMES1...4S000007

EX – From VIN JHMES2...4S000001 thru
JHMES2...4S000005

2004 Civic Hybrid:

From VIN JHMES9...3S000001 thru
JHMES9...3S032263

2002 CR-V – ALL**2003 CR-V 2WD:**

From VIN JHLRD6...3C000001 thru
JHLRD6...3C016859

VIN Begins With SHSRD6 – ALL

2003 CR-V 4WD:

From VIN JHLRD7...3C000001 thru
JHLRD7...3C045224

VIN Begins With SHSRD7 – ALL

2003 Element 2WD:

From VIN 5J6YH1...3L000001 thru
5J6YH1...3L020810

2003 Element 4WD:

From VIN 5J6YH2...3L000001 thru
5J6YH2...3L049840

CORRECTIVE ACTION

Remove the door lock cylinder, and replace the inner cylinder, springs, and tumblers.

PARTS INFORMATION**Door Lock Cylinder Kit:**

P/N 06720-S5A-305, H/C 7604499
(Kit contains eight door inner cylinders, two tailgate inner cylinders, and associated parts.)

Door Lock Cylinder Kit Replacement Parts

Door Inner Cylinder: (8 pieces)

P/N 74844-S5A-305, H/C 7650963

Tailgate Inner Cylinder: (2 pieces)

P/N 74845-S5A-305, H/C 7650971

Lock Spring: (60 pieces)

P/N 74832-S5A-305, H/C 7650948

K-Ring: (10 pieces)

P/N 74833-S5A-305, H/C 7650955

Sublock Tumblers: (50 pieces per part number)

P/N 74840-S5A-305, H/C 7651052

P/N 74841-S5A-305, H/C 7651060

P/N 74842-S5A-305, H/C 7651078

P/N 74843-S5A-305, H/C 7651086

Tumblers: (100 pieces per part number)

P/N 74834-S5A-305, H/C 7650997

P/N 74835-S5A-305, H/C 7651003

P/N 74836-S5A-305, H/C 7651011

P/N 74837-S5A-305, H/C 7651029

P/N 74838-S5A-305, H/C 7651037

P/N 74839-S5A-305, H/C 7651045

Cylinder Rod Clip

CR-V, Element:

P/N 72116-S47-901, H/C 5968136

Civic:

P/N 72116-S04-003, H/C 4846531

REQUIRED MATERIALS

Permalube:

P/N 08734-0030, H/C 7649320

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

OP#	Description	FRT
817104	For CR-V and Element: Repair one door lock	0.8
817104 A	For CR-V and Element: Repair one door lock Repair one additional door lock	0.8 0.8
817104	For Civic: Repair one door lock	0.8
817104 A	For Civic: Repair one door lock Repair one additional door lock	0.8 0.8

Failed Part: P/N 72185-S9A-003
H/C 6896716

Defect Code: 00503

Symptom Code: 07902

Skill Level: Repair Technician

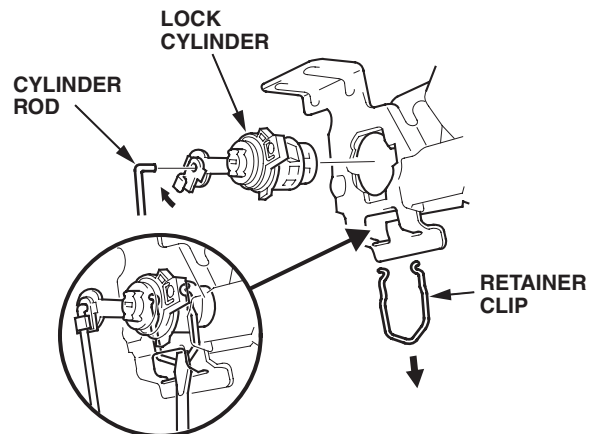
Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

REPAIR PROCEDURE

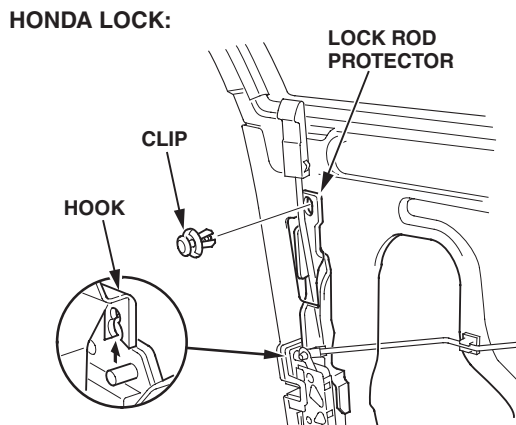
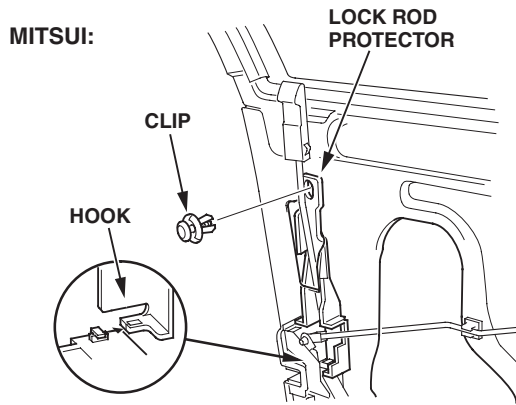
1. Obtain the customer's key code from the *iN* (Key Code Inquiry). Refer to the *Honda High Security Key Codes* book that comes with the Matrix H key cutting machine. Write down the applicable cutting code for the key code number. Make sure the corrections to the code book listed in Service Bulletin 01-077, *Cutting Sidewinder-Type Keys With the Matrix H Key Cutting Machine*, have been made.
2. Use the chart below to write down the numbers found in the key code book.

J	H	G	F	A	X	E	D	C	B
					—	—			

3. Remove the door panel. Refer to the appropriate service manual or use ISIS keyword Door Panel.
4. Remove the plastic cover as necessary.
5. Raise the window glass fully.
6. Remove the lock cylinder.
 - For Civic, go to step 7.
 - For CR-V, go to step 8.
 - For Element, go to step 11.
7. Pull down on the retainer clip with a hook-shaped tool. Remove the lock cylinder and disconnect the cylinder rod. Then go to step 14.

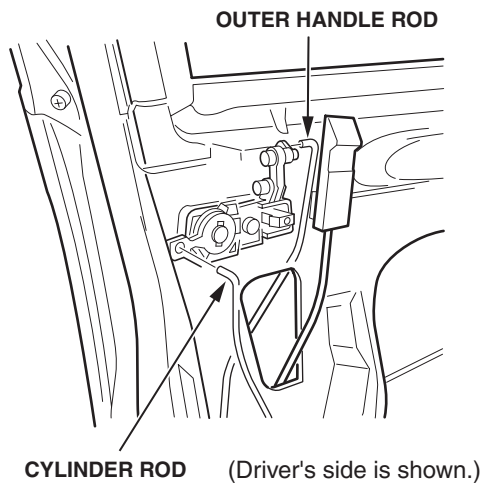


8. Release the clip, detach the hook, and remove the lock rod protector.



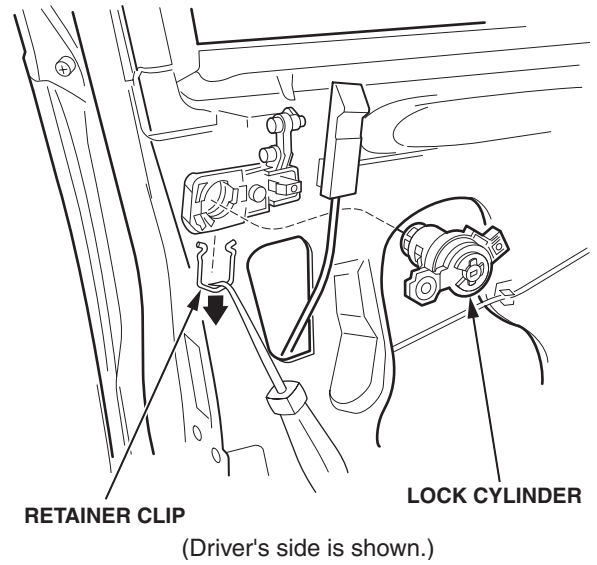
(Driver's side is shown.)

9. Disconnect the outer handle rod and cylinder rod.

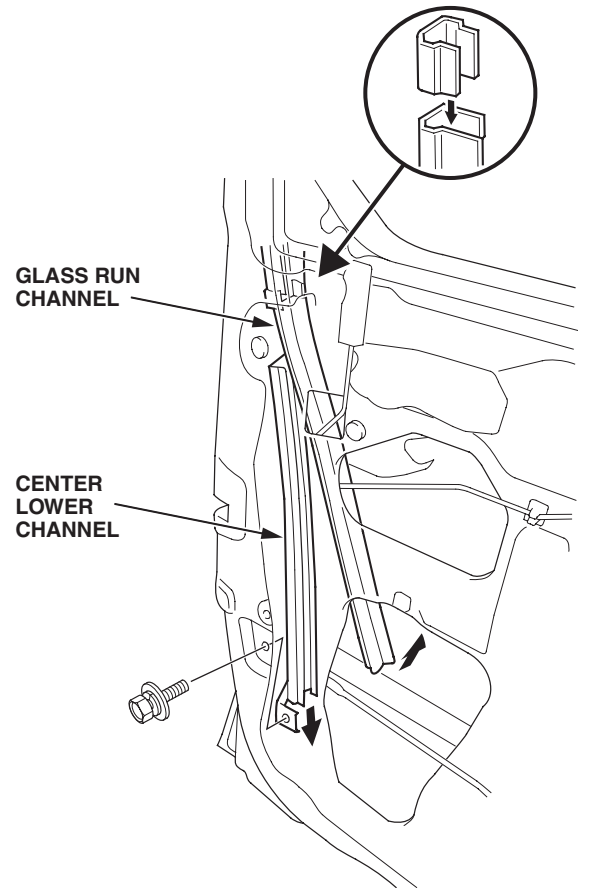


(Driver's side is shown.)

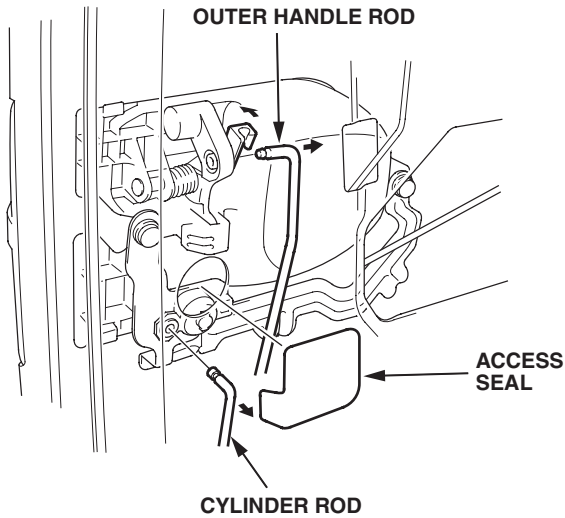
10. Pull down on the retainer clip with a hook-shaped tool. Remove the lock cylinder. Then go to step 14.



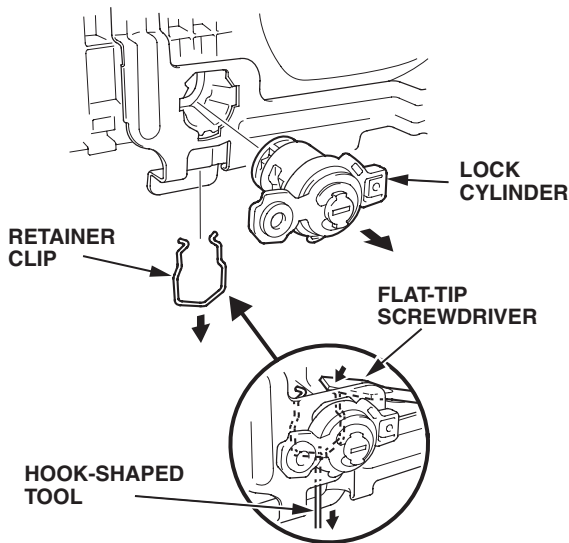
11. Pull the glass run channel away as necessary, and remove the bolt, then remove the center lower channel by pulling it downward.



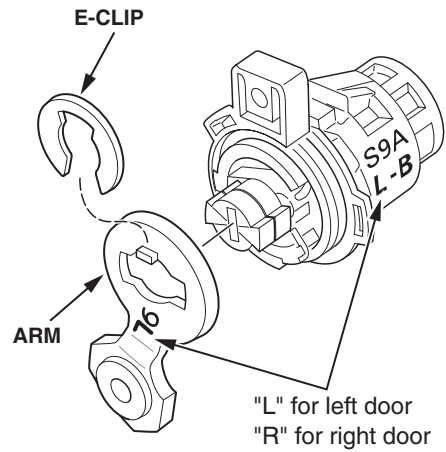
12. Remove the access seal, and disconnect the outer handle rod and the cylinder rod.



13. Push the top of the retainer clip with a flat-tip screwdriver, and hold it. Release the retainer clip with a hook-shaped tool, then remove the lock cylinder. Go to step 14.



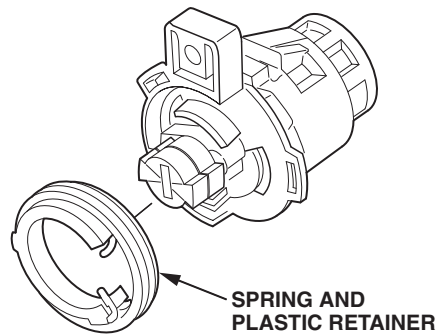
14. With the door lock cylinder out of the door handle, remove the E-clip and the arm.



15. Try to insert the key into the cylinder and turn it.

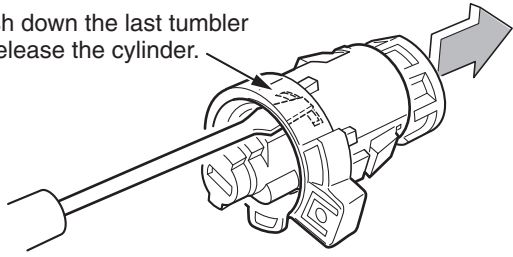
- If you can insert and turn the key, go to step 18.
- If you cannot insert the key or turn it, go to step 16.

16. Carefully remove the spring and plastic retainer.

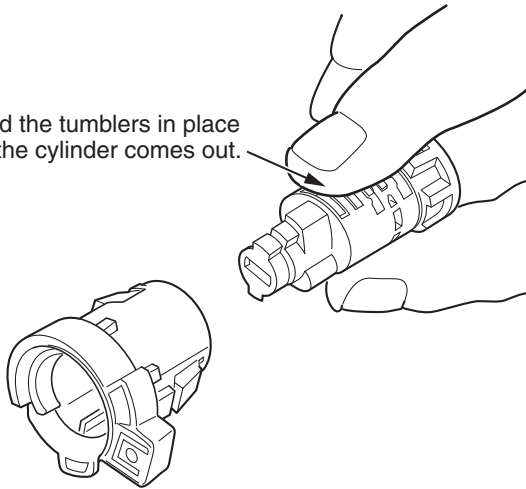


17. Using a small screwdriver, push down on the tip of the last tumbler to release it, then remove the cylinder from the housing, being careful not to drop any tumblers and springs. Use your thumb and forefinger to hold the tumblers in place. Then go to step 20.

Push down the last tumbler to release the cylinder.



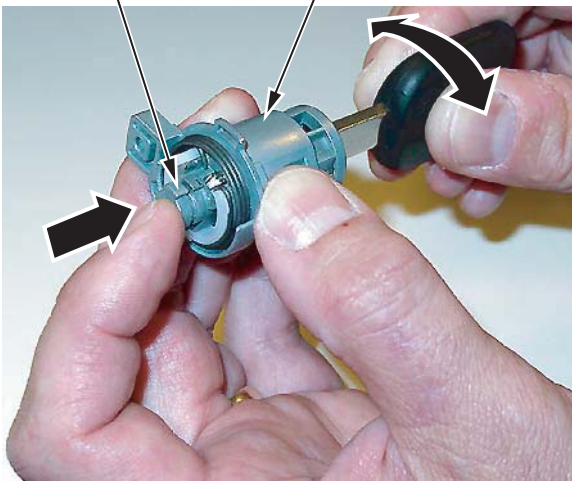
Hold the tumblers in place as the cylinder comes out.



18. While turning the key left and right and pushing on the rear of the inner cylinder to release the spring, slowly remove the cylinder from the housing.

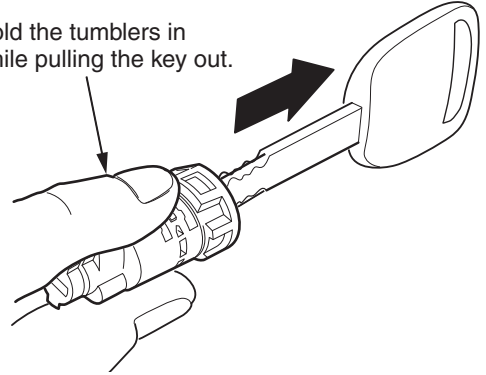
INSIDE CYLINDER
(Press on the end while turning the key left and right.)

OUTER HOUSING



19. Using your thumb and forefinger to hold the tumblers, remove the key from the inner cylinder, being careful not to drop any tumblers and springs.

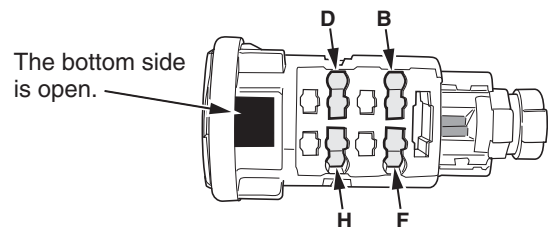
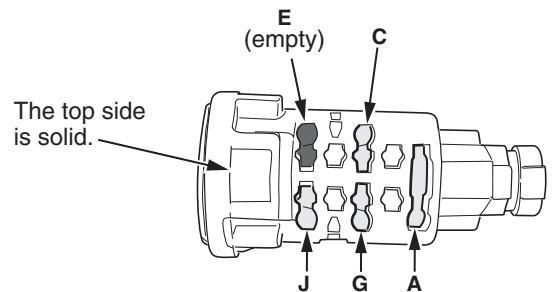
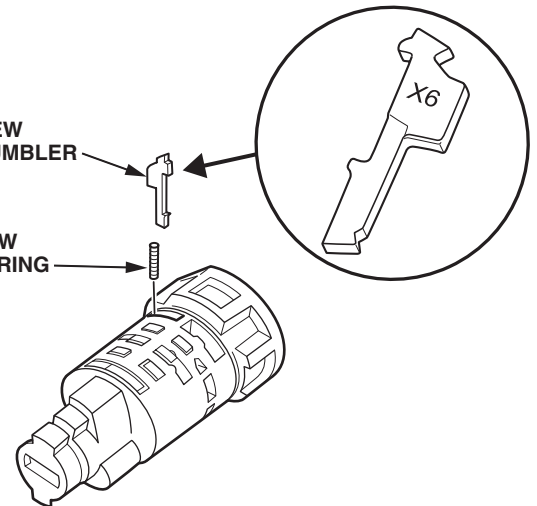
Hold the tumblers in while pulling the key out.



20. Using the key code from the *N* that you have written down at step 2, build a new inner cylinder with new springs, new cylinder, and tumblers from the door lock cylinder kit. Make sure you put the appropriate numbered tumbler in the proper inner cylinder cavity. Apply a thin layer of Permalube to each tumbler to help lubricate and retain it.

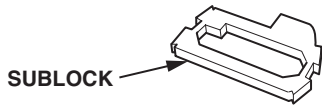
NEW TUMBLER

NEW SPRING



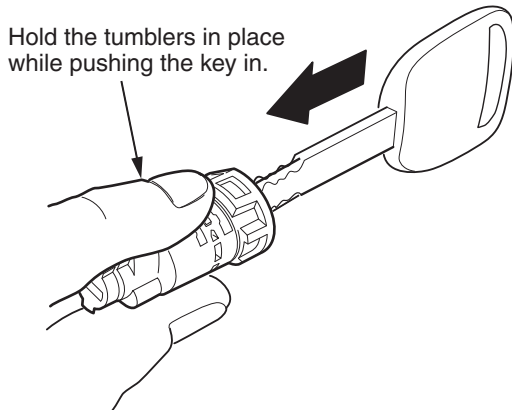
NOTE:

- There are two types of tumblers. The "SUBLOCK" tumbler goes only in cavity "A." The "DISC" tumbler goes in cavities "B" through "J."



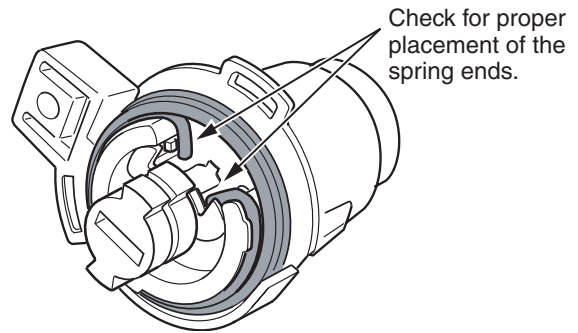
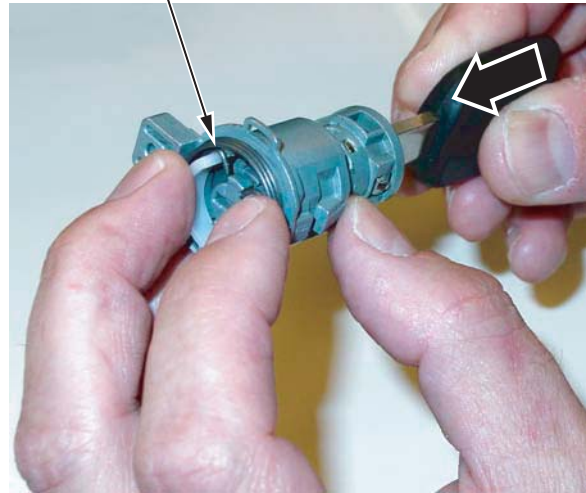
- Cavity "E" is empty on all cylinders.
- If no key code can be found on the *IN* or with the *Matrix H High Security Key Codes Book*, remove one tumbler at a time from the old inner cylinder, and match the number stamped on the old tumbler to a new tumbler from the kit. Insert the new tumbler and spring in the appropriate new inner cylinder cavity.
- Do not use the old inner cylinder, springs, or tumblers.
- Using your thumb and forefinger, hold the tumblers in place, insert the key in the cylinder and verify that all tumblers are flush with the cylinder. If not, double-check the key number, the cutting key code, the tumbler numbers, and the cavity locations.

NOTE: If the key cannot be inserted, check the tumbler in the "J" cavity. It may be out of position.

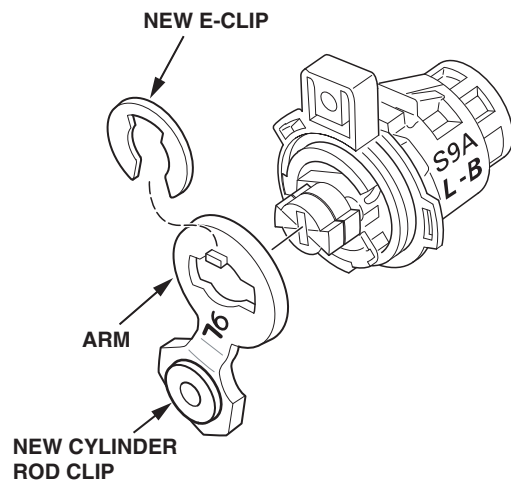


21. Leave the key in the cylinder. Reinstall the plastic retainer and spring if you removed them in step 16. Hold the plastic retainer and spring on the housing, and insert the inner cylinder. Rotate it left and right to engage the spring to the inner cylinder. Make sure the spring is properly seated to the inner cylinder.

SPRING AND PLASTIC RETAINER
(Hold in place while inserting the inside cylinder.)



22. Install the arm with a new cylinder rod clip and a new E-clip.



23. Make sure the key can be inserted and removed easily, and that the cylinder turns with the key.
24. Remove the key. Reinstall the retainer clip in the door handle, and push the lock cylinder into place.
25. **Civic:** Reconnect the cylinder rod.
26. **CR-V:** Reconnect the cylinder rod, the outer handle rod, and the rod protector.
27. **Element:** Reconnect the cylinder rod, the outer handle rod, and the access seal. Reinstall the lower run channel.
28. Reinstall the plastic covering, and lower the window glass. Install the door panel.
29. Check that the door lock and handle operate smoothly.