

# HONDA

American Honda Motor Co., Inc.  
1818 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

June 21, 2004

Mr. George Person, Chief  
Recall Analysis Division  
Office of Defects Investigation, Safety Assurance  
U.S. DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
400 Seventh St., S.W.  
Washington, DC 20590

RECEIVED  
JUL -9 A 8 36  
OFFICE OF DEFECTS  
INVESTIGATION

RE: 04V-255

Dear Mr. Person:

In accordance with our campaign to correct a safety defect related to SRS cable reel in certain 2002-2004 model year Honda CR-V vehicles, we are submitting a copy of the dealer bulletin, which also includes the text of the customer letter.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



William R. Willen  
Managing Counsel  
Product Regulatory Office

WRW:ka

Enclosure

Applies To: **2002-03 CR-V** - All VINs beginning with "SHSRD"**June 21, 2004****2004 CR-V 2WD** - From VIN SHSRD68...4U200001 thru SHSRD68...4U206096**2004 CR-V 4WD** - From VIN SHSRD7...4U200001 thru SHSRD7...4U238165**Safety Recall: CR-V SRS Cable Reel Connector****BACKGROUND**

The wire harness of the driver's front airbag was incorrectly wired. During specific crash conditions, the airbag inflation rate is incorrect, which could increase the risk of injury to the driver.

**CUSTOMER NOTIFICATION**

All owners of affected vehicles will be sent a notification of this campaign. An example of the customer notification is at the end of this service bulletin.

Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown on your campaign responsibility report.
- The vehicle is shown as eligible on an IN VIN status inquiry.

Some vehicles affected by this recall may be in your new or used vehicle inventory. **According to federal law, these vehicles cannot be sold or leased until they are repaired.** To see if a vehicle is affected by this recall, do a VIN status inquiry before selling it.

**CORRECTIVE ACTION**

Replace the SRS cable reel 4P connector, and reposition the cable reel connector wires.

**PARTS INFORMATION**

SRS Connector Set:

P/N 77978-804-305, H/C 7806789

(Includes connector and lock tab)

**TOOL INFORMATION**

SRS Terminal Tool Set

T/N 070AZ-SCAA120

(Includes Terminal Tool A (two prongs) and Terminal Tool B (one prong)).

**WARRANTY CLAIM INFORMATION**

Operation Number: 753103

Flat Rate Time: 0.3 hour

Failed Part: P/N 77900-S5A-A14  
H/C 6850176

Defect Code: 5AH

Symptom Code: P34

Template ID: 04-035A

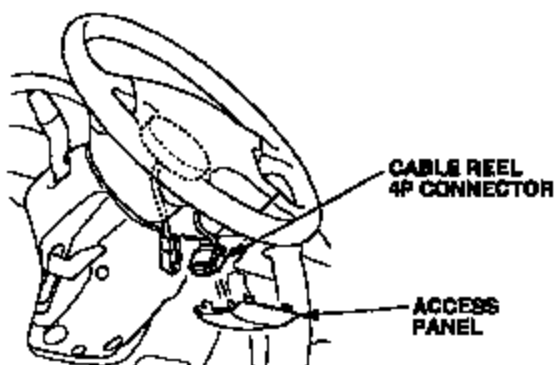
Skill Level: Repair Technician

**REPAIR PROCEDURE**

**NOTE:** To avoid contaminating the SRS cable reel terminals, make sure your hands are clean while working on the cable reel connector.

1. Turn the ignition switch to ON (II), and watch the SRS indicator.
  - If the indicator goes off within 10 seconds, go to step 2.
  - If the indicator stays on, troubleshoot and repair the cause before continuing. If the required repair includes SRS cable reel replacement, go to step 17. Otherwise, go to step 2.
2. Make sure you have the anti-theft code for the radio. If you are working on a customer's vehicle, write down the radio station presets.
3. Remove the negative cable from the battery, and wait at least 3 minutes.
4. Turn the steering wheel fully to the left, then remove the key from the ignition switch.

5. Remove the access panel from the steering wheel.

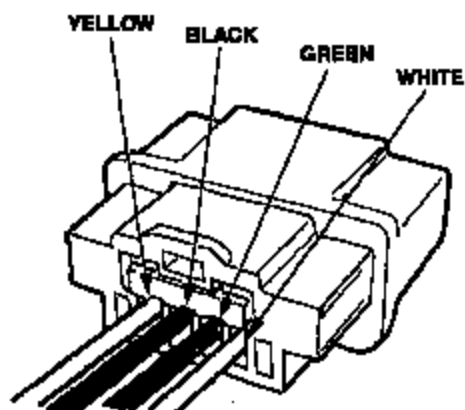


6. Detach the cable reel 4P connector so it hangs free, then disconnect the driver's airbag connector from the cable reel connector.

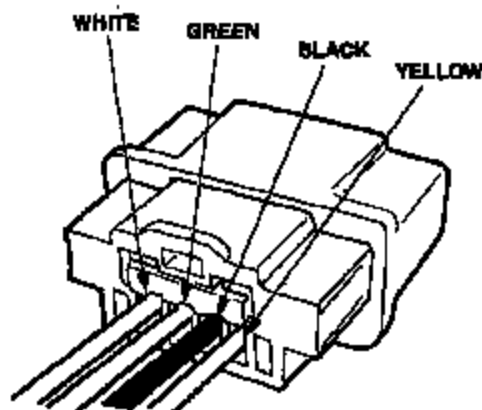
7. Inspect the wire order going into the cable reel connector. With the connector positioned as shown below, the wire order, left to right, should be YELLOW, BLACK, GREEN, WHITE.

- If the wires are in the correct order, or if they are all the same color, go to step 14.
- If the wires are not in the correct order, go to step 8.

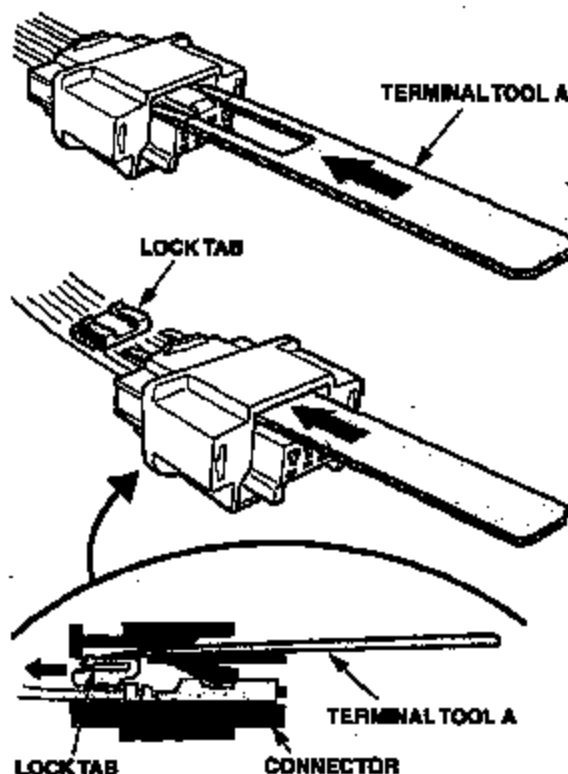
**CORRECT:**



**INCORRECT:**

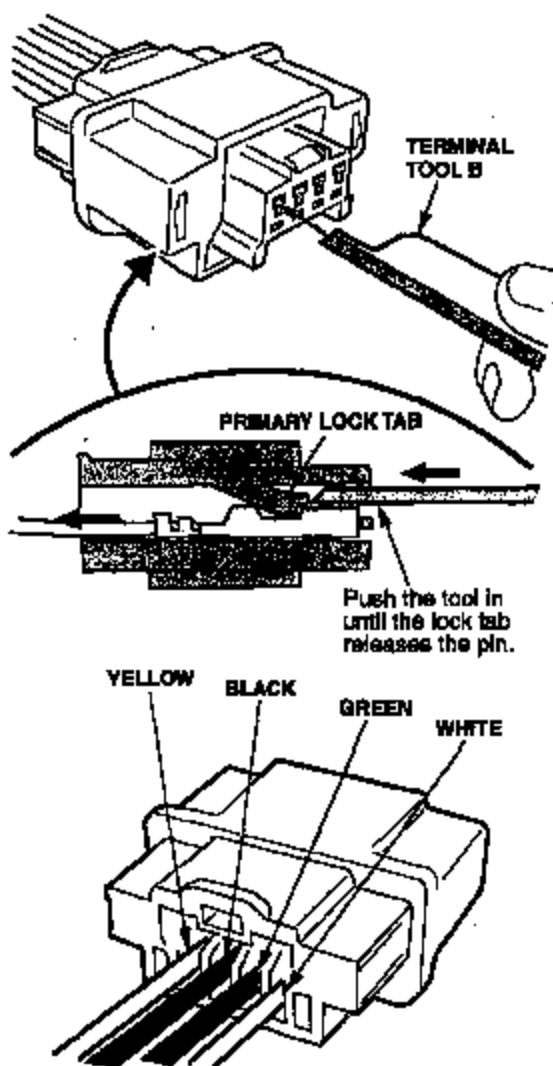


8. Using Terminal Tool A from the SRS Terminal Tool Set, remove the lock tab from the cable reel connector.



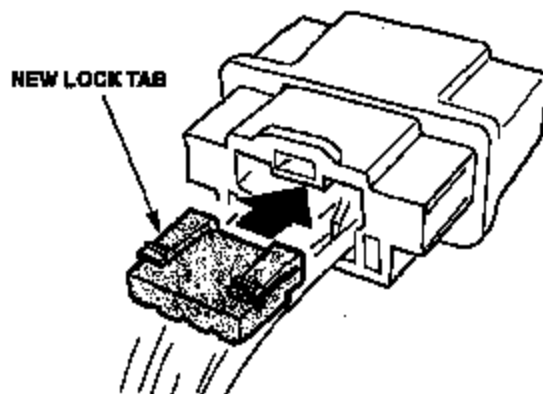
9. Using Terminal Tool B from the SRS Terminal Tool Set, remove the terminals from the original cable reel connector.

NOTE: If you cannot remove the terminals, go to step 17.



10. Check the condition of the terminals:
- If any of the terminals are damaged or contaminated with oil or grease, go to step 17.
  - If no terminals are damaged or contaminated with oil or grease, go to step 11.
11. Transfer the terminals to the new connector in the correct order: YELLOW, BLACK, GREEN, WHITE.
12. After transferring the terminals to the new connector, gently pull on each wire to make sure the terminals are engaged.

13. Insert a new lock tab into the connector.



14. Reconnect the cable reel 4P connector to the driver's airbag 4P connector, then reattach the cable reel connector. Reinstall the access cover on the steering wheel.
15. Reconnect the negative cable to the battery.
16. Turn the Ignition switch to ON (II), and watch the SRS indicator.
- If the indicator goes off within 10 seconds, go to step 18.
  - If the indicator does not go off within 10 seconds, go to step 17.
17. Replace the cable reel. (See page 23-137 of the 2002-04 CR-V Service Manual. In ISIS, use the keyword "reel," then select Cable Reel Replacement from the list.)
18. Do the Idle learn procedure:
- Make sure all electrical items (A/C, audio unit, defogger, lights, etc.) are off.
  - Start the engine, and let it warm up to its normal operating temperature (the cooling fans cycle twice).
  - Let the engine idle (throttle fully closed and all electrical items off) for 10 minutes.
19. Initialize the driver's window auto-up feature:
- Make sure the driver's window is fully closed.
  - Push down and hold the window switch until the window goes all the way down.
  - Pull back and hold the window switch until the window goes all the way up, then hold the switch for at least 2 more seconds.
20. Enter the radio anti-theft code, and set the clock. If you are working on a customer's vehicle, enter the radio station presets.
21. Center-punch a completion mark above the 11th character of the engine compartment VIN.

Center-punch here.

**SHSRDXXXXXUXXXXXX**

July 2004

**Safety Recall:  
CR-V SRS Cable Reel Connector**

Dear CR-V Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**What is the reason for this notice?**

Honda Motor Co., Ltd., has decided that a defect relating to motor vehicle safety exists in certain 2002-2004 model year CR-Vs. The wire harness of the driver's front airbag was incorrectly wired. During specific crash conditions, the airbag inflation rate is incorrect, which could increase the risk of injury to the driver.

**What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will repair the driver's front airbag wiring. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

**Who to contact if you experience problems.**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (90 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
400 Seventh St., NW  
Washington, DC 20590

Or call the toll-free Auto Safety Hotline at (888) 327-4238.

**What to do if you feel this notice is in error.**

Our records show that you are the current owner or lessee of a 2002-04 CR-V involved in this campaign. If this is not the case, or the name/address information is incorrect, please fill out and return the included, postage-paid *Information Change Card*. We will then update our records.

**Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you have questions.**

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call Automobile Customer Service at (800) 989-1009, and select option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division