

**February 24, 2017**

05890 Version 2

**Safety Recall: Front Passenger's Airbag May Not Deploy Correctly****Supersedes 10-056, Dated September 11, 2010; See REVISION SUMMARY****AFFECTED VEHICLES**

Year	Model	Trim	VIN Range
2010	Crosstour	ALL	Check the iN VIN status for eligibility

**REVISION SUMMARY**

The original parts are no longer available for this Safety Recall. Additionally, an inspection is no longer required – all vehicles will require the original airbag assembly to be replaced with a new assembly.

**BACKGROUND**

The front passenger's airbag may not have been assembled according to correct specifications. In the event of a crash, an out-of-position, unbelted child in the front passenger's seat may be at greater risk of injury should the airbag deploy.

If this vehicle is subject to both this bulletin 10-056 and 16-048, perform only 10-056. Once 10-056 is completed and claim is submitted, VIN status will then show both 10-056 & 16-048 completed.

**CUSTOMER NOTIFICATION**

Owners of affected vehicles were sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your used vehicle inventory. Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. In addition, state law may provide American Honda with the right to seek indemnification in any such claim or lawsuit. To see if a vehicle in inventory is affected by this recall, do a VIN status inquiry before selling it.

**CORRECTIVE ACTION**

Replace the front passenger's airbag assembly.

**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

Part Name	Part Number	Quantity
Front Passenger's Airbag Assembly	77820-TA0-A20ZA	1
Inflator Return Box and Shipping Labels	<p>To order an inflator return box and shipping labels, contact XPO Logistics at (210) 250-5079 or email them at <a href="mailto:FieldAction.14305@menloworldwide.com">FieldAction.14305@menloworldwide.com</a> and make sure you have the following information ready:</p> <ul style="list-style-type: none"> <li>- Dealership contact name</li> <li>- Dealer address</li> <li>- Dealer phone number</li> <li>- Affected VIN and customer name</li> </ul>	1

NOTE: Front passenger airbag assemblies are available through controlled parts ordering; a valid VIN is required for each part.

## WARRANTY CLAIM INFORMATION

NOTE:

- To avoid a warranty claim being charged back to your dealership, the defective, undeployed inflator must be returned to its supplier. Use the shipping labels included with the inflator return box.
- The **9-digit serial number** are printed on the box label that should be written on the RO.
- To avoid non-payment of warranty claims, the new airbag inflator part number and serial number must be included in each claim.
- **If you confuse the serial number and part number when entering the claim information**, your claim will automatically be rejected.
- For more information about scanning and filing airbag inflator recall claims, refer to **Ordering and Managing Replacement Inflators**. From the iN, select **Service, Warranty**, then **Claims Reference Guide**. Under **HOT TIPS/TOPICS**, select **Ordering and Managing Replacement Inflators**.

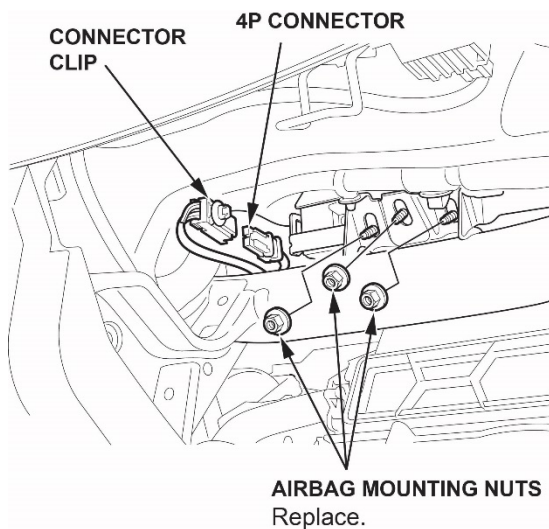
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
7545A2	Replace the front passenger's airbag assembly.	0.5 hr	5TA00	R4700	10-056A	77820-TA0-A80ZA

Skill Level: Repair Technician

## REPAIR PROCEDURE

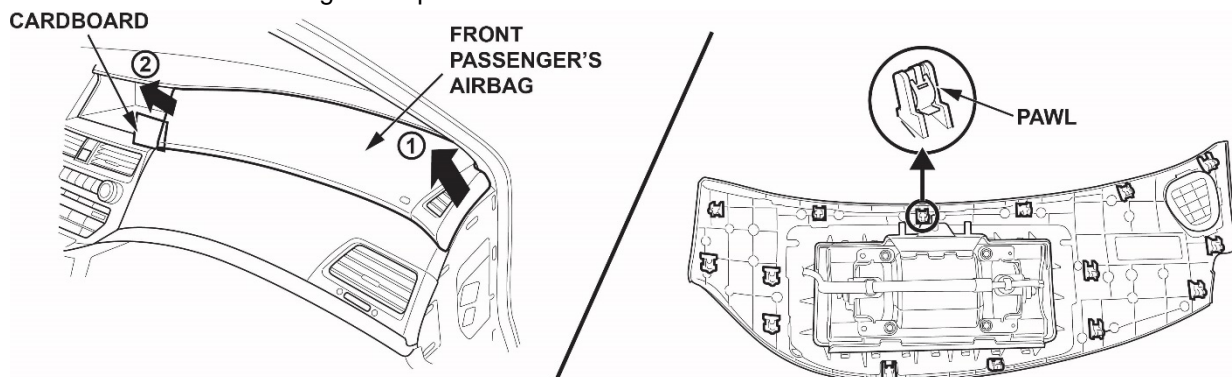
### NOTE:

- SRS components are located in this area. Review the SRS component locations and the precautions and procedures in the service manual before doing this procedure.
  - When removing interior trim parts, use the appropriate tool from the KTC trim tool set.
  - To avoid possible squeaks or rattles, replace any damaged trim clips before reinstalling interior trim parts.
1. Turn the ignition switch to the ON (II) position and check if the SRS indicator comes on for about 6 seconds, then goes off.
    - If the indicator comes on, then goes off after about 6 seconds, go to step 2.
    - If the indicator does not come on, or if it stays on, contact your DPSM for assistance.
  2. Disconnect the battery negative cable and wait at least 3 minutes before continuing.
  3. Open the glove box. Disconnect the glove box damper from the pivot on the glove box, then lower the glove box.
  4. Remove the passenger's dashboard side panel.
  5. Detach the connector clip, then disconnect the front passenger's airbag inflator 4P connector. Remove the airbag mounting nuts. The nuts will not be reused.



6. Insert a small piece of cardboard between the center display visor and the front passenger's airbag. Using only your hands, first lift the right side, then lift the left side, and remove the front passenger's airbag from the dashboard.

NOTE: The lid of the airbag has clips on each side where it attaches to the dashboard.



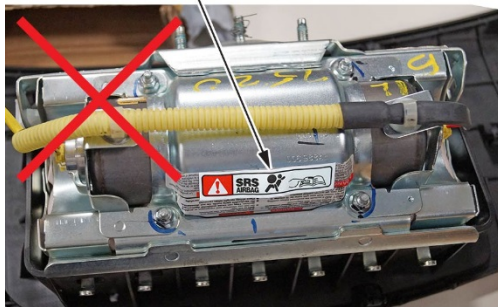
7. Visually inspect the airbag and the inflator for any unusual writing or markings.

**"IDENTIFYING  
COUNTERFEIT AIRBAGS"  
VIDEO**

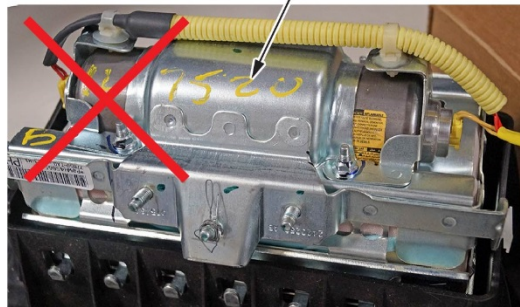


- If there is nothing unusual about the airbag or the inflator, go to step 8.
- If there are any unusual markings, like an incorrect label or a model year written in marker, the airbag and inflator may not be the correct airbag and/or inflator for the vehicle or it may be a counterfeit part. For more information about counterfeit airbags, you can refer to [safercar.gov](http://safercar.gov), enter keywords **MANAGING COUNTERFEIT**, and select **Recommended Dealer Guidance for Managing Counterfeit Air Bags** from the list. **If you suspect that the airbag or inflator is counterfeit, do not continue this procedure.** Contact your DPSM for assistance.

NON-STANDARD SAFETY LABEL



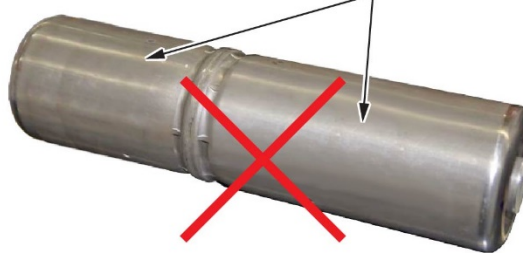
GREASE PENCIL OR PAINT MARKINGS



HAND ENGRAVING



NO LABELS ON INFLATOR

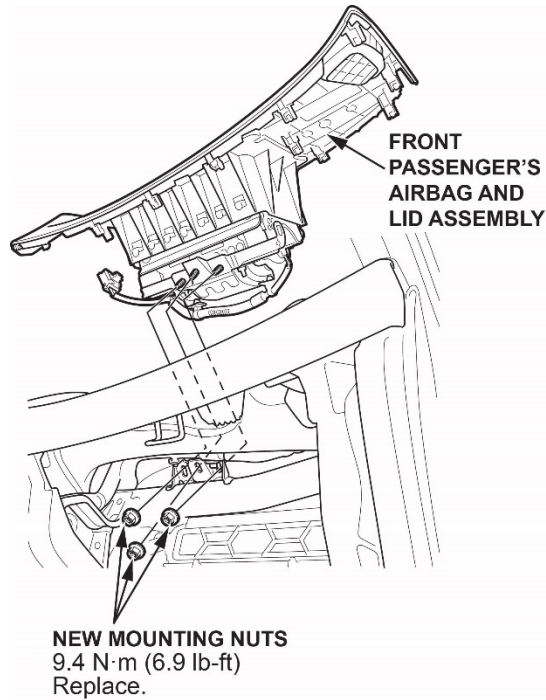


8. Write down the 9-digit serial number located on the right side of the new airbag's box. (There are two rows of numbers on the serial number sticker; the top row is the serial number.) For the warranty claim to be paid, your warranty clerk must enter this 9-digit serial number in the claim.

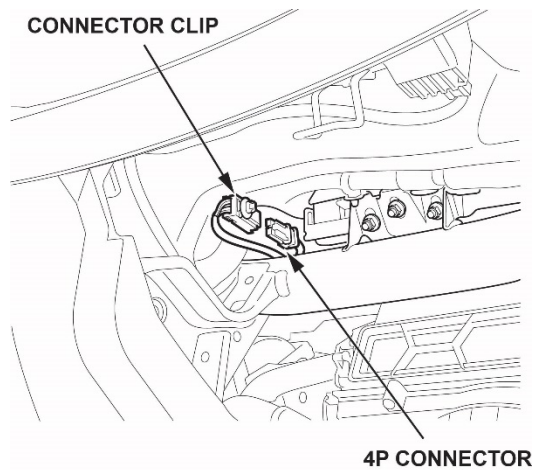


9-DIGIT SERIAL NUMBER

9. Place the front passenger's airbag and lid assembly into the dashboard. Torque the front passenger's airbag new mounting nuts to **9.4 N·m (6.9 lb-ft)**.



10. Connect the front passenger's airbag inflator 4P connector, then install the connector clip.
11. Reinstall the passenger's dashboard side panel.

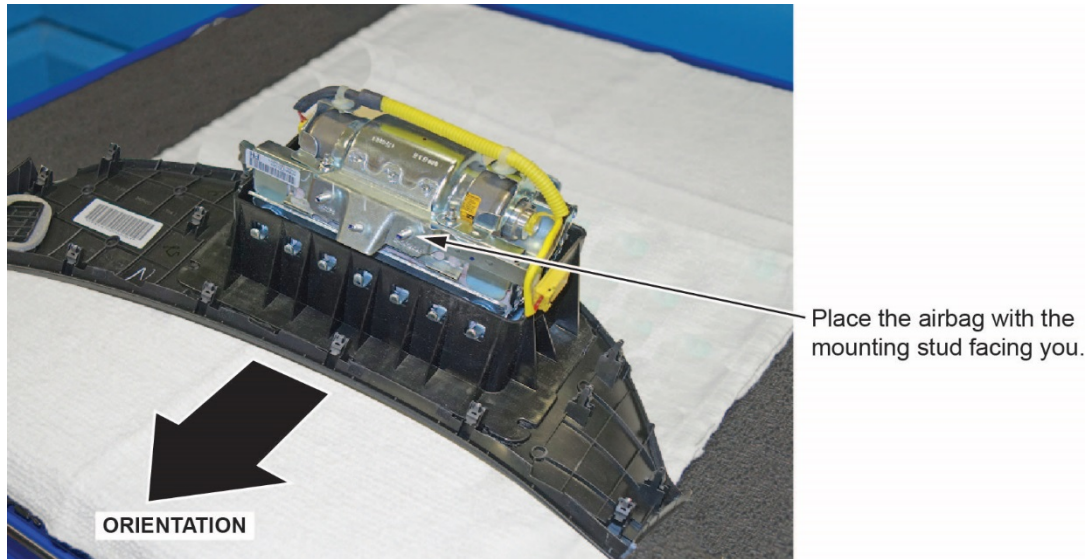


12. Reconnect the glove box damper to its pivot, then close the glove box.
13. Reconnect the battery negative cable and do the following:
- Enter the anti-theft codes for the audio system and the navigation system (if equipped).
  - Press and hold the audio unit power button to exit the anti-theft mode.
  - Set the clock (on vehicles without navigation).
  - Do the power window control unit reset procedure.
14. Start the vehicle and check that the SRS indicator comes on for about 6 seconds, then goes off.

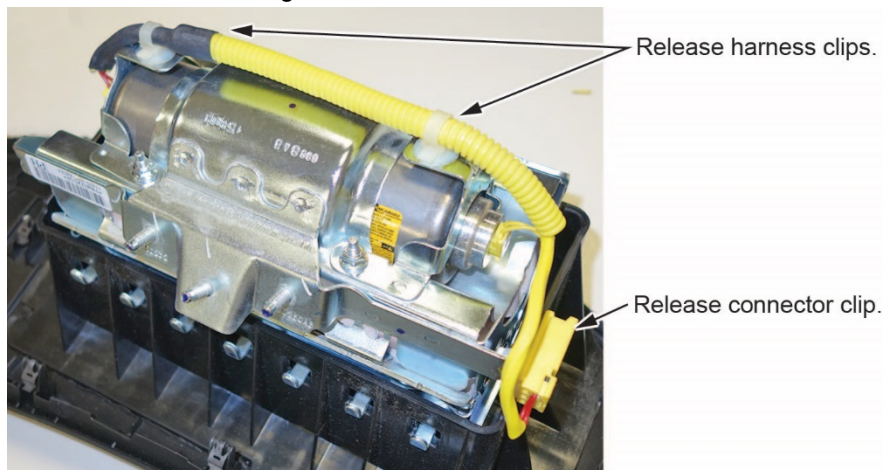


## Remove the inflator from the original airbag assembly

1. Place the airbag, face-down as shown.



2. Remove the harness from both ends of the inflator bracket and release the connector clip.  
NOTE: Orient the airbag as shown to make sure the correct side of the harness is cut and shorted.



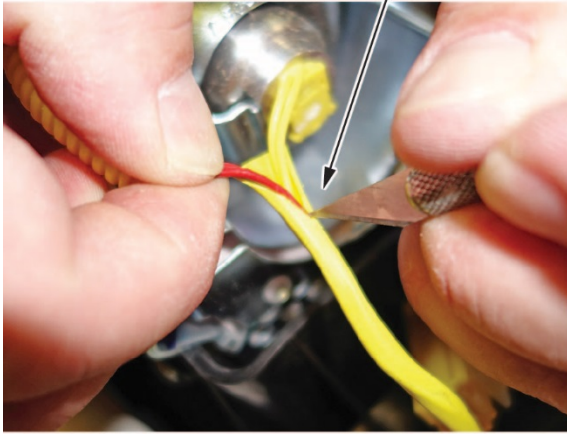
3. Remove the harness from both ends of the inflator bracket and release the connector clip.

4. Short the yellow wires.

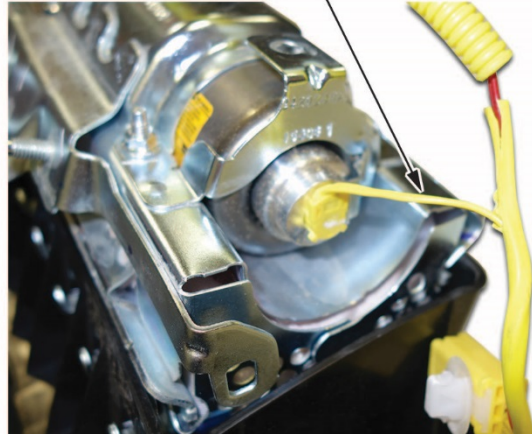
NOTE:

- You must cut the yellow wires for inflator removal and short the yellow wires on the inflator side as indicated to prevent accidental deployment.
- Do not cut the red wires because the airbag connector shorts these inflator wires.
- Cut 1–2 inches of the protective tube to access the yellow wires.

Cut open the protective tubing to expose the yellow wires.

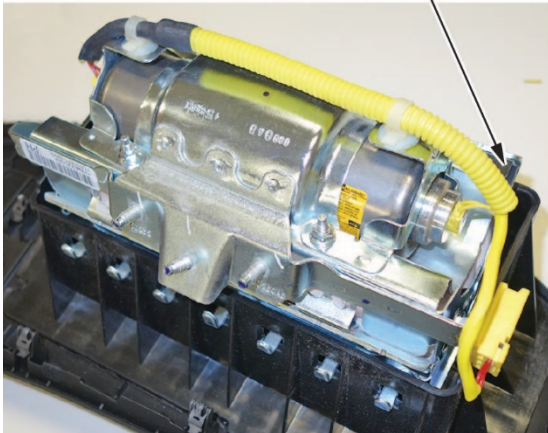


Expose enough of the yellow wires to easily cut.



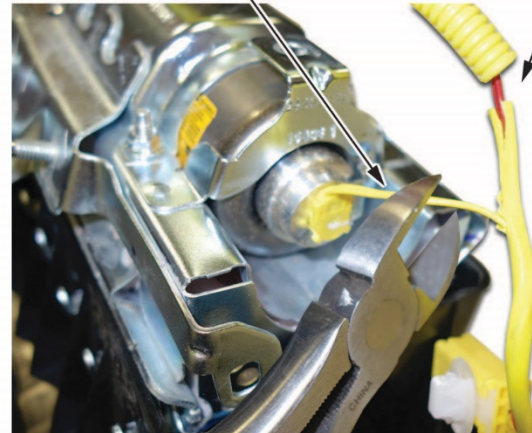
- Cut the yellow wires as shown.

Cut the yellow wires on this side of the inflator.



Cut only the yellow wires.

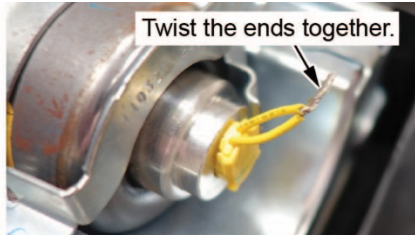
Do not cut the red wires.



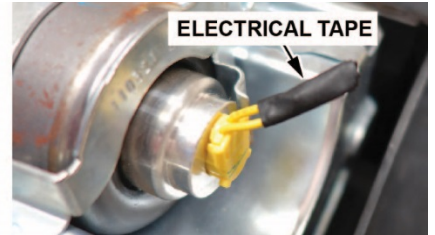
- Strip away about 1 inch of the yellow wire insulation, then twist the wires together.



Twist the ends together.



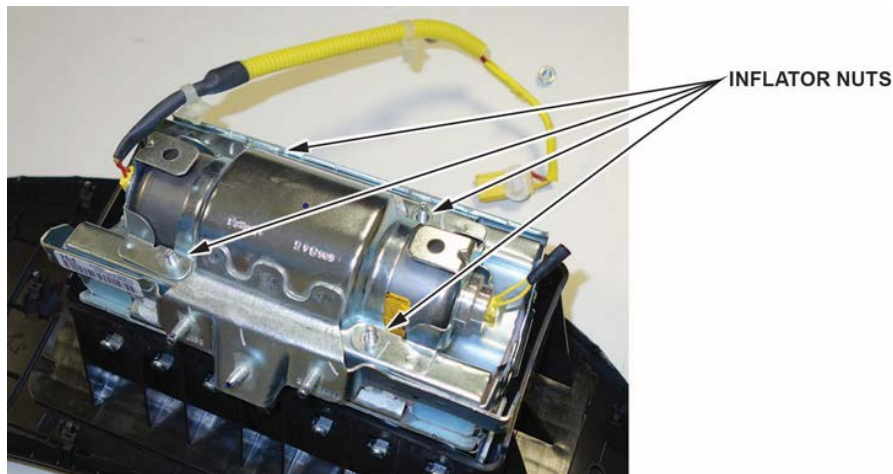
ELECTRICAL TAPE



- Tape the twisted ends with electrical tape.

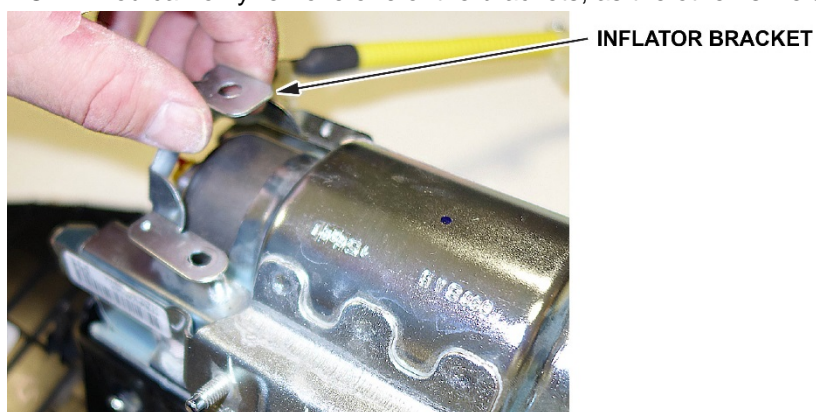


5. Remove the four inflator nuts.



6. Remove the inflator bracket.

NOTE: You can only remove one of the brackets, as the other is welded to the airbag housing.



7. Remove the inflator by pulling it out.



8. Put the original inflator into the box ordered. Make sure there is no other hardware in the box because if the package rattles, it will not be accepted by the courier.
9. Follow the shipping instructions that came with the ordered box, and return the undeployed inflator.
10. Give your warranty clerk the RO that includes the replacement inflator serial number and replacement part number. For the warranty claim to be paid, the **replacement inflator part number** must be included in the warranty claim.
11. Keep the remaining part of the airbag assembly for your DPSM to destroy.

END



***Example of Customer Letter***

**NOTE: This was the original letter sent to the customer, but the repair procedure has changed – Replace the airbag assembly. An inspection is not needed.**

September 2010

**Safety Recall: Front Passenger's Airbag May Not Deploy Correctly**

Dear Accord Crosstour 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 has decided that a defect which relates to motor vehicle safety exists in certain 2010 model year Accord Crosstour vehicles. The front passenger's airbag may not have been assembled according to correct specifications. In the event of a crash, an unbelted child seated in the front passenger's seat may be at greater risk of injury should the airbag deploy.

**What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will inspect and, if necessary, replace the front passenger's airbag module, free of charge. If your vehicle does not need a new airbag, please plan to leave it for half a day to allow the dealer flexibility in scheduling. If your vehicle needs a new airbag, please plan to leave it overnight as airbags need to be ordered for each vehicle. A loaner car will be provided if necessary.

**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 90501-2746

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 (60 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  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

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

Our records show that you are the current owner of a 2010 Accord Crosstour in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, 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 any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.  
Honda Automobile Division**