



**Safety Recall: Hazard Switch Assembly With Incorrect “Passenger Airbag Off” Indicator**

(Supersedes 12-055, dated August 31, 2012, to revise the information marked by the black bars)

**REVISION SUMMARY**

An example of the customer letter was added.

**BACKGROUND**

A dashboard hazard switch assembly incorporating an incorrect “passenger airbag off” indicator may have been installed on seventeen 2012 Ridgelines. The passenger airbag off indicator on the switch does not comply with FMVSS 208.

**CUSTOMER NOTIFICATION**

All owners of affected vehicles have or will be notified of this safety recall in September 2012. An example of the customer notification is included at the end of this service bulletin.

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

Some vehicles affected by this recall may be in your new or used vehicle inventory. As a matter of federal law, these vehicles **must** be repaired before they are sold.

Should a dealership sell an unrepaired vehicle that subsequently causes injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims. To see if a vehicle in inventory is affected by this recall, do a VIN status inquiry before selling it.

**CORRECTIVE ACTION**

Inspect the passenger airbag indicator, then replace the hazard switch assembly, if needed.

NOTE: Since there are only 17 affected vehicles and not all of them are anticipated to have the incorrect passenger airbag indicator, to minimize unnecessary parts demand, only order a replacement switch after you have confirmed that an incorrect switch was installed. You may be able to determine whether a new assembly is needed when the customer makes a repair appointment.

**PARTS INFORMATION**

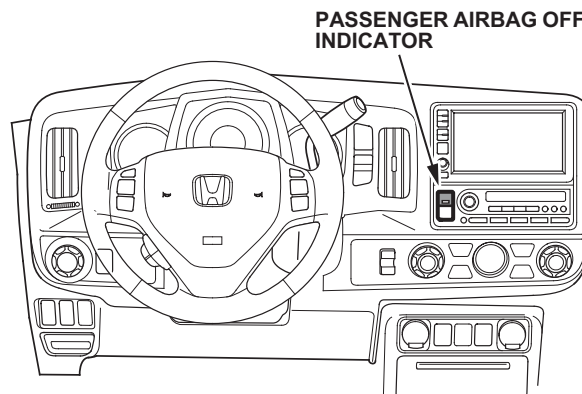
Hazard Switch Assembly:  
P/N 35510-SJC-A11ZB

**WARRANTY CLAIM INFORMATION**

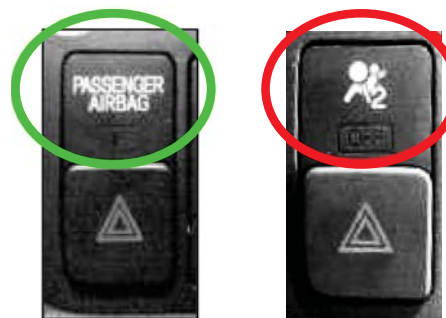
Operation Number: 7271B3  
Flat Rate Time: 0.2 hour  
Failed Part: 35510-SJC-A11ZB  
Defect Code: 5WJ00  
Symptom Code: S5200  
Skill Level: Repair Technician

**INSPECTION PROCEDURE**

Inspect the passenger airbag off indicator; it is on the dashboard hazard switch assembly.



Use the illustrations to determine if the indicator is correct or not correct.



**CORRECT**

**NOT CORRECT**  
Replace the switch.

**Correct** – If the indicator is correct, no repair is necessary.

**Not Correct** – If the indicator is **not** correct, go to REPAIR PROCEDURE.



## REPAIR PROCEDURE

Replace the hazard switch assembly:

- Refer to the appropriate service manual, or
- Online, enter keyword **INSTRUMENT**, and select **Instrument Panel Removal/Installation** from the list.

*Example of Customer Letter*

September 2012

### **Safety Recall: Hazard Switch Assembly With Incorrect "Passenger Airbag Off" Indicator – NHTSA Recall 12V-432**

Dear Honda Ridgeline 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 certain 2012 model year Ridgeline vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection." There is a potential that an incorrect Passenger Airbag Indicator was installed on your vehicle. The incorrect indicator does not identify the passenger airbag by use of the terminology required by the standard. Without the proper passenger airbag indicator, the seat occupant may not be aware that the airbag is off, possibly resulting in injuries in the event of a crash.

#### **What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle inspected and, if necessary, repaired at no cost to you. The dealer will inspect your vehicle and replace the Passenger Airbag Indicator, if necessary. The complete process (inspection and if affected, replacement) may take approximately 12 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you 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 90501-2746

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**

Registration records indicate that you are the current owner or lessee of a 2012 Honda Ridgeline involved in this campaign. If this is not the case, or the name/ address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. 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 1-800-999-1009, and select option 4. U.S. customers can also locate a dealer online at [Hondacars.com](http://Hondacars.com). Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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