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Sent on 04 21 2014 **Expires on** 05 11 2014
From American Honda Parts, Service & Technical Division, Campaign Administration
Subject Safety Recall: Multi-Model Driver's Airbag Inflator Notification Error

DATE: April 21, 2014

TO: All Honda Sales, Service & Parts Managers and Personnel
FROM: American Honda Parts, Service & Technical Division, Campaign Administration

RE: Safety Recall: Multi-Model Driver's Airbag Inflator Notification Error

Recently, American Honda conducted a round of customer reminder notifications for recalls Q96 (S/B 08-093, *Safety Recall: Driver's Airbag Inflator Can Be Over-Pressurized*) and R54 (S/B 10-039, *Safety Recall: Replacement Driver's Airbag Inflator Can Be Over-Pressurized*). Due to a clerical error, a small number of customers may have been contacted that have already had the recall completed.

If a customer brings a letter to your dealership asking for the recall to be completed, check VIN Inquiry status to confirm whether the vehicle is eligible for the recall. If the campaign is complete, it will show a "C" next to the service bulletin number (either 08-093, 10-039, or in rare cases, both), and no further action is necessary for the recall. If the "C" is not present, the recall has not yet been completed, and the relevant repair should be conducted.

Please advise any concerned customers of the clerical error, and assure them that if VIN Inquiry status indicates the recall is complete, their vehicle has already received the necessary inspection and/or repair, and further action for this recall is not necessary.

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