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Sent on 09 22 2014 **Expires on** 12 20 2014
From American Honda Parts, Service & Technical Division, Campaign Administration
Subject 2001-11 Multi-Model Airbag Inflator Recalls INFORMATION UPDATE

DATE: September 22, 2014

TO: All Honda Service Managers and Personnel
FROM: American Honda Parts, Service & Technical Division, Campaign Administration
RE: 2001-11 Multi-Model Airbag Inflator Recalls **INFORMATION UPDATE**

American Honda has begun notifying customers affected by service bulletins 14-045, *Recall: Front Driver's Airbag Inflator May Produce Excessive Pressure After Long-Term Exposure to High Absolute Humidity Recall*, and 14-046, *Recall: Front Passenger's Airbag Inflator May Produce Excessive Pressure After Long-Term Exposure to High Absolute Humidity* on a very limited basis. To support this notification, both bulletins have been revised to include warranty, parts and repair information for affected vehicles. Parts supply for these vehicles remains very tight, and not all parts may be initially available to repair all vehicles. Once parts supply stabilizes, American Honda will issue an additional iN message notifying all dealers of part availability. Note that parts supply does exist for the populations of customers being contacted; American Honda will not notify customers requiring repairs that cannot be completed due to parts supply issues.

Note that a customer is not required to bring a copy of a notification letter in to receive service on an affected vehicle. In cases where parts are available, every effort should be made to repair a customer-owned vehicle, and no customer should be turned away because he or she has not yet received notification in the mail. Should one or both inflator part numbers required to repair a particular vehicle be unavailable, note the status of the recall on the repair, and assure the customer that they will be notified once parts are made available.

Because not all part numbers are available in abundant supply, American Honda asks that dealers do not proactively contact customers at this time. While American Honda wishes to accommodate any drive-in customers requesting repair, actual notification of customers will occur as parts to support those notifications become available. Because dealer outreach may cause increased demand on part numbers in short supply, American Honda asks that all proactive customer outreach be focused on other recalls at this time.

In an effort to determine whether a safety defect exists in the inflators being replaced, American Honda will be conducting inspections on all returned parts. To facilitate this inspection, return any replaced inflators to TK Holdings per the instructions in the service bulletin as soon as possible.

Also please note that service bulletins 08-093, *Safety Recall: Driver's Airbag Inflator May Be Over-Pressurized* and 10-039, *Safety Recall: Driver's Replacement Airbag Inflator May Be Over-Pressurized* have been revised with new part numbers and minor procedural changes. Ensure all previous copies of the bulletins are discarded and replaced with the updated versions.

Should any vehicle be identified that shows as eligible for campaigns 08-093 or 10-039 and 14-045, please only conduct the 14-045 repair, and fax the VIN inquiry to (310) 781-4823.

As always, be sure to check VIN inquiry to determine which, if any, campaigns apply to a particular vehicle.

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