

Stop Sale/Safety Recall: Acura 2005-2016 Multi-Model Driver's Airbag Inflator

Dealer Q&A – Updated 02.11.16

GENERAL	
What is the cause of the stop sale/safety recall?	In certain vehicles, the driver's (front) airbag inflator could produce excessive internal pressure during airbag deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator casing to rupture. Metal fragments could pass through the airbag cushion material, possibly causing injury or fatality to vehicle occupants. At this time, we're working to identify the root cause, but we do know that exposure to high temperatures and high humidity seems to be a contributing factor.
Have there been any ruptures of this type of inflator in the market in Honda or Acura vehicles?	Honda has not received any reports of Takata PSDI-5 inflator ruptures in the market in Honda or Acura vehicles worldwide.
Which models are affected by the stop sale/safety recall?	The recall includes specific VINs from these Acura models: <ul style="list-style-type: none"> • 2013-16 Acura ILX • 2007-16 Acura RDX • 2005-12 Acura RL • 2009-14 Acura TL • 2010-13 Acura ZDX Check VIN status to see if a specific VIN is included in the recall.
When will a list of affected VINs be available?	A preliminary list of affected vehicles is available and you can identify any vehicles by performing an iN VIN status inquiry. Additional checks will be completed to ensure all affected VINs were captured in this preliminary list. Given this, the final list of affected vehicles may change. We expect a final VIN list by Feb. 15. Dealers will be notified via iN message once the complete VIN list is available through VIN inquiry, eResponsibility, and other dealer-facing systems. Please note that the list of affected 2016 model VINs will <u>not</u> change. All affected 2016 model year VINs that are part of this recall have been loaded into iN.
Will the list of MY16 VINs change?	No. The list of affected 2016 model VINs will <u>NOT</u> change. All affected 2016 model year VINs that are part of this recall have been loaded into iN.
What is the repair?	Replace the driver's airbag inflator with a different inflator type.
Are replacement parts available?	The necessary replacement parts will not begin to become available until Summer 2016.
Why will there be such a long delay for replacement parts?	Acura plans to replace all of these recalled inflators with new parts from an alternative supplier, free of charge. It will take some time

	to conduct the engineering and testing of replacement inflators in order to ensure that they will fit in the existing airbag modules originally installed in these vehicles and perform to specification. Additionally, due to the large number of vehicles involved, some of the delay will be caused by efforts to ramp up production for this purpose.
Since you have a supply of replacement inflators already, why can't the existing replacement inflators be used for the PSDI-5?	The driver front inflator designs and specifications are different between vehicles included in the latest recall and the earlier recalls.
Do the replacement inflators contain ammonium nitrate?	<p>For the driver front airbag inflator recall announced in February 2016, Autoliv will supply the replacement inflators. None of those replacement inflators will contain an ammonium nitrate propellant.</p> <p>For the Takata airbag inflator recalls announced before February 2016: The replacement airbag inflators being supplied by Takata do contain ammonium nitrate in their propellant formulas.</p> <p>The replacement inflators being supplied by Autoliv, Daicel and TRW do not contain ammonium nitrate.</p>
What actions should dealers take?	<ol style="list-style-type: none"> 1. Ensure that every dealership associate is aware of this situation and that customer-facing associates provide transparent information to customers. 2. Refer to your eResponsibility report and VIN inquiry to determine which units in your inventory are affected by this safety recall. 3. Run a VIN status check on all vehicles brought into your Service department to determine if they are affected by any recall. 4. For affected vehicles, replace the driver's airbag inflator with a different inflator type. Any new or used units in dealer stock must be repaired per service bulletin 16-010, Safety Recall: Takata Driver's Airbag Inflator once the parts and repair information is available. 5. Offer concerned customers of affected vehicles a loaner or rental vehicle until a replacement part is available and their vehicle is repaired.
CUSTOMER COMMUNICATIONS	
When will customers be notified of this recall?	<p>Initial notifications will be mailed to customers beginning mid-March with a completion date by March 29, 2016. American Honda is also communicating to customers in the following ways:</p> <ul style="list-style-type: none"> • February 3 – Press release was issued to the media • February 4 – Alert was posted on the Acura Owners site

	<ul style="list-style-type: none"> February 4 – New language was added to the recalls.acura.com website notifying customers that the VIN list will be updated on February 15th and encouraging customers to check back after that date.
<p>What will be communicated to customers in the mailing?</p>	<p>Clients will initially be advised that their vehicle is affected by a safety recall and that parts will be made available beginning in summer. Once sufficient parts are available, clients will be notified by mail again to visit their dealer for inflator replacement, with priority on older models and regions affected by high absolute humidity.</p>
<p>What should dealers tell customers whose vehicles show as included in the recall in VIN Status Inquiry?</p>	<p>If the vehicle shows as affected in VIN Status Inquiry, please let the client know the following:</p> <ul style="list-style-type: none"> Your vehicle is part of an open recall requiring a repair of the driver’s airbag inflator. We’ve been informed that the specific list of affected VINs is preliminary. You can check back after February 15th either by calling back or visiting recalls.acura.com to confirm if your vehicle is part of this recall. We apologize for this inconvenience. If your vehicle is affected by this recall, you will receive a notification in the mail. Mailers are scheduled to start going out in mid-March. There are currently no replacement parts available for this recall. Replacement parts are expected to begin arriving at dealers this summer, but it will take some time before enough parts will be available to repair every vehicle. If you receive a mailed notification confirming your vehicle is part of this recall, you will be notified by mail again when parts become available for your vehicle and encouraged to visit an official Acura dealer for repair at that time. <p>If the vehicle does NOT show as affected in VIN Status Inquiry, but it is included in the model list by year and model, please let the client know the following:</p> <ul style="list-style-type: none"> There is currently an open recall that includes your vehicle model and year. While our system does not currently show that your vehicle is part of this recall, the specific list of affected VINs is preliminary and could change. I would encourage you to check back after February 15th either by calling back or visiting recalls.acura.com to confirm if your vehicle is part of this recall. We apologize for this inconvenience. If your vehicle is affected by this recall, you will receive a notification in the mail. Mailers are scheduled to start going out in mid-March.

SALES	
Can dealers sell vehicles with affected VINs to retail customers?	No. All affected vehicles are on stop sale and cannot be sold until the inflator is repaired with a counter-measured part.
Can dealers wholesale affected units?	No. Dealers cannot sell any vehicles affected by this recall until the required repair is completed.
How many MY16 vehicles are included in this stop sale?	Of the approximately 530,000 model year 2005-2016 Acura vehicles affected by this recall, approximately 2,000 units are unsold MY16 ILX and 10 units are unsold MY16 RDX units currently in dealer inventory.
If a 2016 model is included in the affected vehicle list, but a VIN status inquiry does not show that it is part of the stop sale, can a dealer sell the vehicle?	Yes. The list of affected vehicle VINs for 2016 models is confirmed and loaded into iN. If a 2016 VIN does not show as part of this recall on iN, a dealer may sell the vehicle.
What should dealers do when customers want to trade in a vehicle included in the recall?	Dealers will have the option to take vehicles in on trade and utilize the floorplan and depreciation assistance program American Honda is currently putting into place. Program details will be available early next week.
What should dealers do when customers coming off lease want to purchase their affected lease vehicle?	We're reviewing this issue and expect to have information for you within the next week. Thank you for your patience while we work on this. Currently, customers can request a lease extension through Acura Financial Services.
Can dealers purchase lease vehicles at end of term?	We're reviewing this issue and expect to have information for you within the next week. Thank you for your patience while we work on this. Currently, customers can request a lease extension through Acura Financial Services.
If I don't floorplan with AHFC, will I still receive floorplan assistance?	Yes. The floorplan assistance program will be available for all dealers regardless of your current floorplan provider.
Can an Acura dealer retail a Honda vehicle included in the recall?	No. Dealers should not retail any Acura or Honda vehicle under recall. Dealers should check Acura VINs on iN and should check Honda VINs on recalls.honda.com.
Will American Honda provide assistance to Acura dealers for	Yes. The assistance programs announced on February 10, 2016 will also apply to ACPV and used Honda vehicles.

Honda vehicles included in the recall?	
Is Acura planning to suspend current pull-ahead programs?	No. Based on dealer requests and feedback that there is new car availability to support these programs, Acura will not suspend the current pull-ahead programs.
Will Acura eliminate the ACPV requirement for Dealership of Distinction in light of the recall?	Yes. Acura is eliminating the ACPV-to-new ratio requirement for the 2016 program.
Will Acura eliminate the ACPV requirement for Standards Bonus until replacement parts are available to repair affected vehicles?	Yes. Acura will suspend the ACPV-to-new ratio requirement for the Acura Standards Bonus Program until further notice.
Will Acura provide support for dealers to complete a pre-delivery inspection of ACPV units once the vehicles are repaired?	Acura will provide a \$200 PDI allowance for each affected certified unit, to be paid when Acura receives the RDR.
SERVICE	
Is there a service bulletin for this safety recall?	We have issued bulletin 16-010, Safety Recall: Takata Driver’s Airbag Inflator to support this safety recall. Once parts are available, the bulletin will be revised to include warranty, parts and repair procedure information.
What verbiage should be included on the Repair Order?	“Customer advised that: The vehicle is subject to a recall affecting the driver’s front airbag inflator. Redesigned driver airbag inflators are not available for installation at this time. Once redesigned parts are available, the registered owner of the vehicle will receive notice to bring the vehicle in for replacement of the component.”
If a customer’s airbag has deployed, should the dealer replace the airbag with available parts?	Until updated parts are made available, dealers should continue to replace deployed (crash damage) airbags with currently available inventory. Vehicles receiving these replacement airbag modules may need to return to the dealership at a later date to receive the final inflator recall repair.
How will parts be prioritized for waiting customers?	Due to the regional nature of high temperature and high absolute humidity, customer mailings will be conducted in high absolute humidity regions first, with the earliest model years receiving priority. Acura will notify dealers once this activity begins. Once parts are available, we will focus initially on high humidity markets. Note: Fourteen U.S. states and territories designated by Honda as High Absolute

	Humidity regions: Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, the US Virgin Islands, Saipan, Guam and American Samoa.
Will this new recall impact efforts related to the previous Takata inflator recalls?	No. This is a new safety recall. With your great support, American Honda has replaced about 50% of the inflators identified in previous recalls. We have sufficient parts in stock for all these vehicles affected by the older recalls and we're continuing our outreach efforts to those customers. There's plenty of work to do between now and the arrival of the new recall parts to continue this effort, so we ask that you please maintain your current staffing levels. When a customer contacts your dealership, please be sure to clearly identify which recall the vehicle falls under. We DON'T want to mistakenly turn away vehicles associated with the older recall.
Loaner Vehicles	
Should dealers provide concerned customers with a loaner or rental vehicle?	Yes. Dealers should provide a loaner car to any customer that requests one while their vehicle is awaiting repair. Also, an exclusive service offered by Acura are loaner vehicles to customers under the age of 25. It is preferred that dealers offer ACCP vehicles to customers. To receive reimbursement for use of your ACCP vehicles, file rent back expenses through sublet R9 in the warranty claim. If using third party rental vehicles, obtain authorization from DPSM and rental expenses through sublet R3 in the warranty claim.
Can loaner vehicles included in the recall be loaned out to clients?	No. See Acura Dealer Operations Manual section 15.6.
How can dealers confirm if a loaner vehicle is included in the recall?	ACCP vehicles must be checked individually via iN "Service" > "Vehicle Information" > "VIN Inquiry."
Will American Honda provide dealer support for loaner vehicles affected by the recall?	Acura will allow dealers to remove affected stop sale units prior to 3 months in-service without subsidy chargeback. We will also allow dealers to input non-affected models from new vehicle inventory, including new 2015 TLX models , to replace the affected vehicles removed due to the recall. Acura is introducing an enhancement to the ACCP program that will include 2015 and 2016 TLX models. Please refer to a future bulletin for official program details. In addition, we will continue the opportunity for dealers to expand their subsidized ACCP fleet to 80% or higher of their daily CP and Warranty repair order counts, with zone approval. To maximize your use of the ACCP program, Acura recommends replacing affected ACCP units immediately under the "Acura Trade-in Assistance" incentive offer.

<p>Can a customer receive a loaner vehicle from the dealer and still keep his/her recall-affected vehicle?</p>	<p>We're reviewing this issue and expect to have information for you by end of week. Thank you for your patience while we work on this.</p>
<p>Can a customer keep a loaner vehicle for more than 30 days if parts are not yet available to repair his/her vehicle?</p>	<p>No. The client cannot be loaned a vehicle for longer than 30 days. At 30 days, the vehicle has to be inspected and/or exchanged for another vehicle and the client must sign a new agreement.</p>
<p>Can a dealer expand his/her fleet size due to client demand related to the recall?</p>	<p>Yes. Dealers can expand their subsidized ACCP fleet to 80% or higher of their daily CP and Warranty repair order counts, with zone approval.</p>
<p>Can dealers pull recall-affected vehicles out of the loaner car program without penalty prior to the minimum in-service requirement?</p>	<p>Yes. For all recall-affected ACCP units, the subsidy charge will be waived for removal from the program prior to the 3 months in-service minimum.</p>
<p>Will clients be required to continue to make their monthly payment to Acura Financial Services while driving a loaner vehicle?</p>	<p>Yes.</p>