

Stop Sale/Safety Recall: Honda 2007-2015 Multi-Model Driver's Airbag Inflator

Dealer Q&A – Updated 02.11.16

GENERAL	HONDA
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 Honda models: <ul style="list-style-type: none"> • 2007-2011 Honda CR-V • 2007-2014 Honda Ridgeline • 2009-2014 Honda Fit • 2010-2014 Honda FCX Clarity • 2010-2014 Honda Insight • 2011-2015 Honda CR-Z 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.
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?	Honda 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 16-016, 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 Honda Owners site • February 4 – New language was added to the

	<p>recalls.honda.com website notifying customers that the VIN list will be updated on February 15th and encouraging customers to check back after that date.</p>
<p>What will be communicated to customers in the mailing?</p>	<p>Customers 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, customers 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 customer 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.honda.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 Honda 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 customer 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.honda.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.
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 recall-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 Honda 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 Honda 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 a Honda dealer retail an Acura vehicle included in the recall?	No. Dealers should not retail any Honda or Acura vehicle under recall. Dealers should check Honda VINs on iN and should check Acura VINs on recalls.acura.com.
Will American Honda provide assistance to Honda dealers for Acura vehicles included in the recall?	Yes. The assistance programs announced on February 10, 2016 will also apply to CPO and used Acura vehicles.
Is Honda planning to suspend current pull-ahead programs?	No. Based on dealer requests and feedback that there is new car availability to support these programs, Honda will not suspend the current pull-ahead programs.
Will Honda provide support for dealers to complete a pre-delivery inspection of CPO units once the vehicles are repaired?	Honda will provide a \$200 PDI allowance for each affected certified unit, to be paid when Honda receives the RDR.

SERVICE	
Is there a service bulletin for this safety recall?	We have issued bulletin 16-016, 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. Honda 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.
Courtesy/Rental Cars	
Should dealers provide concerned customers with a courtesy or rental	Yes. Honda Dealers should provide a courtesy vehicle to any customer that requests one while their vehicle is awaiting

vehicle?	<p>repair. Authorized HCVP dealers must follow HCVP Guidelines for Courtesy Vehicle issuance.</p> <p>An exclusive service available only from authorized HCVP dealers is the ability to issue an HCVP unit to titled owners under the age of 25 of affected vehicles. Please see the HCVP Guidelines or Service Operations Manual for details.</p>
Can courtesy vehicles included in the recall be loaned out to customers?	No. Please see HCVP Guidelines in section 15 of the Service Operations Manual.
How can dealers confirm if a courtesy vehicle is included in the recall?	Courtesy vehicles must be checked individually via iN “Service” > “Vehicle Information” > “VIN Inquiry.”
Can a customer receive a courtesy or rental vehicle from the dealer and still keep his/her recall-affected vehicle?	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.
Can a customer keep a Honda Courtesy Vehicle Program vehicle for longer than 30 days if parts are not yet available to repair his/her vehicle?	No. The customer cannot rent or be loaned a Honda Courtesy Vehicle Program vehicle for longer than 30 days. At 30 days, the vehicle has to be inspected and/or exchanged for another vehicle and the customer must sign a new Rental Agreement.
Can a dealer expand his/her fleet size beyond the Honda Financial Services floorplan limit due to customer demand related to the recall?	Honda Financial Services will review dealer requests on a case by case basis. For additional information, please contact Sherry Rector or Vijay Raman at Honda Financial Services at 800.577.5533.
Can dealers pull recall-affected vehicles out of the courtesy car program without penalty prior to the minimum in-service requirement?	Yes.
Will customers be required to continue to make their monthly payment to Honda Financial Services while driving a courtesy vehicle?	Yes.
Can dealers convert existing inventory into HCVP units?	As a reminder, any 2015 or 2016 model currently in dealer new vehicle inventory can be converted into an HCVP unit. Please contact your zone office for details.