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Sent on	06	29	2016	Expires on	09	26	2016
From	Campaign Administration						
Subject	Safety Recall: Multi-Model Passenger's Airbag Inflator CUSTOMER NOTIFICATION						

DATE: June 29, 2016

TO: All Honda Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers and Personnel

FROM: Campaign Administration

RE: Safety Recall: 2002-2011 Multi-Model Passenger's Airbag Inflator CUSTOMER NOTIFICATION

On Monday, May 23, 2016, American Honda notified NHTSA of a stop sale and safety recall for specific model year 2002-2011 Honda vehicles due to passenger's airbag inflators that may experience over-pressurization upon deployment due to prolonged exposure to high temperatures and high absolute humidity.

Customer notifications for the following model/model years covered by service bulletin 16-047, *Safety Recall: Front Passenger's Airbag Inflator May Be Over-Pressurized (Phase 1)* will begin on June 29, and be completed on July 1:

2005-2006 CR-V
 2003-2006 Element
 2002-2004 Odyssey
 2003-2008 Pilot
 2006-2008 Ridgeline

Owners of vehicles in this population will be instructed to contact their dealer to setup an appointment to have their vehicle's front passenger's airbag inflator replaced.

Owners of all other model/model year combinations covered by 16-047, or those customers with vehicles affected by 16-048, *Safety Recall: Takata Front Passenger's Airbag Inflator (Phase 1)* will be notified beginning on July 15, 2016, with mailings continuing through July 21, 2016. This includes the following model/model years:

16-047
 2007-2011 Element
 2007-2011 Fit
 2009-2011 Ridgeline

16-048
 2008-2011 Accord
 2010-2011 Accord Crosstour
 2006-2011 Civic
 2007-2011 CR-V
 2009-2011 Fit
 2010-2011 Insight
 2009-2011 Pilot

Customers in these populations will be instructed to wait for further information from American Honda indicating that parts supply is available to satisfy their needs. At this time, American Honda expects to begin the renotification process in Fall 2016, pending stabilization of the parts supply.

We are working to expedite the supply of replacement parts for both service bulletins 16-047 as well as 16-048, as quickly as possible. **As with all VINs, vehicles in the model/model year ranges listed in service bulletins 16-047 and 16-048 must have a VIN status inquiry performed to verify whether they are included in the recall.** Accordingly, Honda is providing the verbiage below to facilitate service of these affected vehicles in cases where inflator recall repairs are not possible. Should an affected vehicle arrive for service that cannot be repaired, the customer must be advised that their vehicle is subject to a recall. In addition, the following suggested text should be included on the repair order. This information should be printed out completely any time service is conducted on a vehicle with an open recall and parts are not available. Once replacement parts are available, the normal procedures under SOM 7.2.1 will apply for this recall. Honda's loaner car policy remains in effect.

Suggested Verbiage to be included on Repair Order:

“Customer advised that:

The vehicle is subject to a recall affecting the passenger's front airbag inflator. Redesigned 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.”

Do NOT include this verbiage on repair orders for vehicles that are not a part of the recall listed above. Previously, some dealerships have made this verbiage standard on all repair orders, which created a problem with customers.