

November 10, 2017

07694 Version 4

Safety Recall: Incorrect Installation of the Takata Front Passenger's Airbag Inflator

Supersedes 17-076, dated October 3, 2017, to revise the information highlighted in **yellow**

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2008–12	Accord	ALL	Check the iN VIN status for eligibility
2010–12	Accord Crosstour	ALL	Check the iN VIN status for eligibility
2006–11	Civic	ALL	Check the iN VIN status for eligibility
2006–11	Civic CNG	ALL	Check the iN VIN status for eligibility
2006–11	Civic Hybrid	ALL	Check the iN VIN status for eligibility
2007–11	CR-V	ALL	Check the iN VIN status for eligibility
2009–12	Fit	ALL	Check the iN VIN status for eligibility
2010–12	Insight	ALL	Check the iN VIN status for eligibility
2009–12	Pilot	ALL	Check the iN VIN status for eligibility

REVISION SUMMARY

More affected vehicles were added to the campaign. There are no changes to the affected model/year ranges.

The inflator must be removed from the airbag module and returned to Takata using your standard inflator return method.

BACKGROUND

Some dealers incorrectly installed inflators under Service Bulletins 16-048, *Safety Recall: Takata Front Passenger's Airbag Inflator (Phase 1)* and 17-002, *Safety Recall: Takata Front Passenger's Airbag Inflator (Phase 2)*. The incorrect installation of the inflators may have damaged the airbag inflator assembly. Additionally, the airbag may not deploy as designed. **Make sure to replace the front passenger's airbag module (assembly). Do not replace only the inflator.**

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. These vehicles must be repaired before they are sold.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

CORRECTIVE ACTION

Replace the front passenger's airbag module (assembly). **Do not replace only the inflator.**

Write the serial number and part number from the side of the new replacement front passenger's airbag module box on the repair order.

To properly dispose of the original inflator, you must remove it from the airbag module.

A new inflator box must be ordered and the inflator must be returned to Takata by pallet. To order a new inflator box, use the XPO contact information below.

Primary Contact: Tel#: 1-210-250-5079

Email: SCFieldAction.14305@xpo.com

Return the original airbag module (without the inflator) by placing it in the airbag module box that the replacement came in. Mark it properly with a warranty tag, and the assembly will be called in by AHM.

PARTS INFORMATION

Part Name	Part Number	Quantity
2008–10 Accord 4-Door Front Passenger's Airbag Module (BLACK)	77820-TA0-A20ZA	1
2008–10 Accord 4-Door Front Passenger's Airbag Module (GRAY)	77820-TA0-A21ZB	1
2008–10 Accord 4-Door Front Passenger's Airbag Module (IVORY/TAUPE)	77820-TA0-A21ZC	1
2011 Accord 4-Door Front Passenger's Airbag Module	77820-TA0-A20ZA or 77820-TP6-A41ZA Refer to Parts catalog to determine correct application using the vehicle's VIN in the parts catalog.	1
2012 Accord 4-Door Front Passenger's Airbag Module	77820-TP6-A41ZA	1
2008-10 Accord 2-door Front Passenger's Airbag Module	77820-TA0-A20ZA	1
2011 Accord 2-Door V-6 6 speed M/T ONLY Front Passenger's Airbag Module	77820-TA0-A20ZA	1
2011 Accord 2-Door A/T and 5 speed M/T Front Passenger's Airbag Module	77820-TP6-A41ZA	1
2012 Accord 2-Door Front Passenger's Airbag Module	77820-TP6-A41ZA	1
2010 Accord Crosstour Front Passenger's Airbag Module	77820-TA0-A20ZA	1
2011–12 Accord Crosstour Front Passenger's Airbag Module	77820-TP6-A41ZA	1
2006–11 Civic Front Passenger's Airbag Module (BLACK)	77820-SNA-A31ZA	1
2006–11 Civic and Civic CNG Front Passenger's Airbag Module (GRAY)	77820-SNA-A31ZB	1
2009–11 Civic Hybrid Front Passenger's Airbag Module (GRAY)	77820-SNA-A31ZB	1
2006–11 Civic Hybrid Front Passenger's Airbag Module (BLUE)	77820-SNA-A31ZC	1
2006–08 Civic, Civic Hybrid, and Civic CNG Front Passenger's Airbag Module (TAUPE)	77820-SNA-A31ZD	1
2007–11 CR-V Front Passenger's Airbag Module	77820-SWA-A20ZA	1

2009–12 Fit Front Passenger's Airbag Module	77820-TK6-A20ZA	1
2010 Insight Front Passenger's Airbag Module	77820-TM8-A20ZA	1
2011–12 Insight Front Passenger's Airbag Module	77820-TM8-A20ZB	1
2009–12 Pilot Front Passenger's Airbag Module	77851-SZA-A20	1

NOTE:

- The front passenger's airbag module box will be used to return the recalled module. Be careful not to damage the front passenger's airbag module box.
- Parts staff can scan the part number and serial number from the outside of the box into the warranty claim by using the Controlled Part Serial No. screen and scanning the applicable information.

WARRANTY CLAIM INFORMATION

NOTE:

- Process claims as quickly as possible so that resources can be properly allocated.
- To avoid non-payment of warranty claims, the serial number on the box of the new airbag module must be entered into the serial number field of the warranty claim.
- To avoid a warranty claim being charged back to your dealership, follow the normal warranty part retention rules. American Honda will call in the original airbag module.
- The serial number is encoded into the bar code printed on the label attached to the outside of the box. If your dealership uses a scanner, you can scan the serial number from either place into the claim.
- The part number is encoded into a barcode attached to the outside of the box. If your dealership uses a scanner, you can scan the part number into the claim.
- **If you confuse the serial number and part number when entering the claim information**, your claim will be automatically rejected.
- Dealers are required to submit a warranty claim using a template ID to help administer this campaign.

Replace the front passenger's airbag module.

Year and Model	Replacement P/N	Flat Rate Time	Template ID
2008–10 Accord 4-Door Front Passenger's Airbag Module (BLACK)	77820-TA0-A20ZA	0.4 hr	A17076A
2008–10 Accord 4-Door Front Passenger's Airbag Module (GRAY)	77820-TA0-A21ZB	0.4 hr	A17076B
2008–10 Accord 4-Door Front Passenger's Airbag Module (IVORY/TAUPE)	77820-TA0-A21ZC	0.4 hr	A17076C
2011 Accord 4-Door Front Passenger's Airbag Module	77820-TA0-A20ZA	0.4 hr	A17076D
	77820-TP6-A41ZA	0.4 hr	A17076E
2012 Accord 4-Door Front Passenger's Airbag Module	77820-TP6-A41ZA	0.4 hr	A17076F
2008–10 Accord 2-Door Front Passenger's Airbag Module	77820-TA0-A20ZA	0.4 hr	A17076G
2011 Accord 2-Door V6 with 6-speed M/T ONLY Front Passenger's Airbag Module	77820-TA0-A20ZA	0.4 hr	A17076H
2011 Accord 2-Door A/T and 5 speed M/T Front Passenger's Airbag Module	77820-TP6-A41ZA	0.4 hr	A17076I
2012 Accord 2-Door Front Passenger's Airbag Module	77820-TP6-A41ZA	0.4 hr	A17076J
2010 Crosstour Front Passenger's Airbag Module	77820-TA0-A20ZA	0.3 hr	A17076K
2011–12 Accord Crosstour Front Passenger's Airbag Module	77820-TP6-A41ZA	0.3 hr	A17076L
2006–11 Civic Front Passenger's Airbag Module (BLACK) (includes CNG and Hybrid)	77820-SNA-A31ZA	0.6 hr	A17076M
2006–11 Civic Front Passenger's Airbag Module (GRAY) (includes CNG and Hybrid)	77820-SNA-A31ZB	0.6 hr	A17076N
2006–11 Civic Hybrid Front Passenger's Airbag Module	77820-SNA-A31ZC	0.6 hr	A17076U

2006–08 Civic Front Passenger's Airbag Module (TAUPE) (includes CNG and Hybrid)	77820-SNA-A31ZD	0.6 hr	A17076O
2007–11 CR-V Front Passenger's Airbag Module	77820-SWA-A20ZA	0.3 hr	A17076P
2009–12 Fit Front Passenger's Airbag Module	77820-TK6-A20ZA	0.5 hr	A17076Q
2010 Insight Front Passenger's Airbag Module	77820-TM8-A20ZA	0.3 hr	A17076R
2011–12 Insight Front Passenger's Airbag Module	77820-TM8-A20ZB	0.3 hr	A17076S
2009–12 Pilot Front Passenger's Airbag Module	77851-SZA-A20	0.4 hr	A17076T

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE:

- If the VIN status inquiry indicates that the vehicle is subject to any open safety recalls, including a driver's airbag inflator campaign/recall, make sure to also complete those recall repairs before returning the vehicle to the customer. If you are unable to complete any open recall, advise the customer of the recall status and when the recall could be completed.
 - Make sure you have the anti-theft code for the audio and navigation system (if applicable), then write down the frequencies for the audio unit's preset buttons.
 - Make sure you have reviewed the SRS Precautions and Procedures in the service information before doing the repair.
1. Turn the ignition to ON, and check if the SRS indicator comes on for about 6 seconds, then turns off.
 - If the indicator comes on, then turns off after about 6 seconds, go to step 2.
 - If the indicator does not come on, or if it stays on, contact your DPSM for assistance.
 2. Disconnect the battery negative cable, and wait at least 3 minutes before continuing.
 3. Remove the front passenger's airbag module (assembly). Refer to the applicable model's service information **Front Passenger's Airbag Replacement**.
 4. Write the serial number and part number from the side of the new replacement front passenger's airbag module box on the RO. For the warranty claim to be paid, the **new front replacement passenger's airbag module part number and serial number** must be included in the warranty claim.



5. Install the new passenger's airbag module (assembly). Refer to the applicable model's service information **Front Passenger's Airbag Replacement**.

NOTE: Make sure you use all the must replace hardware included with the airbag module and tighten all bolts to the proper torque specifications.

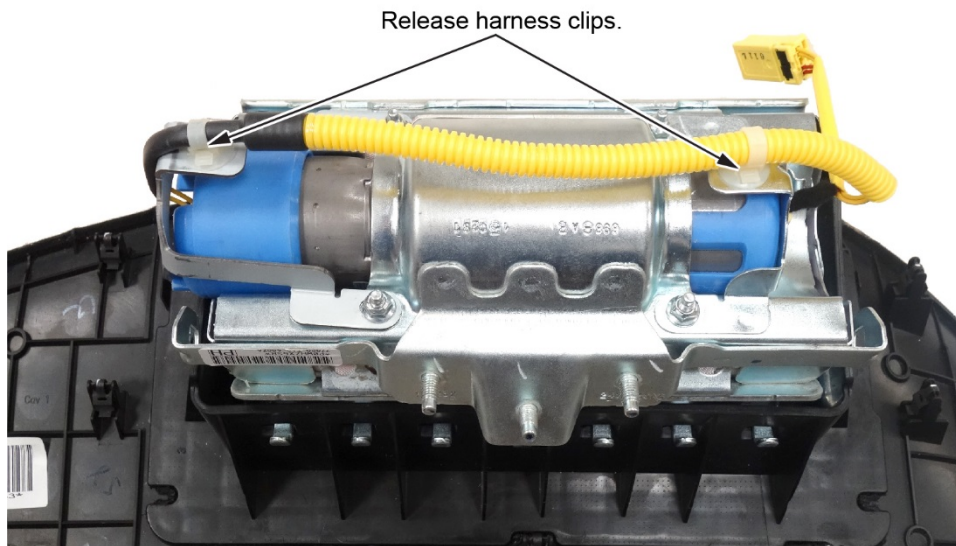
6. Reconnect the battery negative cable.
7. Turn the ignition to ON, and make sure the SRS indicator comes on for about 6 seconds, then goes off. If the indicator does not come on or comes on and stays on, follow normal troubleshooting.

8. Set the clock (for vehicles without navigation), and enter the anti-theft code for the audio and navigation system (if applicable).
9. Put the original front passenger's airbag module into the box the new one came in.
10. Properly fill out and attach a warranty claim tag to the original front passenger's airbag module. The original airbag module will be called in by warranty.
11. Give your warranty clerk the RO that includes the replacement front passenger's airbag module serial number and replacement part number. For the warranty claim to be paid, the **new front replacement passenger's airbag module part number and serial number** must be included in the warranty claim.

Remove the Inflator From the Original Airbag Module

NOTE:

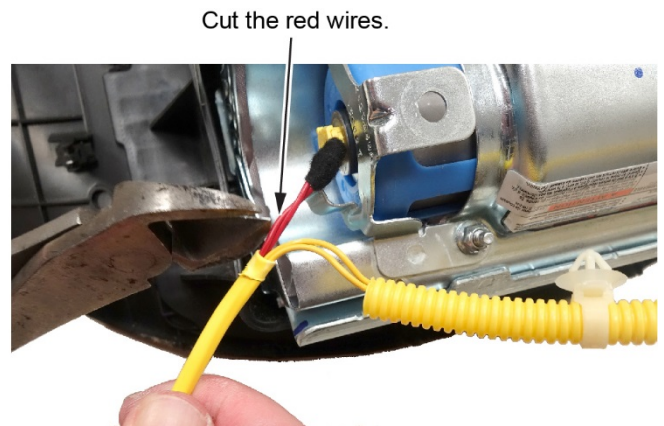
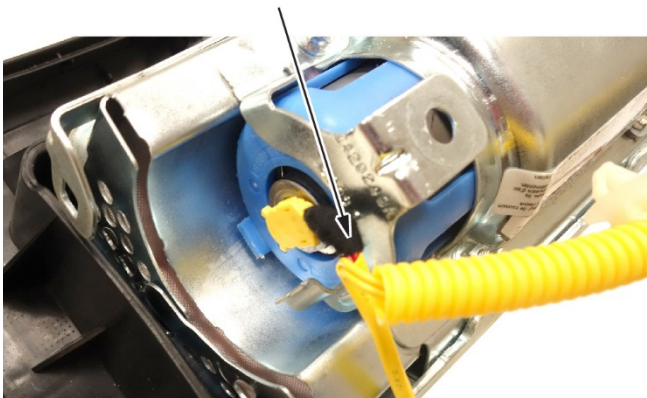
- You must remove the original inflator from the airbag module and return the inflator as part of your palette shipment to Takata.
 - This procedure shows an Accord airbag module. Other vehicles are similar.
1. Order a new inflator box from XPO using one of the following methods:
Primary Contact: Tel#: 1-210-250-5079
Email: SCFieldAction.14305@xpo.com
 2. Remove the harness from the inflator bracket.



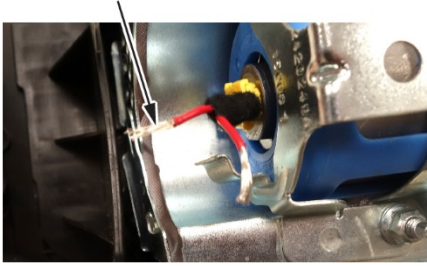
3. Short the red wires.

NOTE:

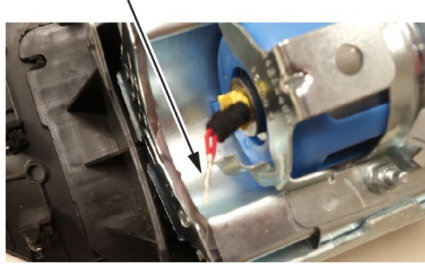
- **You must cut the red wires** for inflator removal and short the red wires on the inflator side as indicated to prevent accidental deployment.
- **Do not cut the yellow wires** because the airbag connector shorts these inflator wires.
- Cut the red wires as shown.
Cut the harness on this side.



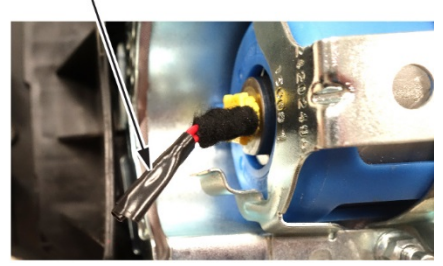
- Strip away about 1 inch of the red wire insulation, then twist the wires together.



Twist ends together.



ELECTRICAL TAPE



- Tape the twisted ends with electrical tape.
- Remove the four inflator nuts.

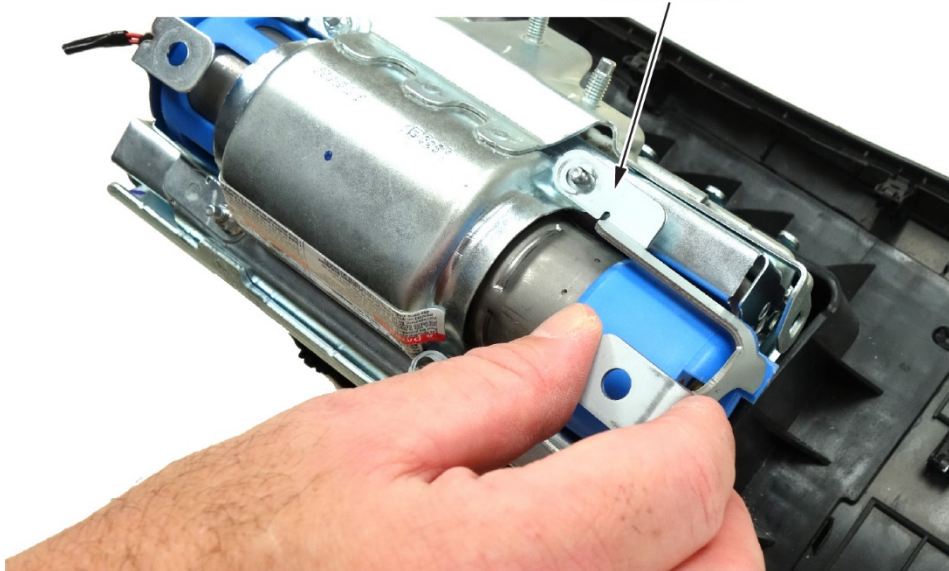


- Remove the inflator bracket.

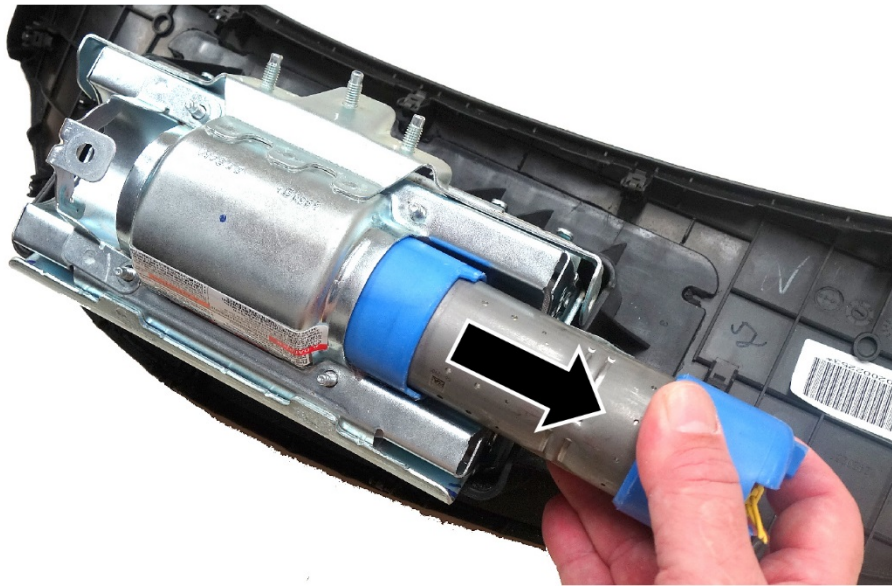
NOTE:

You can only remove one of the brackets, as the other is welded to the airbag housing.

INFLATOR BRACKET
Do not reuse.



5. Remove the inflator by pulling it out.



6. Put the original inflator into the new inflator box acquired from XPO. Make sure there is no other hardware in the box because if the package rattles, it will not be accepted by the courier.
7. Follow the shipping instructions outlined in PIB A15-0006 to return the undeployed inflator.
8. Properly fill out and attach a warranty claim tag to the original front passenger's airbag module (without the inflator). The original airbag module will be called in by AHM.

END