

## View Message

<b>Sent on</b>	09	28	2018	<b>Expires on</b>	12	16	2018
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	19 Insight, Ody, and Ridgeline SRS Unit Replacement Stop Sale & Safety Recalls						

DATE: September 28, 2018

TO: All Honda Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2019 Insight, Odyssey, and Ridgeline SRS Unit Replacement Stop Sale & Safety Recalls

On September 27, 2018, American Honda notified NHTSA of a safety recall and stop sale for a small number of 2019 Insight (19 units), 2019 Odyssey (25 units), and 2019 Ridgeline (74 units) vehicles due to faulty supplemental restraint system (SRS) unit operation. Refer to your eResponsibility report or do an iN VIN **status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

#### PROBLEM

Due to a supplier manufacturing issue during SRS control unit production, the printed circuit board inside the unit may have been damaged. In the event of a crash, a SRS unit with a damaged printed circuit board may fail to deploy the airbags or seatbelt pretensioners, increasing the risk of injury.

#### REPAIR

Affected vehicles will require replacement of the SRS unit.

#### PARTS

Due to the small number of affected vehicles, please only order parts for vehicles in dealer inventory and customer vehicles scheduled for repair.

#### TOOLS

Any tools required for this repair should be in dealer inventory. Any replacements or additional units can be purchased through the Honda Tool and Equipment Program or commercially.

#### SERVICE BULLETIN

As of today, the following service bulletins have been posted to the Service Information System with repair procedure, parts, and warranty claim information:

- 18-106, *Safety Recall: 2019 Insight SRS Unit*
- 18-107, *Safety Recall: 2019 Odyssey SRS Unit*
- 18-108, *Safety Recall: 2019 Ridgeline SRS Unit*

#### CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by late November 2018.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.