

**September 28, 2018**

Version 1

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

### **AFFECTED VEHICLES**

<b>Year</b>	<b>Model</b>	<b>Trim</b>	<b>VIN Range</b>
2008-12	Accord	ALL	Check the iN VIN status for eligibility.
2006-11	Civic	ALL	Check the iN VIN status for eligibility.
2006-10	Civic Hybrid	ALL	Check the iN VIN status for eligibility.
2010	Crosstour	ALL	Check the iN VIN status for eligibility.
2009-13	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.

### **BACKGROUND**

Some dealers incorrectly installed inflators under various campaigns to replace the inflators in front passenger airbags. The incorrect installation of the inflators may have damaged the airbag inflator assembly. Additionally, the airbag may not deploy as designed. If the inspection reveals the inflator is incorrectly installed, 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 used vehicle inventory.

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

Inspect the front passenger airbag inflator, and if the inflator is not installed correctly, replace the airbag module assembly.

### NOTES

These notes are applicable only when the airbag assembly is replaced:

- 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. See REMOVE THE INFLATOR FROM THE ORIGINAL AIRBAG MODULE.
- A new inflator box must be ordered and the original inflator must be returned in the box.
- To return the inflator, follow the shipping instructions outlined in the parts information bulletin A15-0002, Inflator Kit Return Process.
- Place the original airbag module (without the inflator) in the airbag module box that the replacement came in. **It may be called in by American Honda.**

## PARTS INFORMATION

### Airbag Assembly Replacement

Part Name	Part Number
Refer to the parts catalog using the VIN to ensure the correct airbag module and ancillary parts are ordered.	Refer to the parts catalog.

- **Make sure the airbag inflator is removed from the original airbag module.** See *Remove the Inflator From the Original Airbag Module* section of this bulletin.
- The new airbag module box must be used to return the old airbag module **without the inflator** to American Honda (if requested). Be careful not to damage the airbag module box.
- To return the inflator, follow the shipping instructions outlined in the parts information bulletin A15-0002, *Inflator Kit Return Process*.
- 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. Refer to the Job Aid *Ordering and Managing Replacement Inflators* for more information.

## WARRANTY CLAIM INFORMATION

- To avoid non-payment of warranty claims for airbag module assembly replacement, the new airbag module part number and serial number must be included in each claim. For more information, refer to step 1 of AIRBAG MODULE INSTALLATION.
- To avoid a warranty claim being charged back to your dealership, follow the normal warranty part retention rules. American Honda may call in the original airbag module.
- The serial number is encoded into the bar code label attached to the outside of the box. If your dealership uses a scanner, you can scan the serial number 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 automatically be rejected.
- Template IDs are not included because there are many model/trim/color variations.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7540A5	2008-12 Accord - Inspect the original airbag.	0.2 hr	6NG00	N2L00	77820-TA0-A20ZA
7541F8	2008-12 Accord - Inspect and <b>replace</b> the original airbag.	0.4 hr	6NG00	N2L00	77820-TA0-A20ZA
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7540A5	2006-11 Civic and 2006-10 Civic Hybrid - Inspect the original airbag.	0.2 hr	6NG00	N2L00	77820-SNA-A30ZD
7541F8	2006-11 Civic and 2006-10 Civic Hybrid - Inspect and <b>replace</b> the original airbag.	0.6 hr	6NG00	N2L00	77820-SNA-A30ZD
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7540A5	2010 Crosstour - Inspect the original airbag.	0.2 hr	6NG00	N2L00	77820-TA0-A20ZA
7541F8	2010 Crosstour - Inspect and <b>replace</b> the original airbag.	0.3 hr	6NG00	N2L00	77820-TA0-A20ZA
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7540A5	2009-13 Fit - Inspect the original airbag.	0.2 hr	6NG00	N2L00	77820-TK6-A20ZA
7541F8	2009-13 Fit - Inspect and <b>replace</b> the original airbag.	0.5 hr	6NG00	N2L00	77820-TK6-A20ZA
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7540A5	2010-12 Insight - Inspect the original airbag.	0.2 hr	6NG00	N2L00	77820-TM8-A20ZA
7541F8	2010-12 Insight - Inspect and <b>replace</b> the original airbag.	0.3 hr	6NG00	N2L00	77820-TM8-A20ZA
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7540A5	2009-12 Pilot - Inspect the original airbag.	0.3 hr	6NG00	N2L00	77851-SZA-A20

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
7541F8	2009-12 Pilot - Inspect and <b>replace</b> the original airbag.	0.4 hr	6NG00	N2L00	77851-SZA-A20

Skill Level: Repair Technician

## INSPECTION 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.

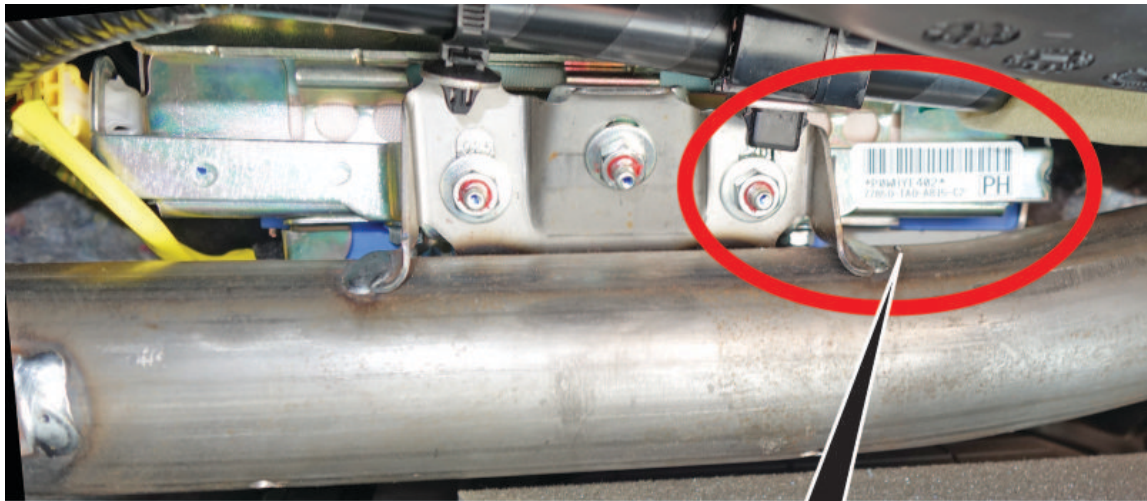
#### All Vehicles Except Pilot

1. Open the glove box.
2. **Accord/Crosstour** - Disconnect the strut.

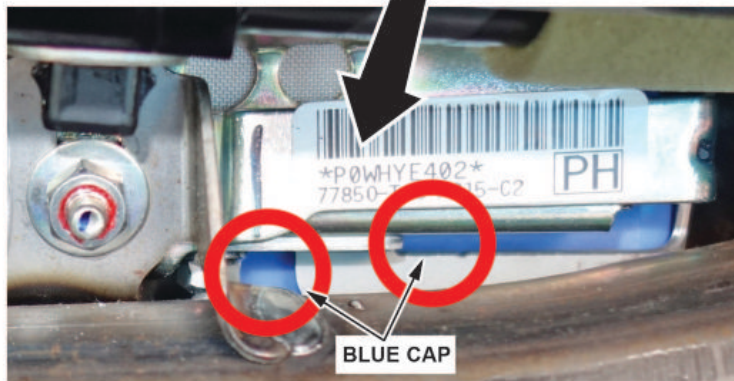
*Accord shown - others similar.*



3. Push the glove box tabs in as shown, and lower the glove box.
4. Inspect the plastic collars on the passenger's airbag inflator. **Refer to the following pages for model specific images.**
  - If the long collar is closer to the front passenger's door, the inflator installation is **GOOD**. Reassemble the glove box in the reverse order of removal.
  - If the long collar is closer to the driver's side, the inflator installation is **NO GOOD**. Go to AIRBAG MODULE REPLACEMENT PROCEDURE.



 **GOOD**

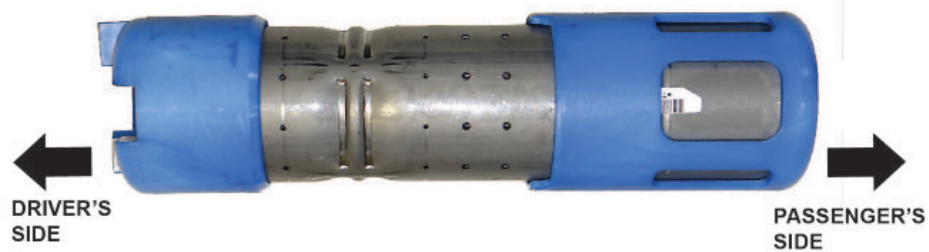


 **NO GOOD**

If the inflator has been installed incorrectly, the metal canister will be visible.

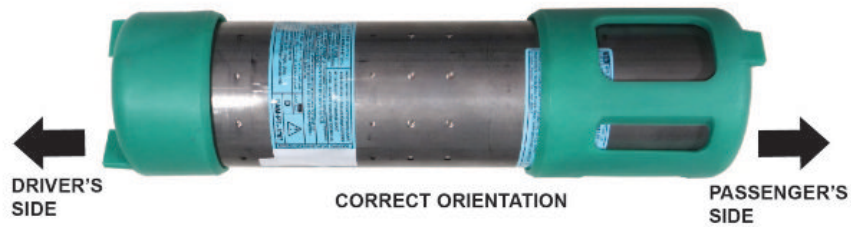


**CORRECT ORIENTATION**

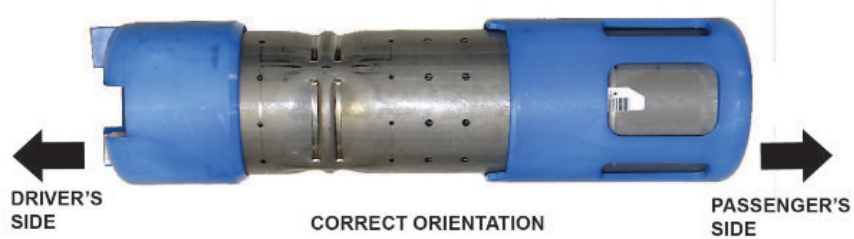




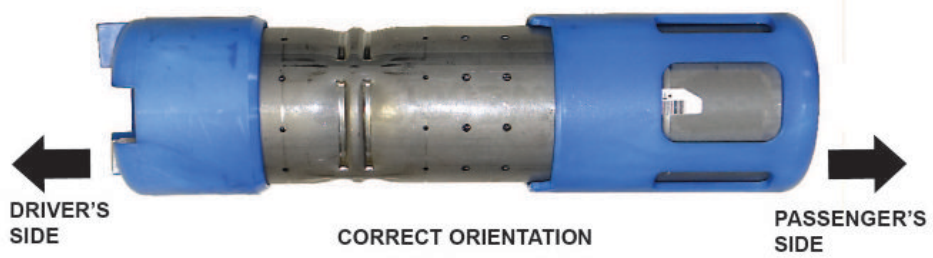
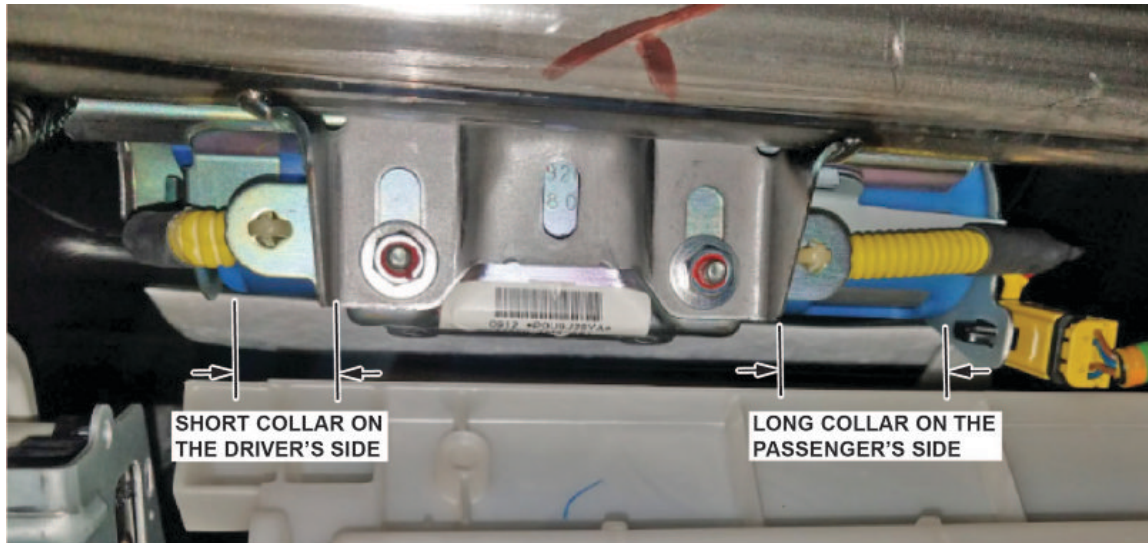
## Civic/Civic Hybrid



## Fit



## Insight

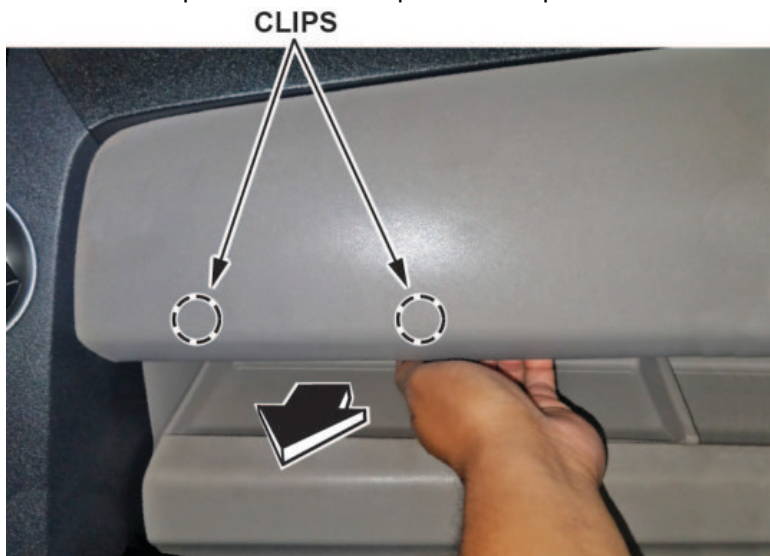


### Pilot Only

1. Remove the side trim panel using a plastic pry tool.



2. Pull on the left portion of the trim piece at the places shown to disengage the retaining clips.





3. Pull on the right portion of the trim to disengage the remaining clips and remove the trim piece.



4. Inspect the plastic collars on the passenger's airbag inflator.



SHORT COLLAR ON  
THE LEFT SIDE



LONG COLLAR ON  
THE RIGHT SIDE

- If the long collar is closer to the front passenger's door, the inflator installation is **GOOD**. Reassemble the dashboard panel trim in the reverse order of removal.
- If the long collar is closer to the driver's side, the inflator installation is **NO GOOD**. Go to AIRBAG MODULE REPLACEMENT PROCEDURE.

## AIRBAG MODULE REPLACEMENT PROCEDURE

### NOTES

- 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 goes 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.
  4. Write the serial number and part number from the side of the new front replacement 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.

#### NOTE

Make sure you use all the must replace hardware included with the airbag module assembly.

6. Reconnect the battery negative cable.
7. Turn the ignition to ON, and check if 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. Remove the inflator from the original airbag module. Refer to REMOVE THE INFLATOR FROM THE ORIGINAL AIRBAG MODULE.
10. Give your warranty clerk the RO that includes the replacement front passenger's airbag module serial number and replacement part number (for airbag module replacement only). 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

If you replaced the original airbag module because of an incorrectly installed inflator, you must remove the inflator from the original airbag module, and return the inflator as part of your pallet shipment to its supplier.

1. Order a new inflator box from XPO to return the original airbag module inflator. Use the contact information below:

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

Email: SCFieldAction.14305@xpo.com

2. Remove the harness from the inflator bracket.
3. Short the red and yellow wires.

### NOTE

**Depending on the vehicle, you must cut the red or yellow wires to remove the inflator, and both sets of wires must be shorted to prevent accidental deployment.**

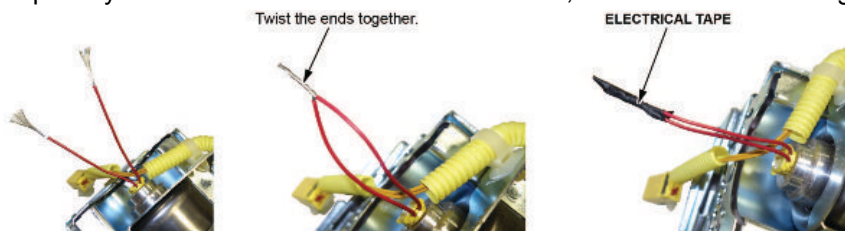
- 3.1. Cut the red wires about 2 inches from the inflator.

### NOTE

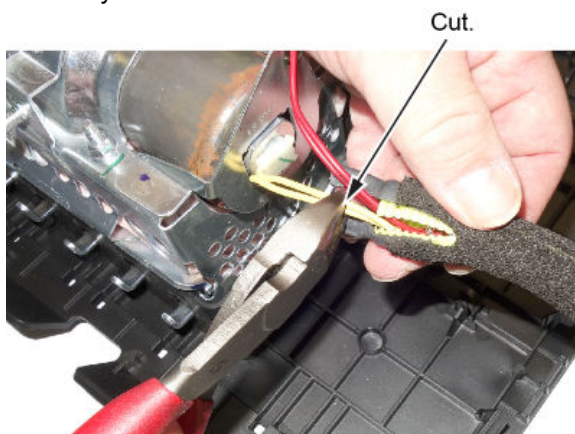
There may be some protective tube covering the wires that needs to be cut away to access the wires.



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

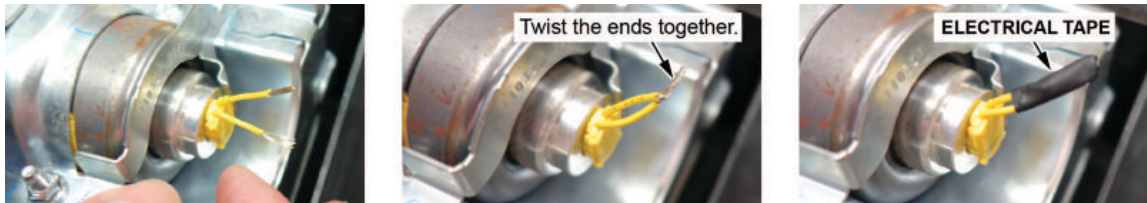


- 3.3. Tape the twisted ends with electrical tape.
- 3.4. Cut the yellow wires about 2 inches from the inflator.



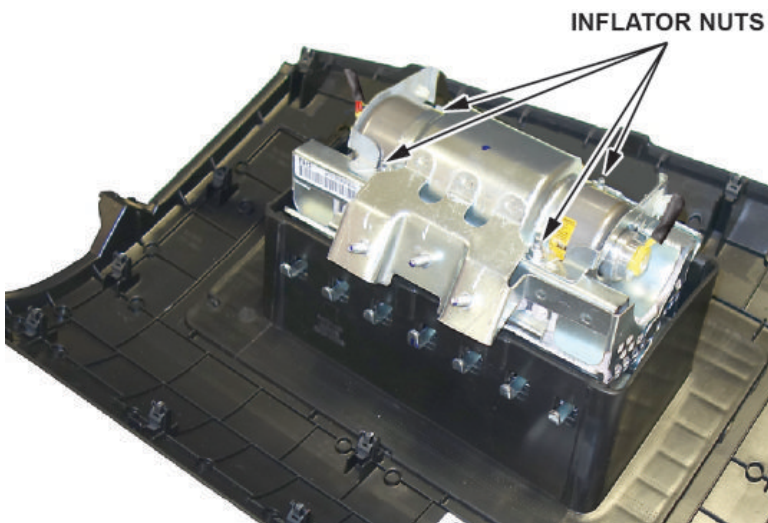


3.5. Strip away about 1 inch of the yellow wire insulation, then twist the wires together.



3.6. Tape the twisted ends with electrical tape.

3.7. Remove the four inflator nuts.



4. Remove the inflator bracket.

**NOTE**

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





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 A15-0002 to return the undeployed inflator.
8. Place the original airbag module (without the inflator) in the airbag module box that the replacement came in. Properly fill out and attach a warranty claim tag to it. The original airbag module may be called in by AHM.

END