

573.6(c)(6)

Chronology:

- Feb. 14, 2018 A dealership notified a Honda zone office of incorrect airbag inflator installation and incorrect fastening of recall replacement passenger frontal airbags. The technician who performed the incorrect remedy was not employed at the dealership when the dealership meetings were conducted in September-October 2017. Honda begins an investigation.
- Mar. 3, 2018 A different dealership notified a Honda zone office of incorrect installation of recall replacement passenger frontal airbag inflators. Honda continues investigation and the suspect range for the second dealership is determined.
- Mar. 7, 2018 A third dealership notified a Honda zone office of incorrect installation of recall replacement passenger frontal airbag inflators. Honda continues investigation and the suspect range for the third dealership is determined.
- Mar. 9, 2018 Honda had an information-sharing meeting with NHTSA ODI, and discussed the scope of the February 14 dealer reported issue.
- Mar. 11, 2018 Honda zone office notified American Honda's national office of the March 3 and March 7 dealership issues.
- Apr. 11, 2018 Honda had a follow-up meeting with NHTSA. Honda continued to review the February 14 issue and reviewed the March 3 & March 7 dealer reported issues. Honda and NHTSA planned a follow-up meeting.
- Apr. 19, 2018 Honda and NHTSA discussed the issue and agreed on a path forward.
- Apr. 21, 2018 Honda confirmed affected VINs based on dealer warranty and repair order records.
- Apr. 25, 2018 Honda made the determination that a defect related to motor vehicle safety exists and decided to conduct a safety recall (18V-268).
- Apr. 26, 2018 Honda submitted DIR for recall ID number 18V-268.
- Honda zone office notified American Honda's national office of a dealership reporting incorrect installation of recall replacement passenger frontal airbag inflators.
- May 23, 2018 As a result of the April 19, 2018 consultation with the NHTSA and agreed upon path forward, Honda implemented a nationwide audit plan of five dealerships per zone (55 dealers total) to inspect a targeted total of 5,000 vehicles that return for normal service activity. These vehicles were inspected for correct installation of the recall replacement passenger frontal airbag inflator.
- Jun. 21, 2018 A dealership identified an incorrectly installed passenger frontal airbag inflator as a result of this audit.

- Jun. 28, 2018 A second dealership identified an incorrectly installed passenger frontal airbag inflator as a result of this audit.
- Jul. 18, 2018 A third dealership identified an incorrectly installed passenger frontal airbag inflator as a result of this audit.
- Aug. 19, 2018 The audit results concluded that a total of three dealerships were found to have incorrectly installed recall replacement passenger frontal airbag inflators. The total population of potentially affected VINs was identified from four dealerships (three from the audit and the one that Honda was informed of on April 26, 2018).
- Sep. 19, 2018 Honda and NHTSA discussed the issue and agreed on a path forward.
- Sep. 20, 2018 Honda made the determination that a defect related to motor vehicle safety exists and decided to conduct a safety recall expansion.

As of September 20, 2018 Honda has not received any field reports, warranty claims, nor reports of injuries or deaths related to this issue.