

**AMENDED DEFECT INFORMATION REPORT**  
**Recall ID Number 19V-378**  
**November 8, 2019**

*REVIEWED BY:  
 JOHN TURLEY  
 NOV-8-2019  
 John Turley*

573.6(c)(2)

**Identification of potentially affected vehicles:**

<u>Make/Model</u>	<u>Model Year</u>	<u>Dates of Manufacture</u>	<u>Number of Vehicles</u>
Acura TSX	2009	02/28/2008 to 12/17/2008	561
Acura TSX	2010	05/06/2009 to 10/13/2010	446
Acura TSX	2011	10/29/2010 to 08/21/2011	136
Acura TSX	2012	08/27/2011 to 08/31/2012	218
Acura TSX	2013	09/12/2012 to 04/23/2013	24
Acura TSX	2014	09/19/2013 to 01/24/2014	4
Acura TSX Sport Wagon	2011	11/02/2010 to 08/08/2011	22
Acura TSX Sport Wagon	2012	09/04/2011 to 06/22/2012	42
Acura TSX Sport Wagon	2013	03/14/2013 to 07/19/2013	2
Acura ZDX	2010	12/15/2009 to 07/29/2010	35
Acura ZDX	2011	11/11/2010 to 03/23/2011	9
Acura ZDX	2012	08/16/2011 to 06/21/2012	7
Honda Accord	2008	07/12/2007 to 07/24/2008	1,838
Honda Accord	2009	06/26/2008 to 08/14/2009	1,184
Honda Accord	2010	08/17/2009 to 08/13/2010	735
Honda Accord	2011	08/16/2010 to 08/12/2011	510
Honda Accord	2012	08/15/2011 to 08/29/2012	665
Honda Accord Crosstour	2010	10/31/2009 to 09/09/2010	97
Honda Accord Crosstour	2011	09/28/2010 to 07/25/2011	36
Honda Civic	2006	07/11/2005 to 09/01/2006	1,141
Honda Civic	2007	09/01/2006 to 08/24/2007	1,292
Honda Civic	2008	08/20/2007 to 08/27/2008	1,534
Honda Civic	2009	08/18/2008 to 09/02/2009	901
Honda Civic	2010	08/26/2009 to 08/26/2010	556
Honda Civic	2011	08/27/2010 to 03/24/2011	255
Honda Civic Hybrid	2006	09/22/2005 to 09/05/2006	120
Honda Civic Hybrid	2007	09/12/2006 to 08/29/2007	140
Honda Civic Hybrid	2008	09/15/2007 to 07/31/2008	145
Honda Civic Hybrid	2009	08/05/2008 to 01/29/2009	66
Honda Civic Hybrid	2010	11/10/2009 to 07/29/2010	17
Honda Civic Hybrid	2011	08/23/2010 to 10/26/2010	5
Honda Civic NGV	2006	06/28/2006 to 07/19/2006	2
Honda Civic NGV	2007	12/21/2006 to 03/21/2007	2
Honda Civic NGV	2008	11/07/2007 to 07/30/2008	3
Honda Civic NGV	2009	08/28/2008 to 11/26/2008	7
Honda Civic NGV	2010	06/09/2010 to 06/09/2010	3
Honda Civic NGV	2011	11/03/2010 to 03/17/2011	4

<u>Make/Model</u>	<u>Model Year</u>	<u>Dates of Manufacture</u>	<u>Number of Vehicles</u>
Honda Crosstour	2012	08/03/2011 to 09/26/2012	63
Honda Crosstour	2013	10/25/2012 to 08/08/2013	17
Honda Crosstour	2014	12/11/2013 to 04/30/2014	4
Honda CR-V	2007	07/26/2006 to 09/21/2007	1,233
Honda CR-V	2008	08/09/2007 to 09/30/2008	1,209
Honda CR-V	2009	08/18/2008 to 09/30/2009	724
Honda CR-V	2010	08/25/2009 to 10/04/2010	480
Honda CR-V	2011	08/06/2010 to 11/23/2011	537
Honda Fit	2009	07/25/2008 to 08/28/2009	301
Honda Fit	2010	09/08/2009 to 10/27/2010	147
Honda Fit	2011	11/08/2010 to 07/27/2011	104
Honda Fit	2012	08/02/2011 to 06/29/2012	90
Honda Fit	2013	07/03/2012 to 11/01/2013	82
Honda Insight	2010	02/05/2009 to 09/21/2010	128
Honda Insight	2011	10/14/2010 to 08/24/2011	26
Honda Insight	2012	09/17/2011 to 07/18/2012	15
Honda Insight	2013	09/11/2012 to 04/03/2013	7
Honda Pilot	2009	04/08/2008 to 04/21/2009	273
Honda Pilot	2010	04/23/2009 to 02/22/2010	157
Honda Pilot	2011	02/24/2010 to 08/29/2011	340
Honda Pilot	2012	08/30/2011 to 08/30/2012	208
Honda Pilot	2013	09/06/2012 to 09/05/2013	121
Honda Pilot	2014	09/10/2013 to 05/30/2014	41
Honda Pilot	2015	06/10/2014 to 05/18/2015	67

573.6(c)(3)

**Total number of potentially affected vehicles:**

19,086 (recall no. 19V-378)

+ 52 (recall expansion)

19,138

573.6(c)(6)

**Chronology:**

September 2017 to May 2018

As a result of the airbag inflator mis-installation recall (NHTSA ID recall number 17V-545), Honda began implementation of dealer visits, meetings, workshops, training courses, and supplemental job aids in an effort to educate service technicians and prevent further airbag inflator mis-installations during recall repairs. These efforts identified additional potential airbag inflator mis-installations and Honda submitted a Defect Information Report (NHTSA ID recall number 18V-268) on April 26, 2018.

September 19, 2018

Honda and NHTSA discussed the audit results of airbag inflator recall repairs performed at certain dealerships and agreed on a path forward. Honda agreed to expand the airbag inflator mis-installation recall (NHTSA ID recall number 18V-268) with the known suspect population and audit airbag inflator recall repairs performed by service technicians who were no longer employed by Acura or Honda dealerships prior to May 2018.

September 20, 2018

Honda made the determination that a defect related to motor vehicle safety existed and decided to conduct a safety recall expansion for NHTSA ID recall number 18V-268.

September 27, 2018

Honda submitted an amended Defect Information Report for NHTSA ID recall number 18V-268.

Late September 2018 to April 2019

A nationwide audit on the workmanship of vehicles repaired by service technicians no longer employed by Acura or Honda dealerships prior to May 2018 was conducted.

April 23, 2019

Honda provided NHTSA with an update on the progress of the audits.

May 9, 2019

Honda determined that a defect related to motor vehicle safety existed and decided to conduct a safety recall (19V-378).

May 16, 2019

Honda submitted DIR for recall ID number 19V-378.

July 10, 2019

A dealer notified Honda of a mis-installed passenger frontal airbag inflator identified during routine service. An audit was immediately launched.

July to October 2019

Honda audited the dealer where the airbag mis-installation was performed. During the audit, a single service technician was found to have workmanship issues. A sampling of vehicles repaired by the suspect service technician confirmed that all repairs prior to May 2018 were suspect. The sampling also confirmed that repairs performed after May 2018 were properly performed. A total of 52 vehicles were identified as being suspect.

October 23, 2019

Honda and NHTSA had a meeting and agreed on a path forward.

November 1, 2019

Honda made the determination that a defect related to motor vehicle safety existed and decided to conduct a safety recall expansion.

As of November 1, 2019 Honda has received three warranty claims, and no field reports nor any reports of injuries or deaths related to this safety recall expansion.

573.6(c)(8)(ii)

**Program for remedying the defect:**

Registered owners of affected vehicles will be contacted by mail and asked to take their vehicle to an Acura or Honda automobile dealer. The dealer will inspect and if necessary, replace the passenger frontal airbag module assembly for free.

Owners who have paid to have these repairs completed at their own expense will be eligible for reimbursement, according to the recall reimbursement plan on file with NHTSA.

**The estimated date to start notification to dealers:** May 17, 2019  
**The estimated date to start notifications to owners:** June 28, 2019

**The estimated date to start notification to dealers (expansion):** November 9, 2019  
**The estimated date to start notifications to owners (expansion):** December 20, 2019

573.6(c)(11)

**Manufacturer's campaign number:**

M4O = CR-V

P4R = ZDX

T4Q = TSX, TSX Sport Wagon

W4P = Accord, Accord Crosstour, Civic, Civic Hybrid, Civic NGV, Crosstour, Fit, Insight, Pilot

G6L = TSX, TSX Sport Wagon (expansion)

T6K = ZDX (expansion)