

Using V-SMART for NADI Recalls

Supersedes Version 2, dated October 2020. See REVISION SUMMARY.

Disclaimer: V-SMART is a tool designed to help validate and document that certain repairs are properly done in Honda vehicles for warranty claim purposes. Using V-SMART does not relieve the technician or the dealership from liability or responsibility for the actual repair. See the applicable service bulletins and the service information for detailed instructions on how to do the repair.

AFFECTED VEHICLES

Year	Model	Trim Level
1998–2000	Accord	ALL
1996–2000	Civic	ALL
1997–2001	CR-V	ALL
1997–1998	EV Plus	ALL
1998–2001	Odyssey	ALL

REVISION SUMMARY

This job aid has been extensively revised. American Honda recommends that you thoroughly read the job aid.

INTRODUCTION

V-SMART (P/N CDW5994002PK) is a required special tool for documenting the inspection and, if needed, documenting the replacement of certain frontal airbag inflators, including Takata NADI inflators used for driver frontal airbags, on recalled Honda vehicles. Use of this tool helps technicians and their supervisors ensure that a front airbag inflator replacement is properly completed and thereby facilitates the proper deployment of an airbag in the event of a collision.

V-SMART basically is a smartphone loaded with special software that will guide you through the inflator inspection process. If the inflator meets the criteria for replacement, V-SMART will instruct you to document installation of the new inflator by taking four photos of the repair. Then, you will be asked to have your supervisor validate the installation. Finally, the four photos are submitted to American Honda for review.

If V-SMART identifies an unaffected inflator, and you confirm it does not need to be replaced based on the results of your inspection, V-SMART will instruct you to take one photo to document the reason replacement is unnecessary. The photo is then uploaded to American Honda.

Supervisor validation is required if V-SMART is unable to correctly identify the cover type, inflator label type or M/D number. This requires manual selection of the inspection point, followed by supervisor validation of the inspection results. The photo is then submitted to American Honda for review.

NOTE: This job aid only supports these service bulletins:

- 20-073, Safety Recall: Driver's Frontal Airbag Recall (NADI-Factory Installed)
- 20-074, Safety Recall: Driver's Frontal Airbag Recall (NADI-Service Part)

The use of V-SMART for the above bulletins is different from other airbag inflator safety recalls. Make sure you thoroughly review this job aid and carefully follow all instructions.

DEALER INFORMATION

Using and completing the instructions on the V-SMART tool with the NADI driver inflator recall will be mandatory for warranty claims starting **October 1, 2020**. Every driver's airbag inflator warranty repair must have submitted photos from this tool to authorize the warranty claim.

ADDITIONAL V-SMART INFORMATION

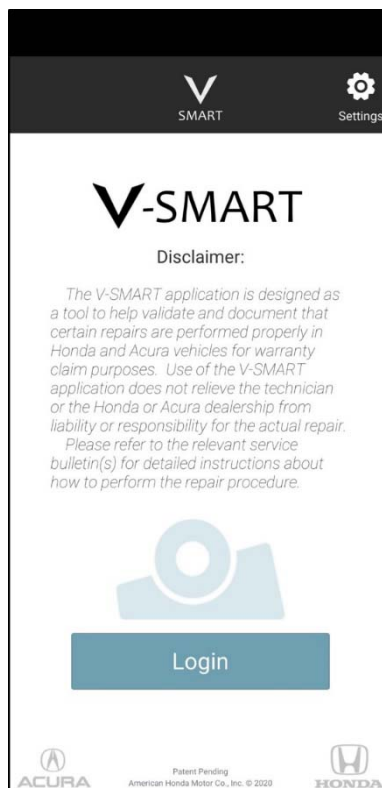
For tool warranty, information, and setup instructions, see the job aid *Using V-SMART*.

USING V-SMART

NOTE: If you determined the inflator or the airbag assembly is a counterfeit, refer to the note in the service bulletin regarding counterfeit airbags, and contact your DPSM. Do not proceed with V-SMART until you receive a reply from your DPSM.

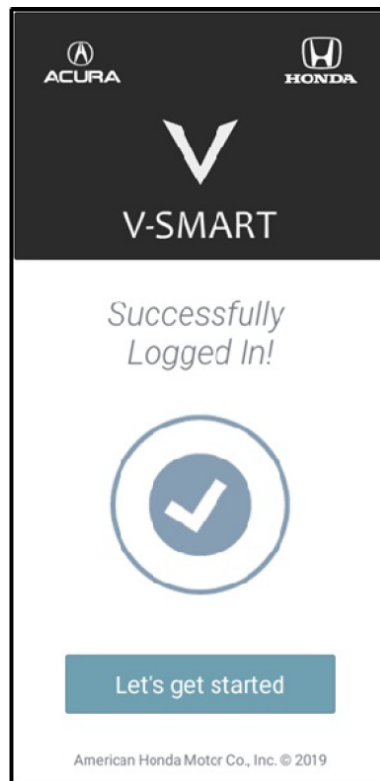
Affected Inflator Process

1. Turn on the V-SMART tool.
2. Select the **V-SMART** icon on the home screen, then select **Log In**.



3. Log in to the tool using your iN credentials, then select **Let's get started**.

The screenshot shows the V-SMART login interface. At the top, there are logos for ACURA, V-SMART, and HONDA. Below them is a dark header with the text "Please enter your *Interactive Network* username and password." The main area contains four input fields: "Dealer No:" with a placeholder "Dealer Number", "Username:" with a placeholder "Logon ID", "Password:" with a placeholder "Password", and a "Log In" button. The bottom of the screen shows a standard Android navigation bar with three icons.

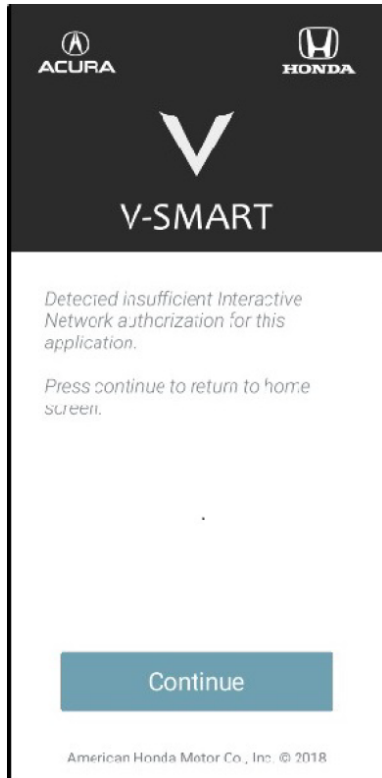


NOTE:

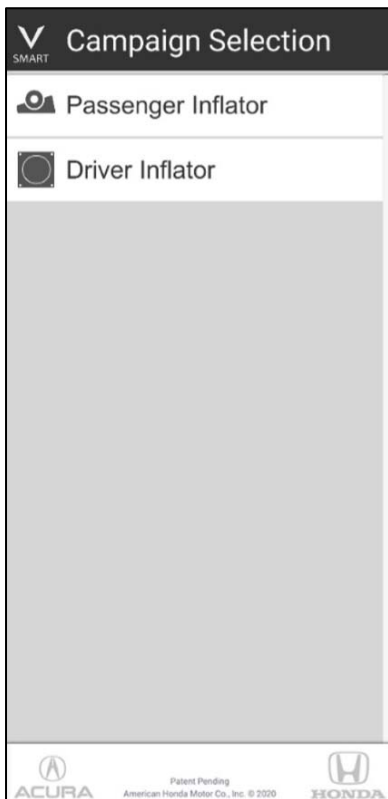
- If the login information is incorrect, you will see this screen. Make sure you are using your iN username and password.

The screenshot shows the V-SMART login interface with an error message. At the top, there are logos for ACURA, V-SMART, and HONDA. Below them is a dark header with the text "Please enter your *Interactive Network* username and password." Below the header, a red error message reads: "Your login attempt was not successful. Please try again." The main area contains four input fields: "Dealer No:" with a placeholder "Dealer Number", "Username:" with a placeholder "Logon ID", "Password:" with a placeholder "Password", and a "Log In" button. The bottom of the screen shows a standard Android navigation bar with three icons.

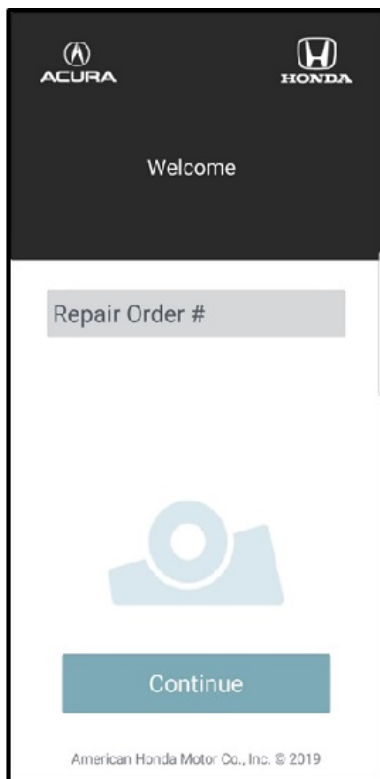
- If you see this message, a DPTS number is not assigned to this login and cannot be used. Make sure you are using your iN username and password, select **Continue**, and try again. See your iN administrator if you continue to experience login problems.



4. Select the **Driver Inflator** campaign.

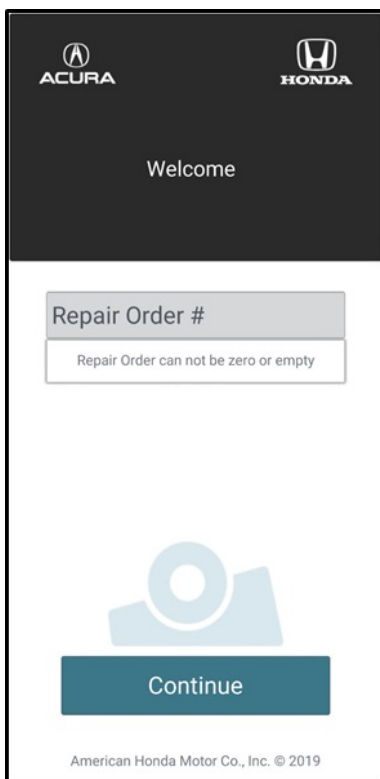


5. Enter the **Repair Order #**.

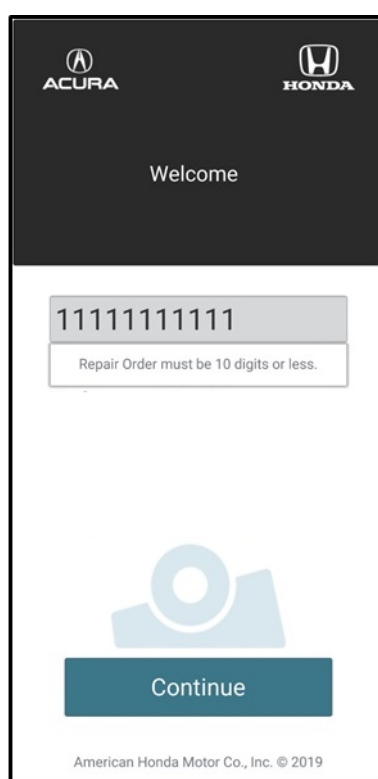


A mobile app interface for entering a Repair Order #. The top header is dark with the ACURA and HONDA logos. Below the header, the word "Welcome" is centered. A light gray input field labeled "Repair Order #" is positioned above a light blue icon of a car with a circular highlight on the front. Below the icon is a teal "Continue" button. At the bottom, the text "American Honda Motor Co., Inc. © 2019" is displayed.

NOTE: The **Repair Order #** must be entered, and it must be 10 digits or less. If you leave this field blank or if more than 10 digits are entered, you will see these screens.

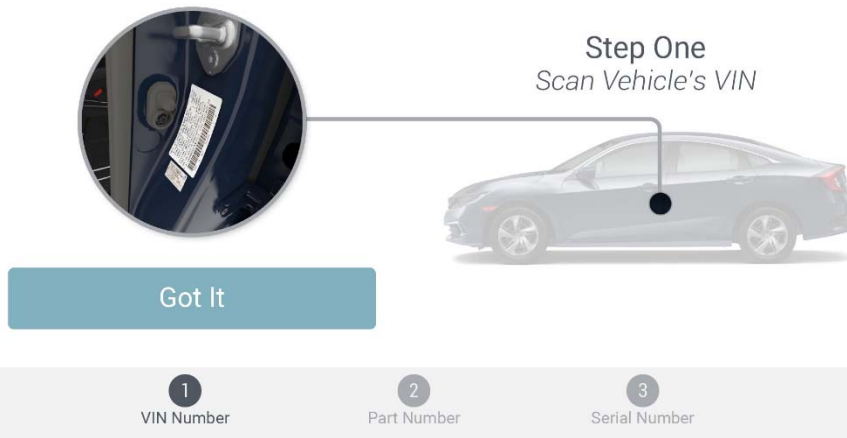


A mobile app interface showing an error message. The top header is dark with the ACURA and HONDA logos. Below the header, the word "Welcome" is centered. A light gray input field labeled "Repair Order #" is positioned above a light blue icon of a car with a circular highlight on the front. Below the icon is a teal "Continue" button. At the bottom, the text "American Honda Motor Co., Inc. © 2019" is displayed. A red error message "Repair Order can not be zero or empty" is displayed below the input field.

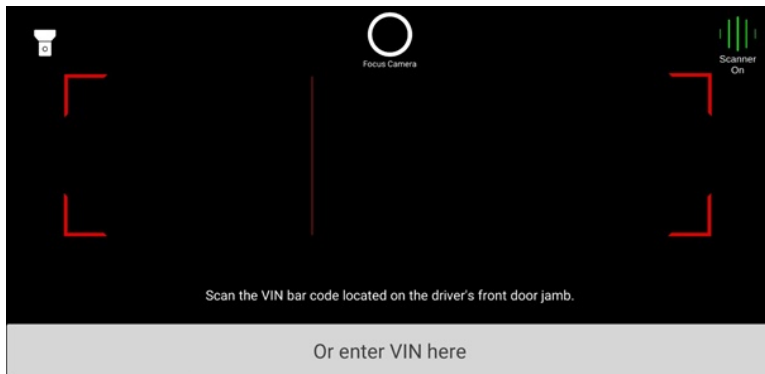


A mobile app interface showing an error message. The top header is dark with the ACURA and HONDA logos. Below the header, the word "Welcome" is centered. A light gray input field labeled "Repair Order #" is positioned above a light blue icon of a car with a circular highlight on the front. Below the icon is a teal "Continue" button. At the bottom, the text "American Honda Motor Co., Inc. © 2019" is displayed. The input field contains the text "1111111111" and a red error message "Repair Order must be 10 digits or less." is displayed below it.

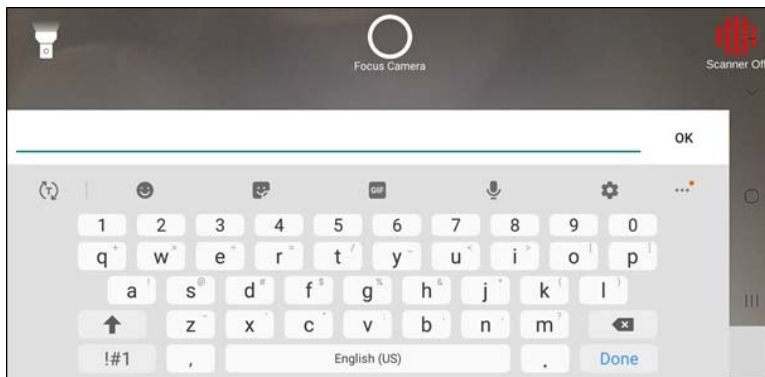
6. Locate the VIN bar code on the driver's doorjamb, then select **Got it**.



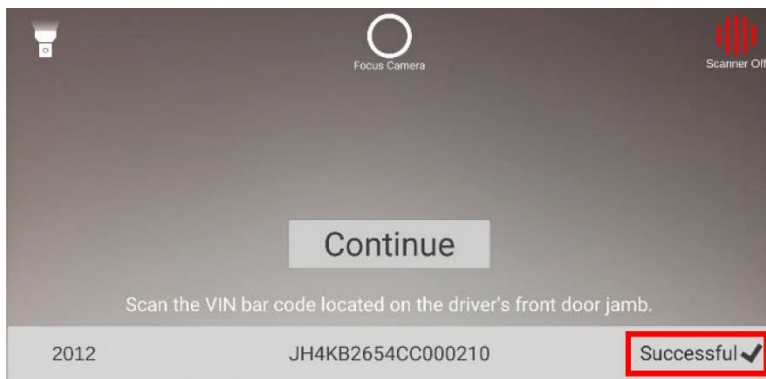
7. Scan the VIN bar code using the V-SMART camera.



If the barcode is missing or damaged, you can also enter the VIN manually by selecting **Or enter VIN here**. A keyboard will appear, and you can type the VIN. Uppercase is not required when entering the VIN.

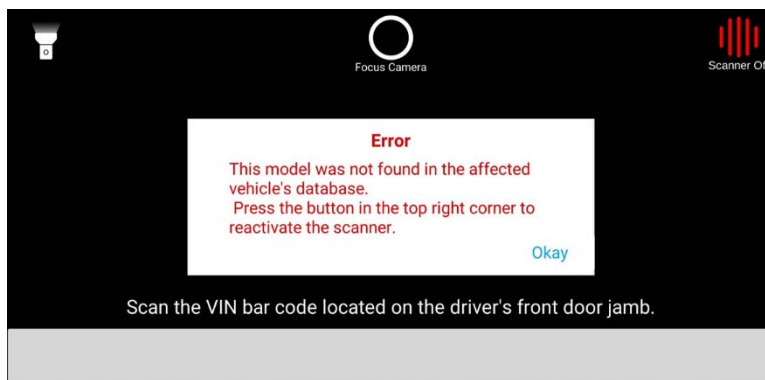


This screen will appear when V-SMART accepts the VIN.



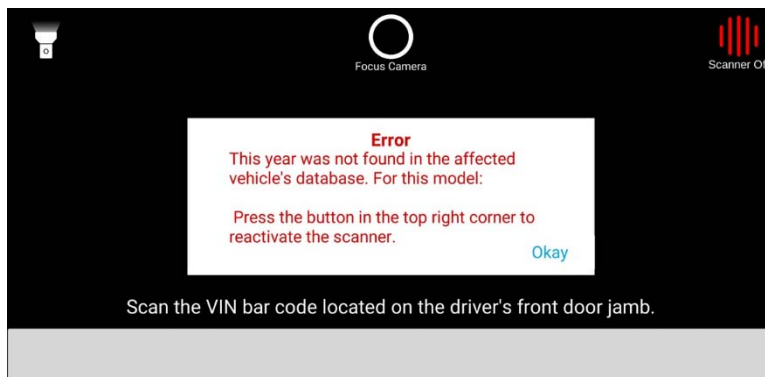
If V-SMART does not recognize a VIN, one of these errors will pop up:

- **This model was not found in the affected vehicle's database.** This means the service bulletin does not apply to this model.



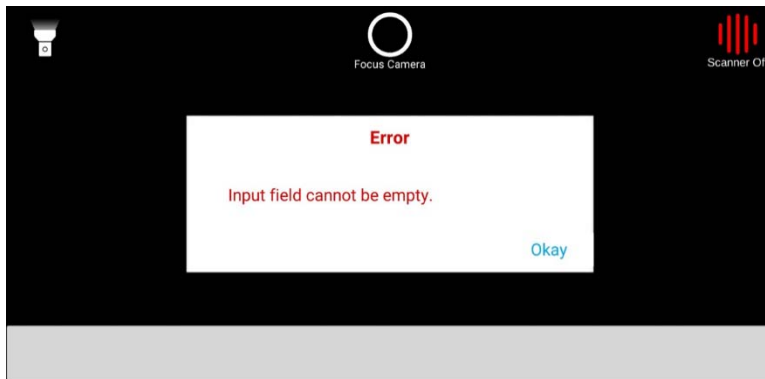
Select **Okay** to close the error. Then, select **Scanner Off** to reactivate the scanner, check the VIN, and try again. If you continue to see the errors above, do a VIN status inquiry to make sure the service bulletin applies to this vehicle.

- **This year was not found in the affected vehicle's database:** This means the service bulletin does not apply to this model year.

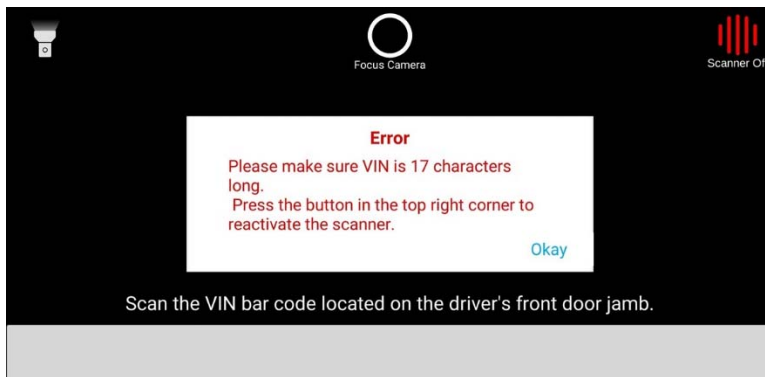


Select **Okay** to close the error. Then, select **Scanner Off** to reactivate the scanner, check the VIN, and try again. If you continue to see the errors above, do a VIN status inquiry to make sure the service bulletin applies to this vehicle.

- **Input field cannot be empty:** This means no VIN was typed in.



- **Please make sure VIN is 17 characters long:** This means the VIN is not valid or there are missing characters.



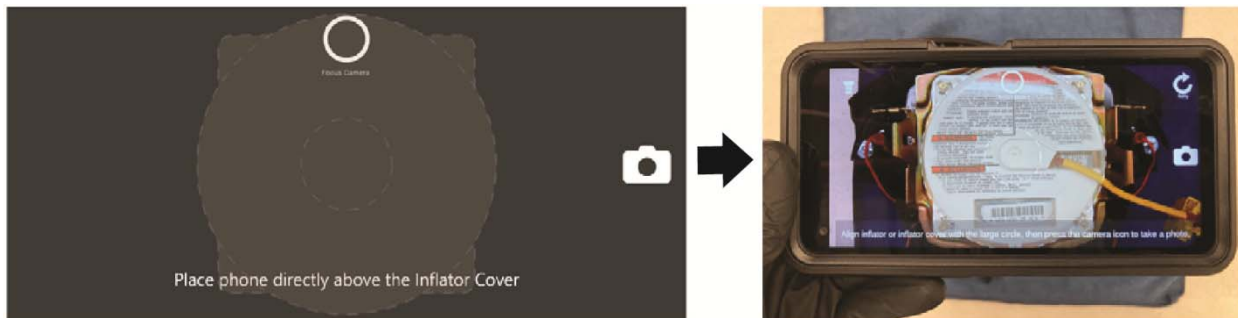
Select **Okay** to close the error. Then, select **Scanner Off** to reactivate the scanner and try again.

8. Following the inspection procedure outlined in the bulletin, use V-SMART to identify the type of cover installed or if there is no cover.

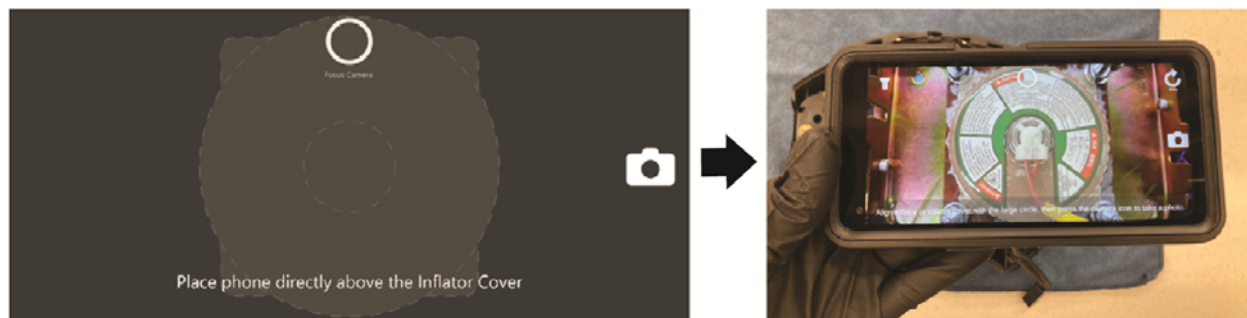
EXAMPLES.



Hold the phone above the airbag assembly and align the cover outline with the cover on the assembly. Select the **Camera** icon to take a photo.



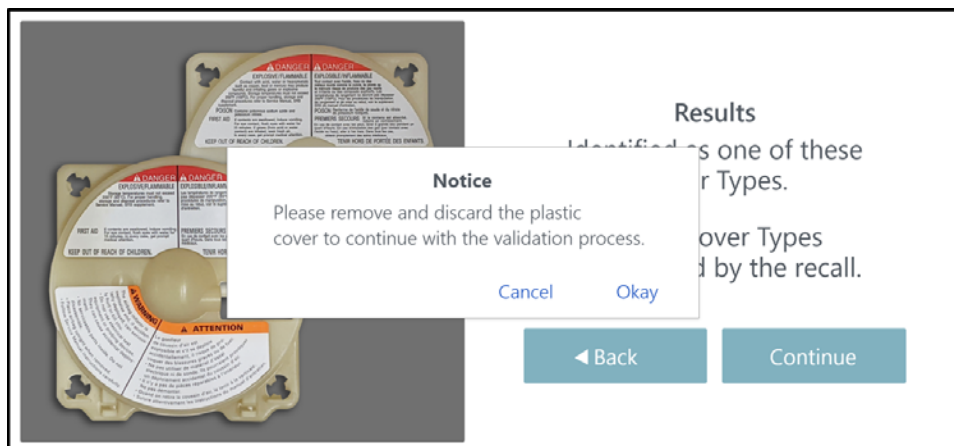
- If there is no cover present, align the cover outline with the circular inflator housing. Select the **Camera** icon to take a photo.



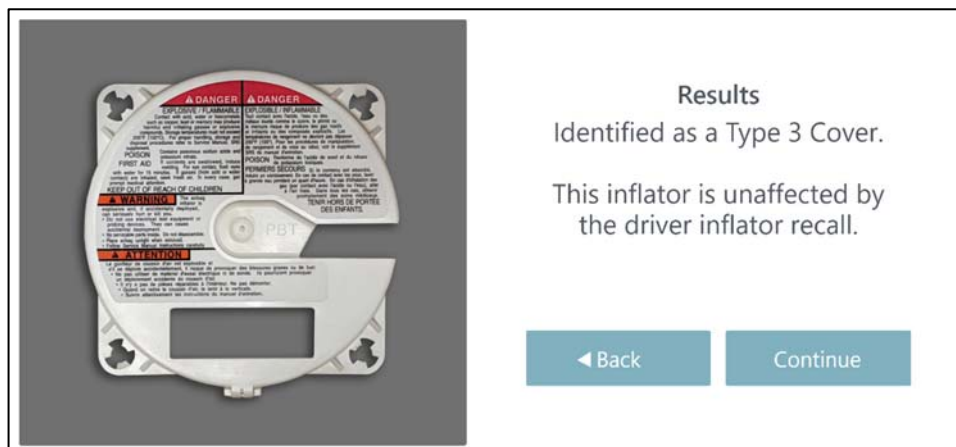
9. Confirm V-SMART has correctly identified the inflator cover type. If it has, select **Continue**. If not, select **Back** to retake the photo.



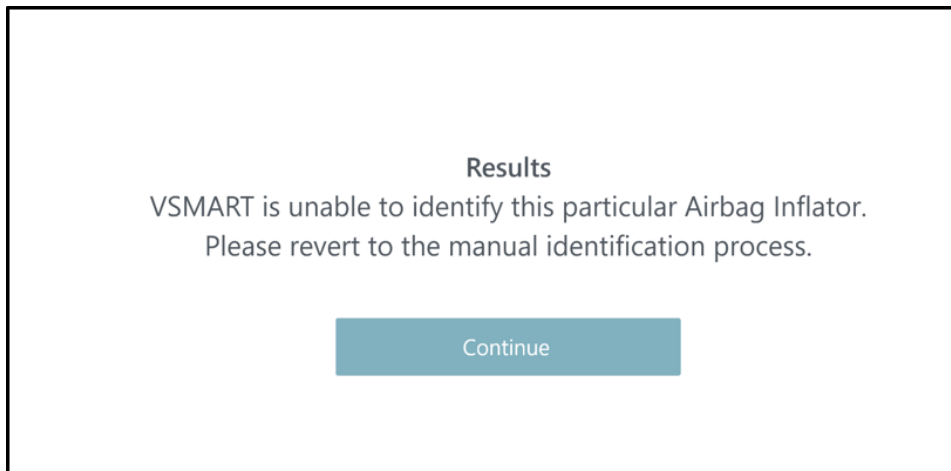
- If the below message appears, make sure to remove and throw away the plastic cover. Then, select **Okay** to continue, and go to the next step.



- If the Type 3 cover is identified, you will need to take a photo for documentation. Go to **Unaffected Inflator Process** on page 28. Select **Continue** to go to the next step, or select **Back** if you need to retake the photo.

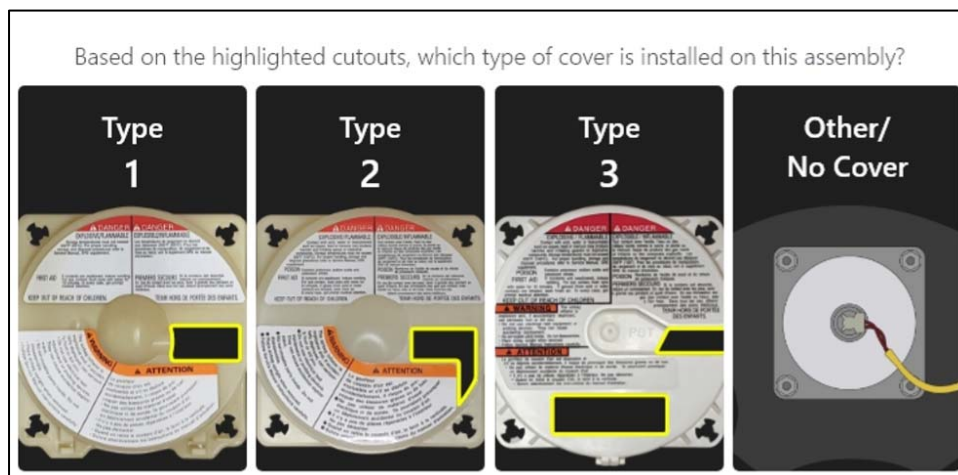


- If V-SMART cannot identify the cover type after three attempts, you must manually select the cover type. Select **Continue**.



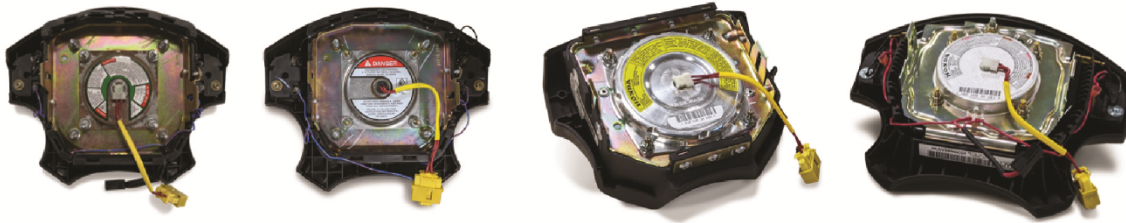
Manually select and confirm the cover type. Supervisor inspection will be required following photo documentation.

- *For affected inflators, go to step 15.*
- *For unaffected inflators, go to the **Unaffected Inflator Process** on page 28.*

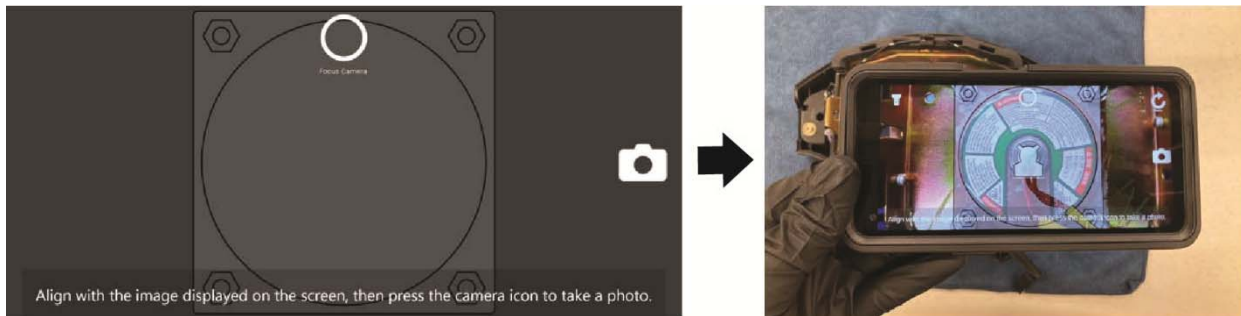


10. Following the inspection procedure outlined in the bulletin, use V-SMART to identify the type of label on the inflator.

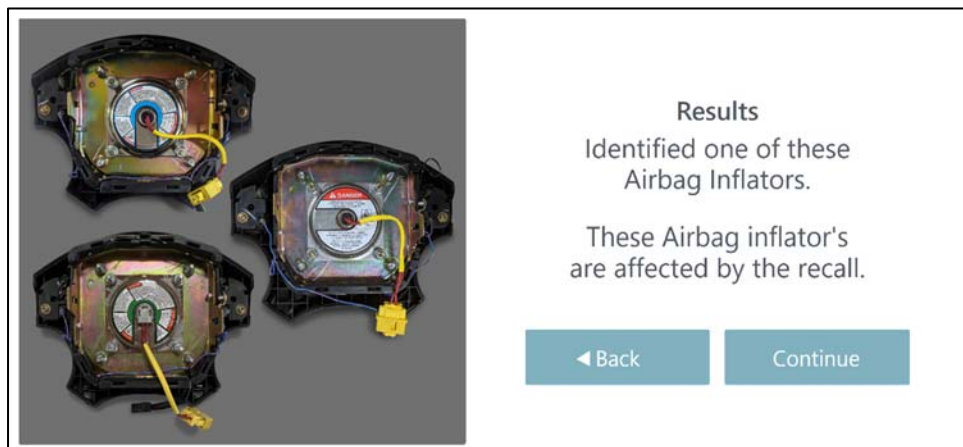
EXAMPLES.



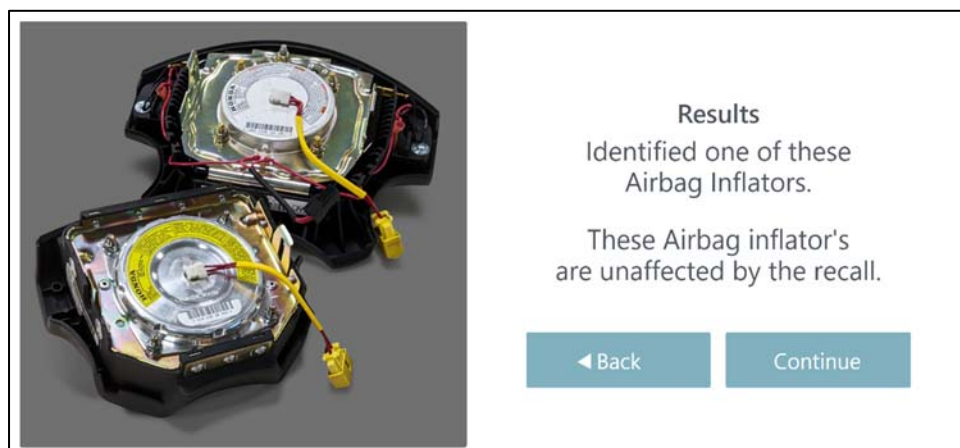
Hold the phone above the airbag assembly and align the inflator label outline with the label on the assembly. Select the **Camera** icon to take a photo.



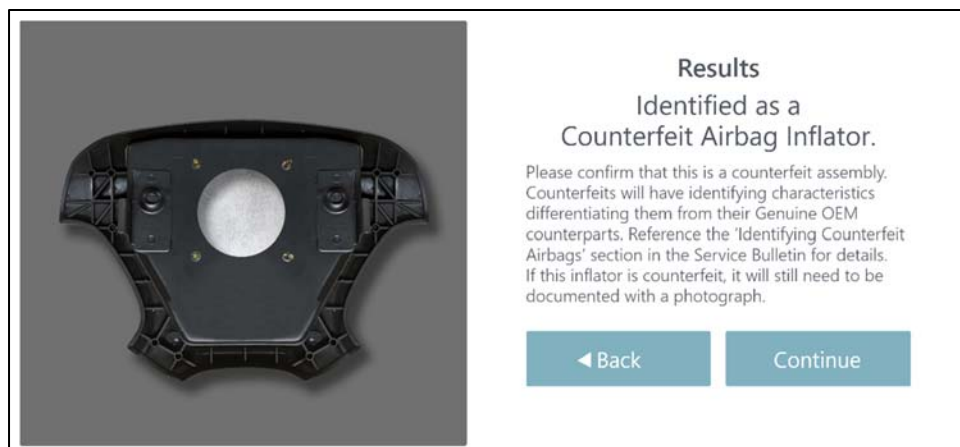
11. Confirm V-SMART has correctly identified the inflator label type. If it identified a green, blue, or red-and-white label, select **Continue**. Select **Back** to retake the photo.



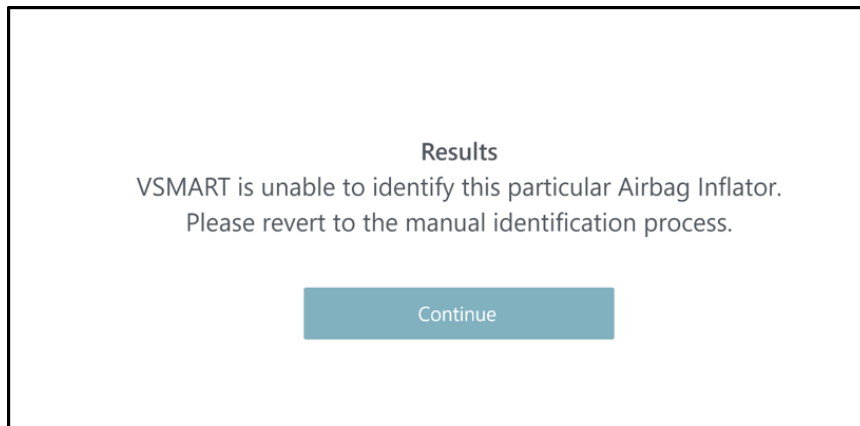
- If a label other than green, blue, or red-and-white is identified, you will need to take a photo for documentation. Select **Continue**, then go to **Unaffected Inflator Process** on page 28. Select **Back** to retake the photo.



- If a counterfeit inflator or airbag assembly is identified, you will need to take a photo for documentation. Select **Continue**, then go to **Unaffected Inflator Process** on page 28. Select **Back** to retake the photo.

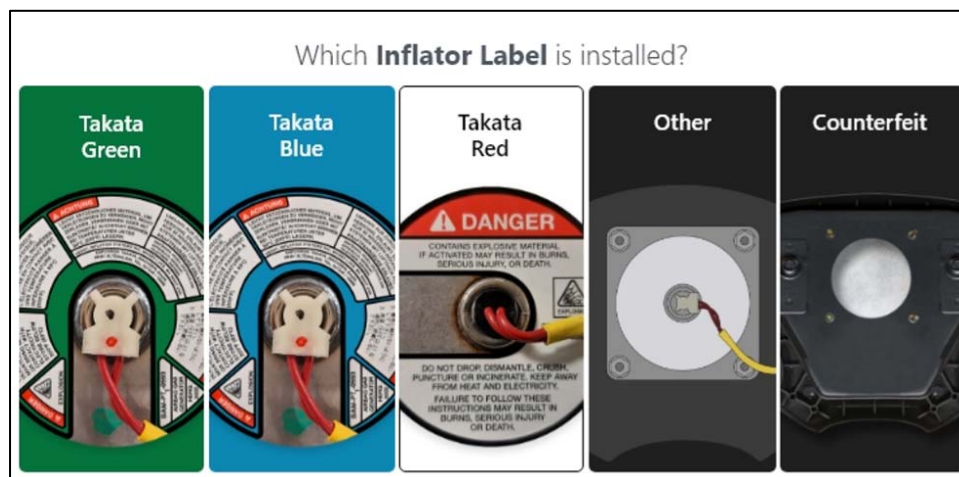


- If V-SMART cannot identify the label type after three attempts, you must manually select the label type. Select **Continue**.

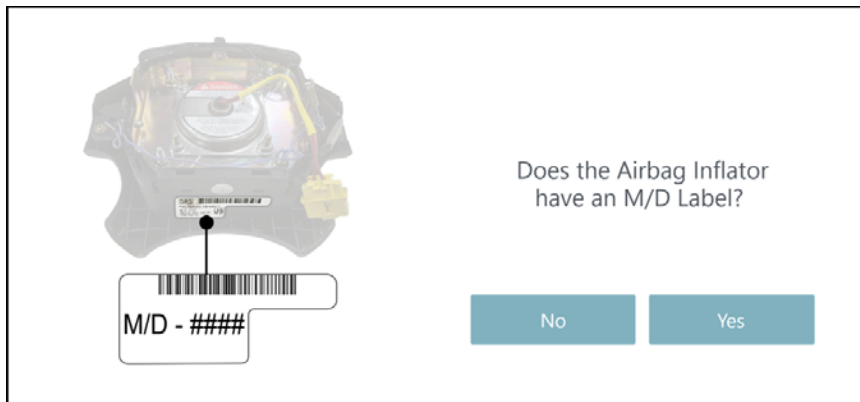


Manually select and confirm the cover type. Supervisor inspection will be required following photo documentation.

- *For affected inflators, go to step 15.*
- *For unaffected inflators, go to the **Unaffected Inflator Process** on page 28.*



12. Following the inspection procedure outlined in the bulletin, use V-SMART to identify the **M/D** number on the airbag serial number label. If the **M/D** label is not present, the inflator is affected and must be replaced. Select **No** and go to step 15. Otherwise, select **Yes** to continue.

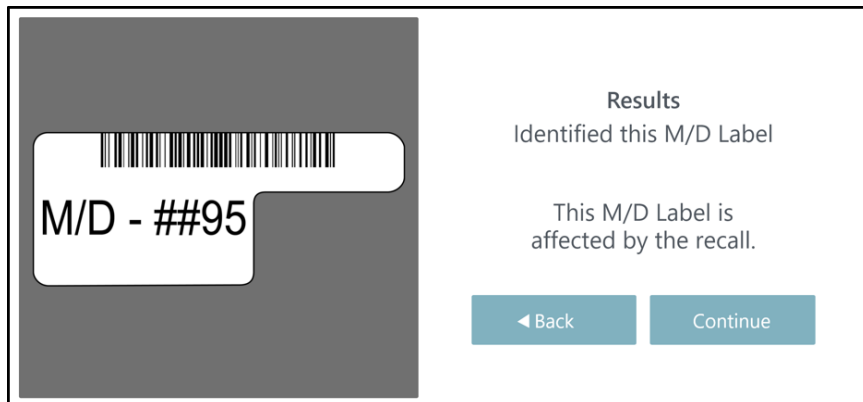


13. Hold the phone above the M/D label on the assembly and align the outline with the M/D label. Select the **Camera** icon to take a photo.



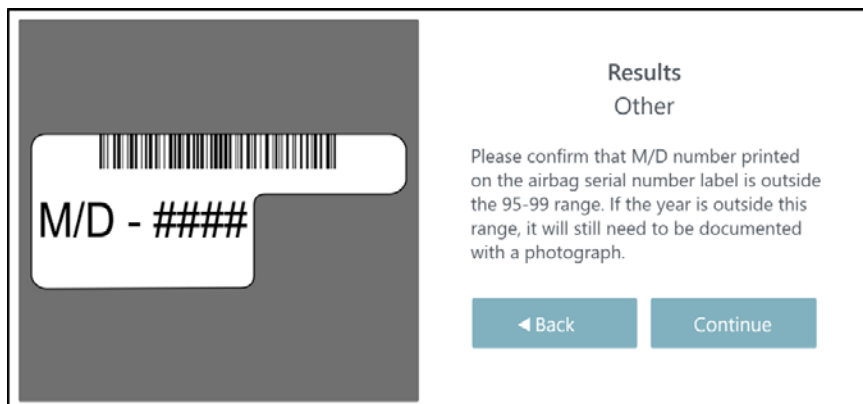
14. Confirm V-SMART has correctly identified the M/D number.

- If the last two digits of the **M/D** number are **95, 96, 97, 98, or 99**, the inflator is affected and must be replaced. Select **Continue**, or select **Back** to retake the photo.



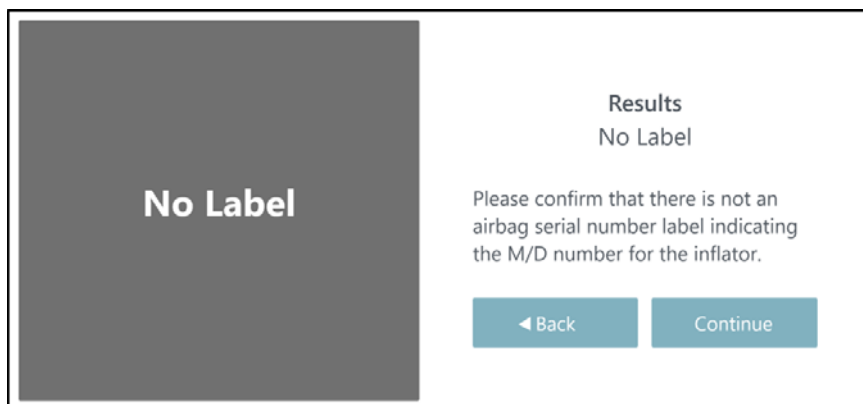
The screenshot shows a mobile application interface. On the left is a large grey rectangular area representing a photo of an airbag label. The label has a barcode at the top and the text "M/D - ##95" below it. On the right, the text "Results" is centered, followed by "Identified this M/D Label". Below that, it says "This M/D Label is affected by the recall." At the bottom right are two buttons: "◀ Back" and "Continue".

- If the last two digits of the **M/D** number are not **95, 96, 97, 98, or 99**, the inflator is unaffected, and you must take a photo for documentation. Select **Continue**, then go to **Unaffected Inflator Process** on page 28.



The screenshot shows a mobile application interface. On the left is a large grey rectangular area representing a photo of an airbag label. The label has a barcode at the top and the text "M/D - ####" below it. On the right, the text "Results" is centered, followed by "Other". Below that, it says "Please confirm that M/D number printed on the airbag serial number label is outside the 95-99 range. If the year is outside this range, it will still need to be documented with a photograph." At the bottom right are two buttons: "◀ Back" and "Continue".

- If the label is missing or unreadable, the inflator is affected and must be replaced. Select **Continue**, or select **Back** to retake the photo.



The screenshot shows a mobile application interface. On the left is a large grey rectangular area representing a photo. The text "No Label" is centered in white. On the right, the text "Results" is centered, followed by "No Label". Below that, it says "Please confirm that there is not an airbag serial number label indicating the M/D number for the inflator." At the bottom right are two buttons: "◀ Back" and "Continue".

- If V-SMART cannot identify M/D number after three attempts, you must manually select the M/D number. Select **Continue**.

Results

VSMART is unable to identify this particular M/D Label.
Please revert to the manual identification process.

Continue

Manually select and confirm the cover type. Supervisor inspection will be required following photo documentation.


- *For affected inflators*, go to step 15.
- *For unaffected inflators*, go to the **Unaffected Inflator Process** on page 28.

Select the M/D number

M/D - ##95	M/D - ##96	M/D - ##97
M/D - ##98	M/D - ##99	Other Date

No Label Found

Select **Back** if a selection was made in error, or **Confirm** to continue with the selected label.



95

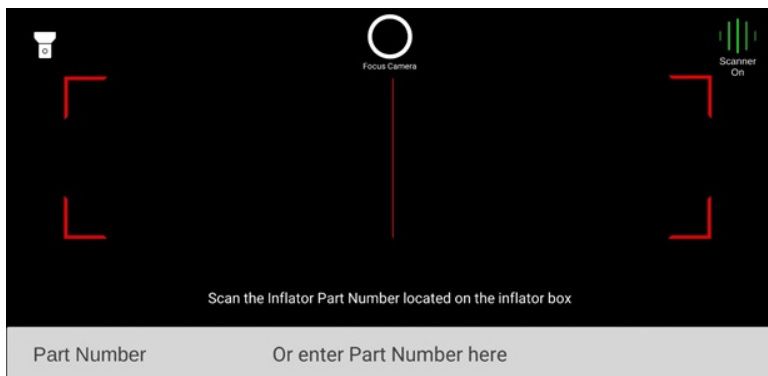
Confirm that the M/D number year is 95

◀ Back Confirm

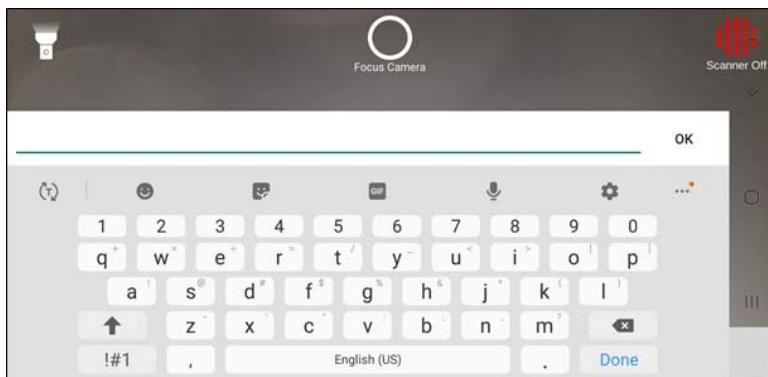
15. If the inspection determines the inflator must be replaced, locate the part number on the replacement airbag inflator box. Then, select **Got It**.



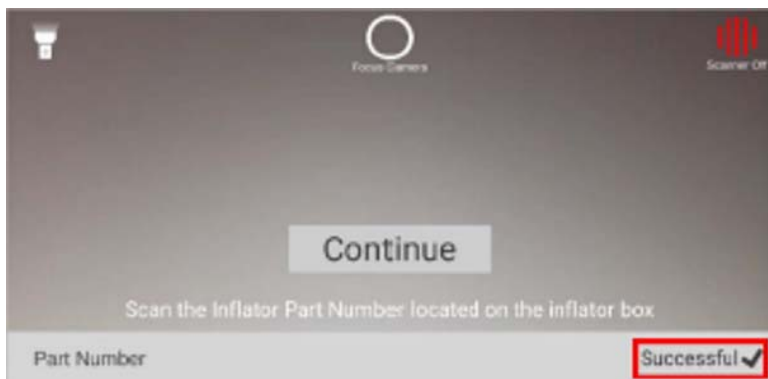
16. Scan the part number using the V-SMART camera.



You can also enter the part number manually by selecting **Or enter Part Number here**. A keyboard will appear and you can enter the part number. Uppercase is not required to enter the part number correctly.

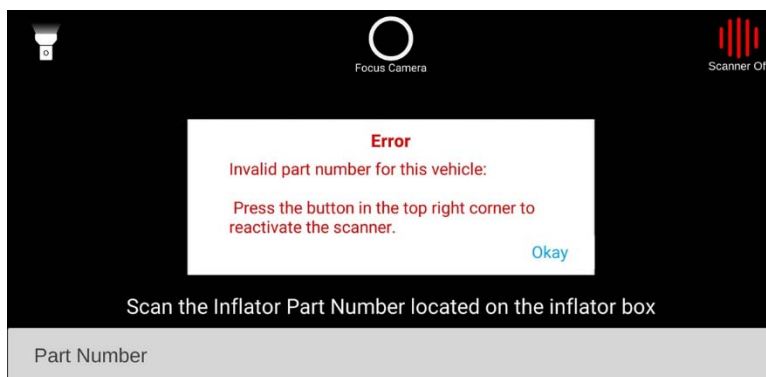


This screen will appear when V-SMART accepts the part number.

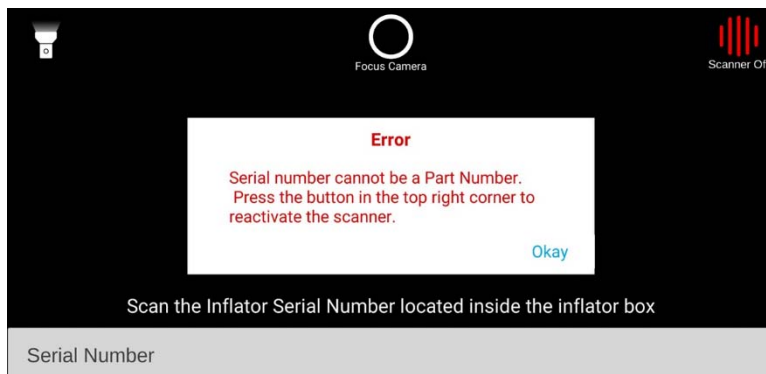


If V-SMART does not recognize a part number, one of these errors will pop up:

- **Invalid part number for this vehicle:** This means the entered part number is not correct for the entered VIN.



- **Part number cannot be the Vehicle Identification Number:** This means the VIN was entered instead of the part number.

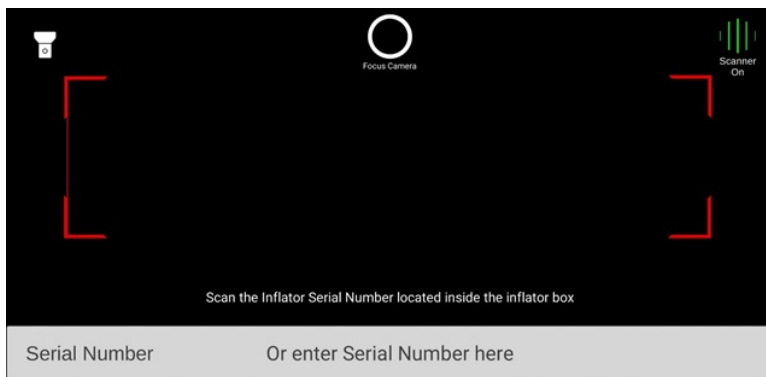


Select **Okay** to close the error. Then, select **Scanner Off** to reactivate the scanner, and try again.

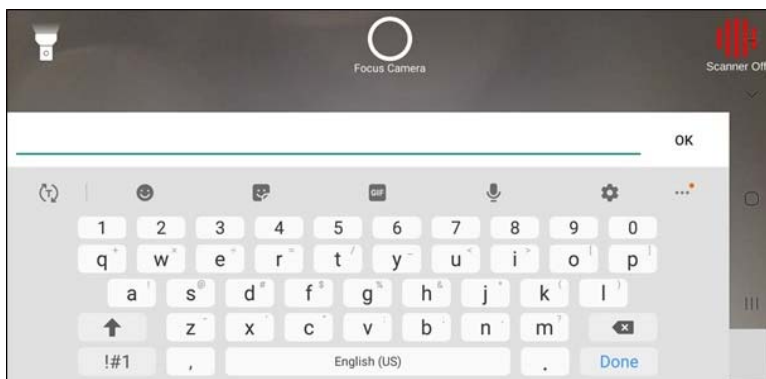
17. Locate the airbag inflator serial number on the replacement airbag inflator kit box. Then, select **Got It**.



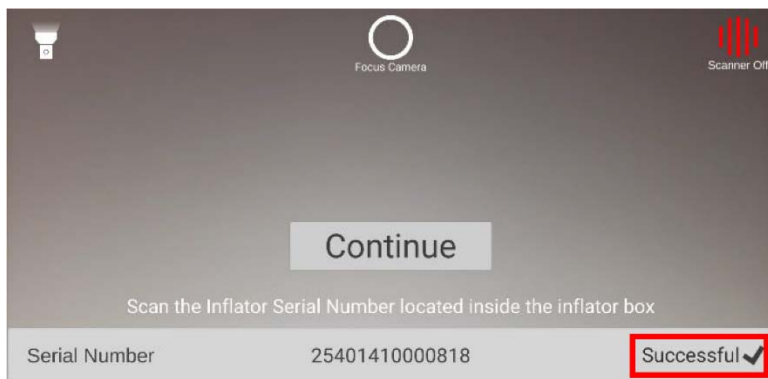
18. Scan the serial number using the V-SMART camera.



You can also enter the serial number manually by selecting **Or enter Serial Number here**. A keyboard will appear and you can enter the serial number.

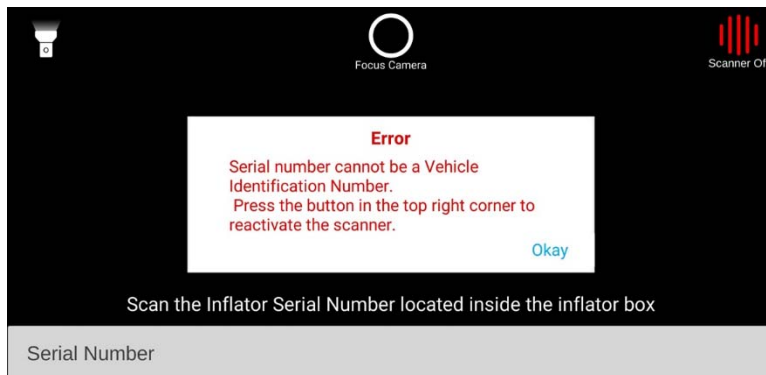


This screen will appear when V-SMART accepts the serial number.

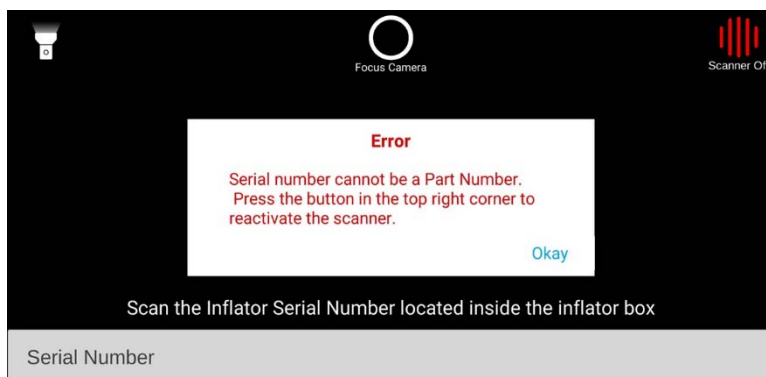


Make sure you enter the serial number correctly. If V-SMART does not recognize a serial number, one of these errors will pop up:

- **Serial number cannot be the Vehicle Identification Number:** This means the VIN was entered instead of the serial number.

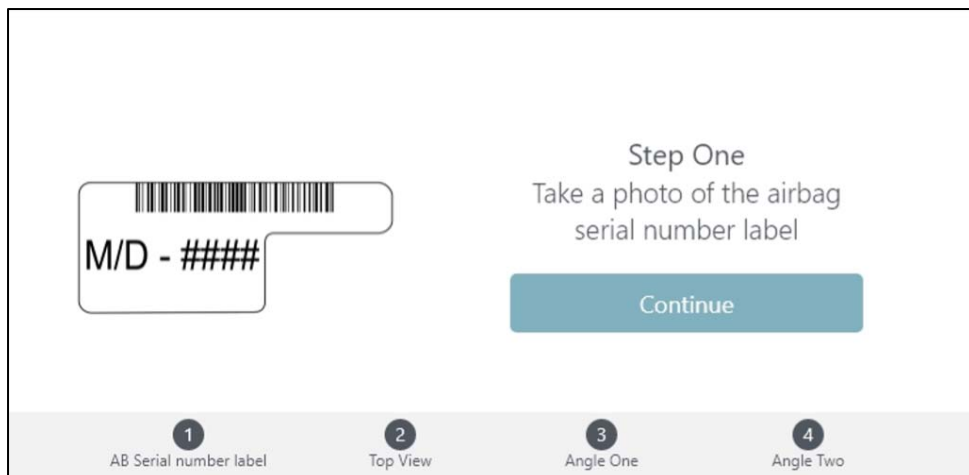


- **Serial number cannot be a Part Number:** This means the part number was entered instead of the serial number.

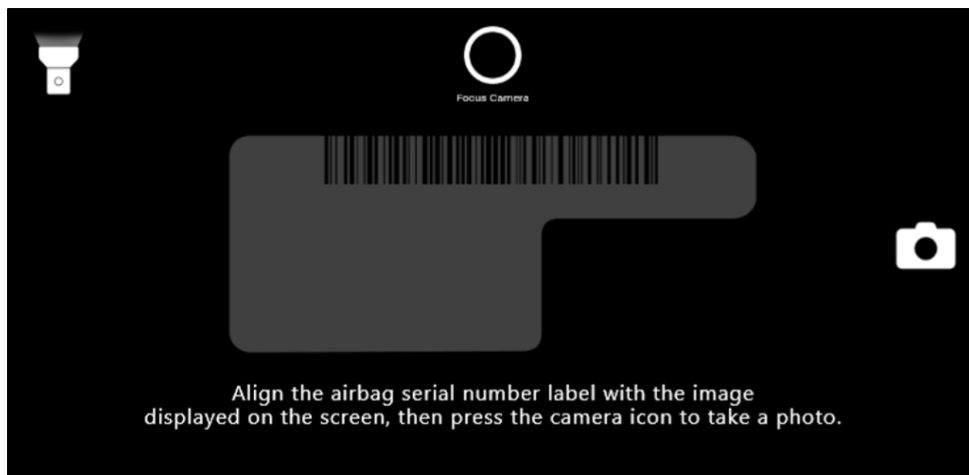


Select **Okay** to close the error. Then select **Scanner Off** to reactivate the scanner, and try again.

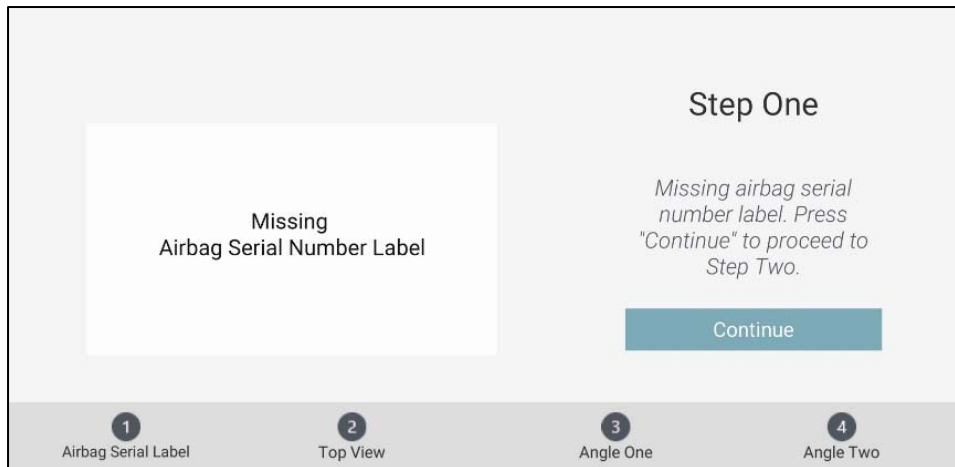
19. Replace the inflator following the instructions in the service bulletin. Then, V-SMART will guide you through the process of taking four photos to document the repair. For the first photo, V-SMART will direct you to take a photo of the airbag serial number label. Select **Continue** to begin.



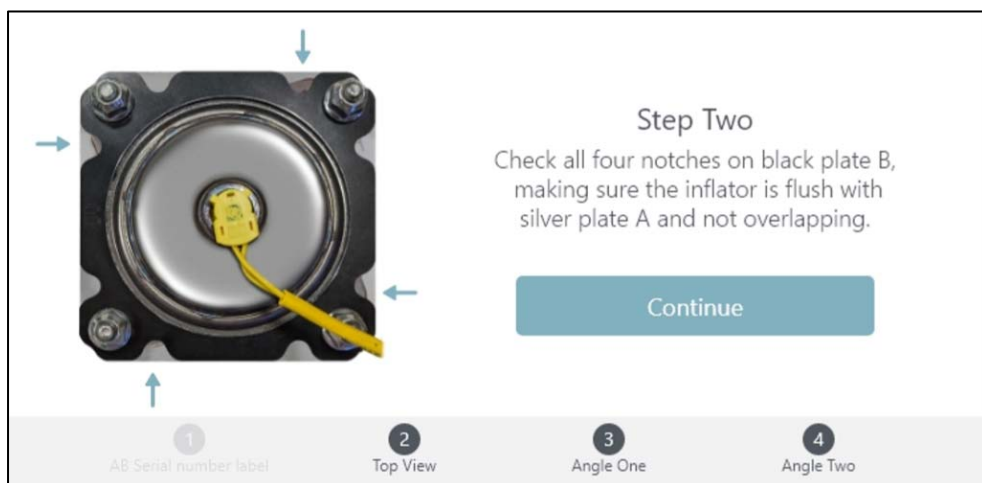
V-SMART will display an example of how to line up the label to take the documentation photo. Select the **Camera** icon to take the photo.



If you selected **No** in step 12, V-SMART will bypass the first photo and this screen will appear. Select **Continue** to proceed.



20. For the second photo, V-SMART will direct you to take a photo looking straight down at the airbag assembly with the inflator centered in the frame and the four inspection notches clearly visible. Select **Continue** to proceed.



V-SMART will display an example of how to line up the inflator to take the documentation photo. Select the **Camera** icon to take the photo.

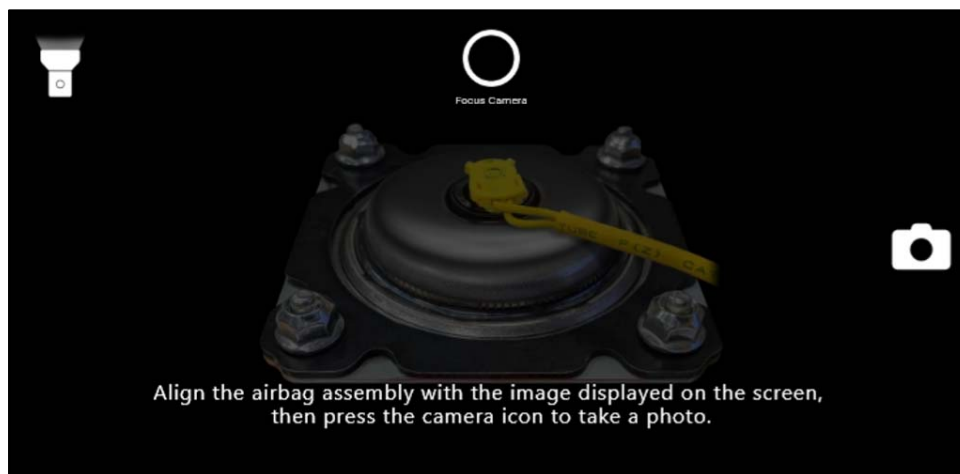


21. For the third photo, V-SMART will direct you to take a photo from angle 1. This view is looking from the bottom of the inflator at an angle, with a clear view of the mating surfaces between silver plate A, black plate B, and the airbag assembly. Select **Continue** to proceed.

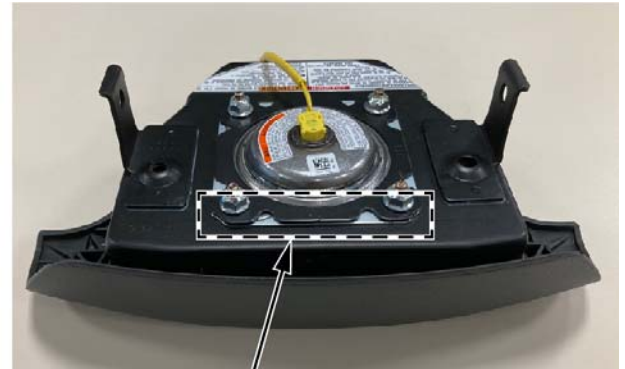


Mating surface must be visible in photo.

V-SMART will show you an example of how to line up the inflator to take the documentation photo. Select the **Camera** icon to take the photo.

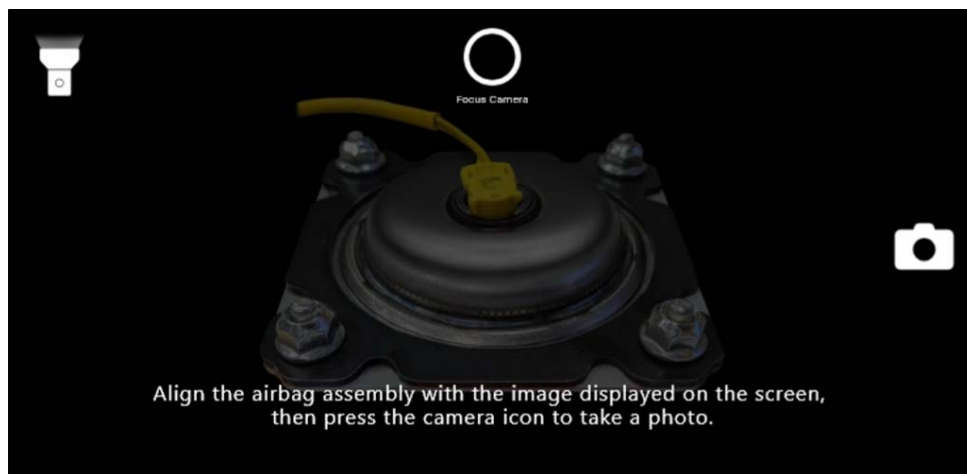


22. For the fourth photo, V-SMART will direct you to take a photo from angle 2. This view is looking from the top of the inflator at an angle with a clear view of the mating surfaces between silver plate A, black plate B, and the airbag assembly. Select **Continue** to proceed.

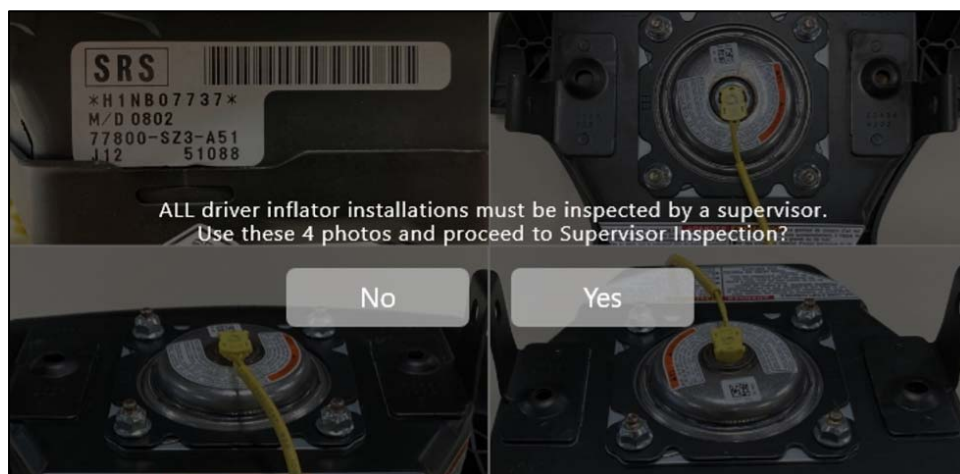


Mating surface must be visible in photo.

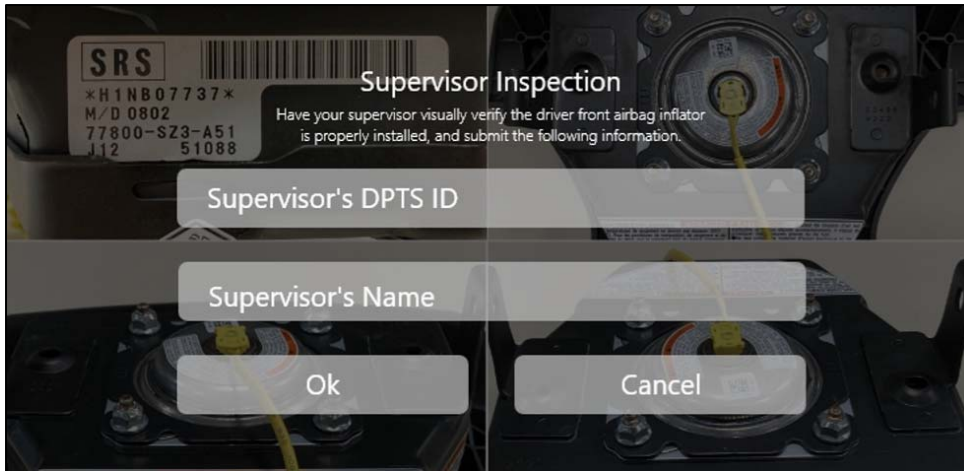
V-SMART will display an example of how to line up the label to take the documentation photo. Select the **Camera** icon to take the photo.



23. V-SMART will ask you to confirm all four photos meet the described criteria. Select **No** to take the photos again, or **Yes** to continue.



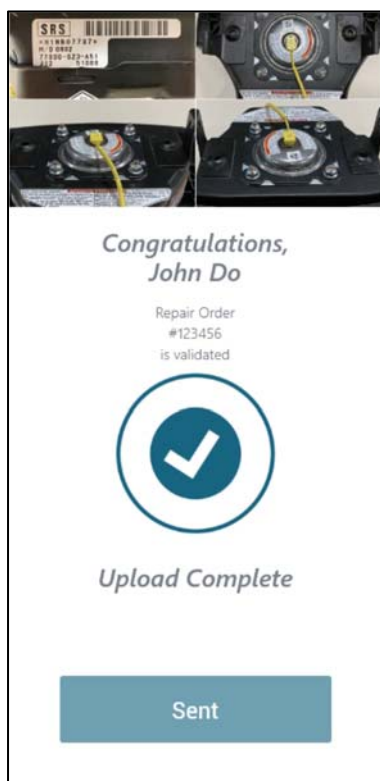
24. V-SMART will ask for supervisor inspection and validation of the repair. Your supervisor must visually validate the inflator installation and enter his or her information. Select **Ok** to continue or **Cancel** to correct the installation and take the photos again.



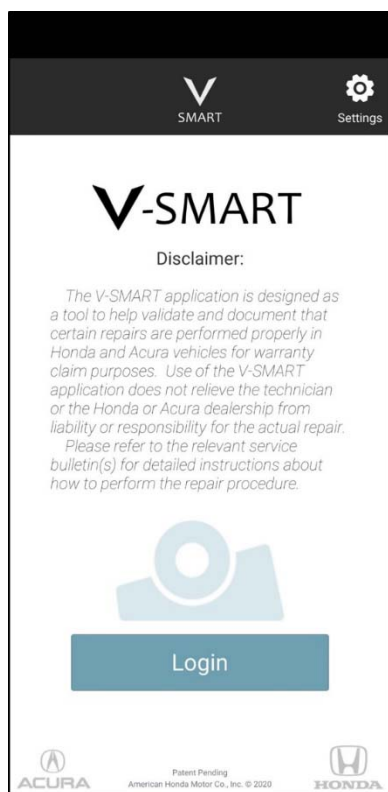
25. Make sure you have a good WiFi connection, then select **Send** to send your data to American Honda's Warranty department for review.



26. Make sure you see **Upload Complete** before completing the repair. This confirms the data was sent. If the data is not sent correctly, your warranty claim may not be authorized.



27. Once the data has been sent, V-SMART will automatically start again and will be ready for the next user.

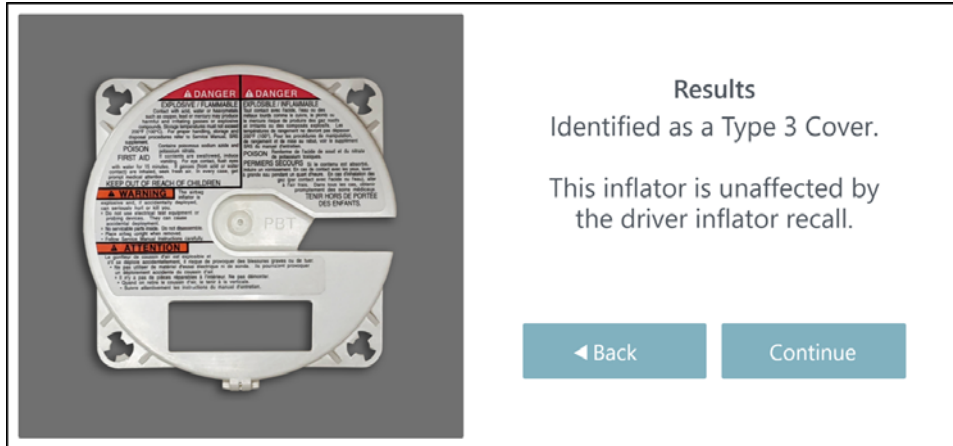


Unaffected Inflator Process

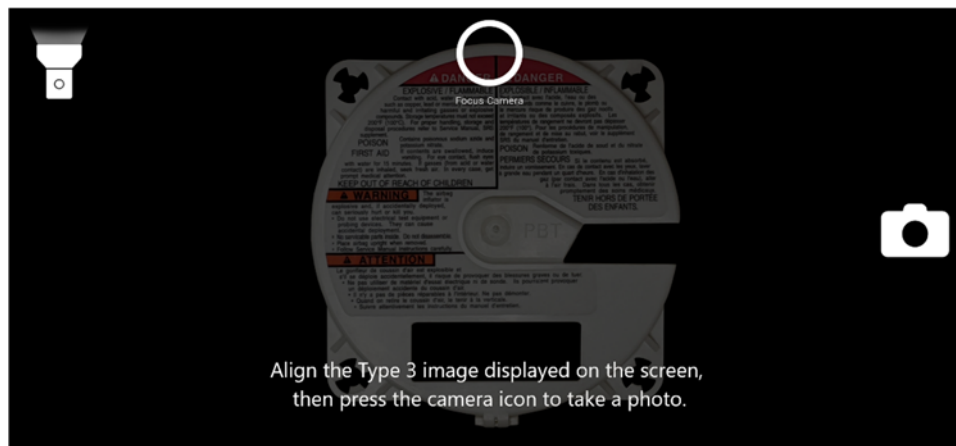
During the inspection process, V-SMART will direct you to take a documentation photo when an unaffected inflator is identified. This section will describe each scenario in detail.

1. Go to the identified unaffected inflator instruction below.

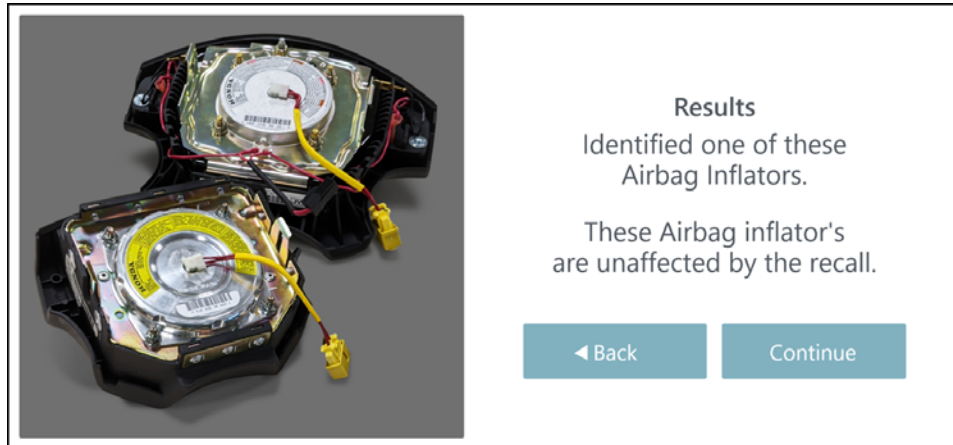
- **If a Type 3 cover is identified:** V-SMART will direct you to take a photo looking straight down at the airbag assembly, with the cover clearly visible. Select **Continue** to move on to the photo for documentation.



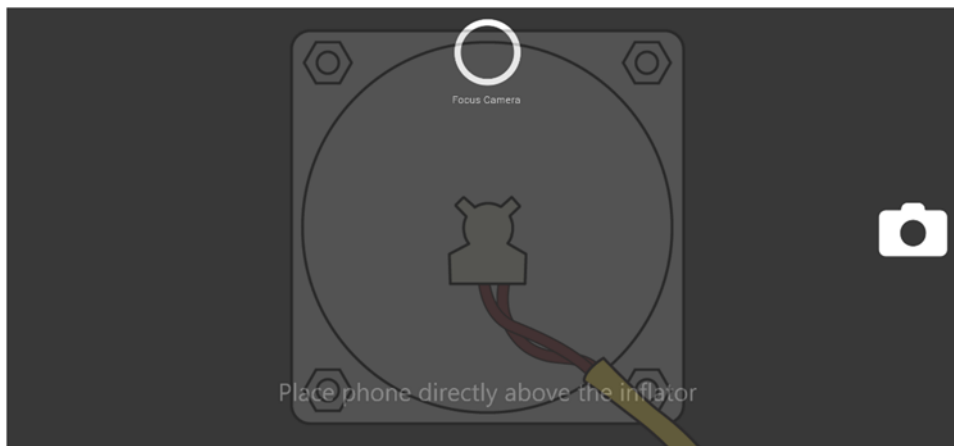
V-SMART will show an example of how to line up the cover to take the documentation photo. Select the **Camera** icon to take the photo.



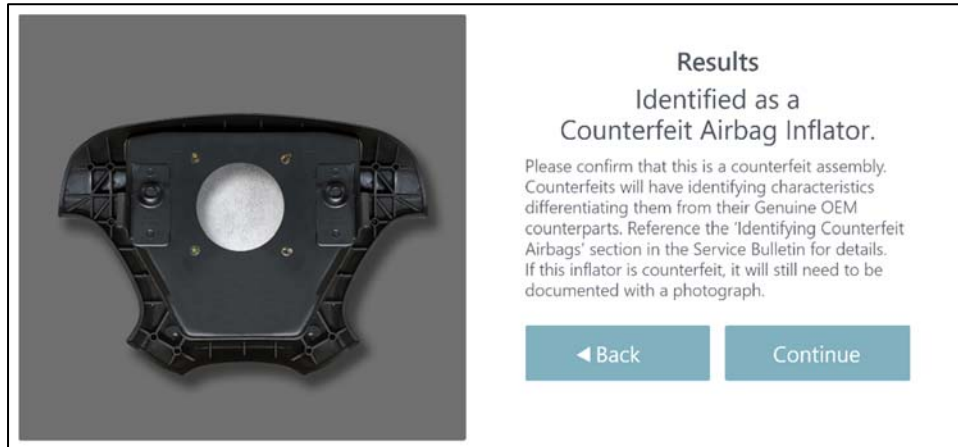
- **If an unaffected inflator is identified:** V-SMART will direct you to take a photo looking straight down at the airbag assembly with the cover clearly visible. Select **Continue** to move on to the photo for documentation.



V-SMART will show an example of how to line up the inflator to take the documentation photo. Select the **Camera** icon to take the photo.



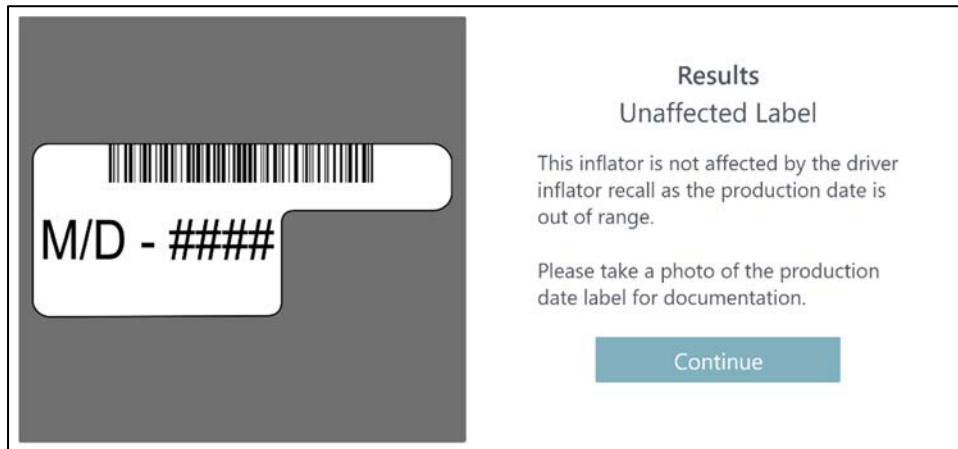
- **If a counterfeit airbag assembly is identified:** V-SMART will direct you to take a photo looking straight down at the airbag assembly so the inflator is clearly visible. Select **Continue** to move on to the photo for documentation.



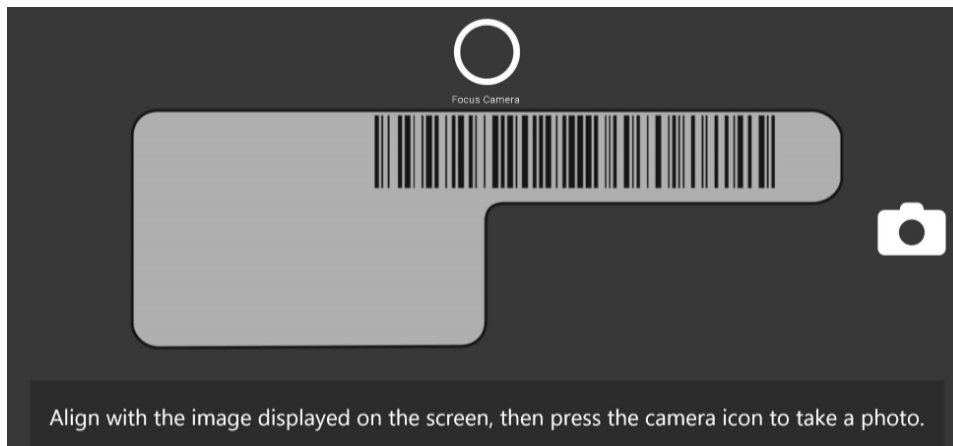
V-SMART will show an example of how to line up the airbag assembly to take the documentation photo. Select the **Camera** icon to take the photo.



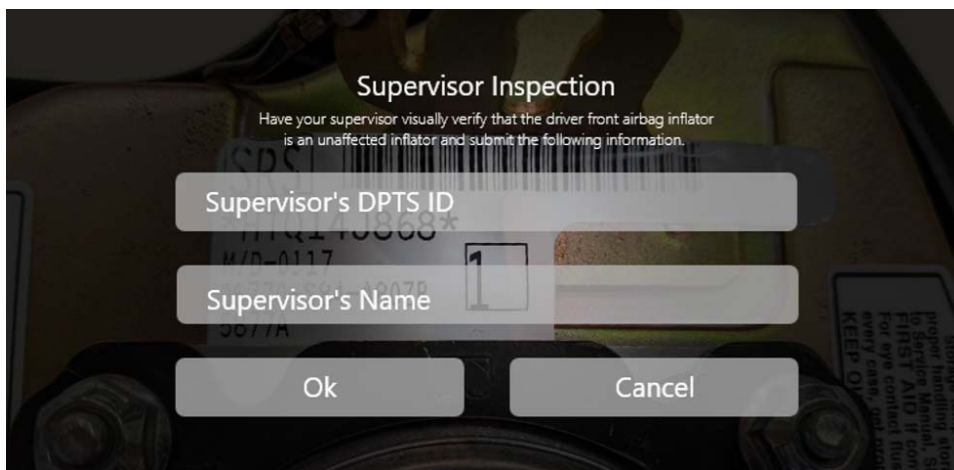
- **If an unaffected M/D number is identified:** V-SMART will direct you to take a photo of the airbag serial number label so it is clearly visible. Select **Continue** to move on to the photo for documentation.



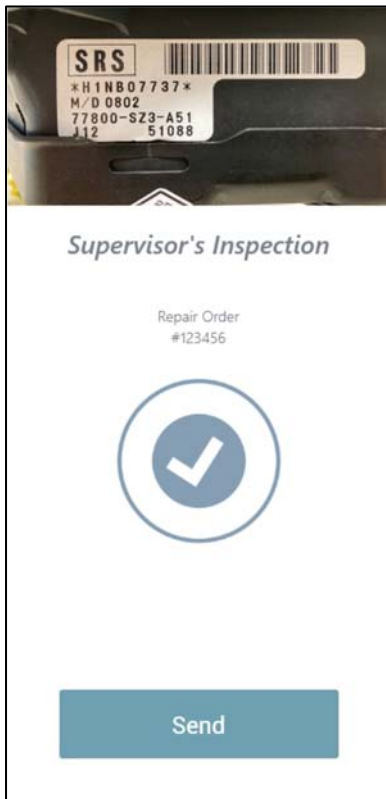
V-SMART will show an example of how to line up the label for the documentation photo. Select the **Camera** icon to take the photo.



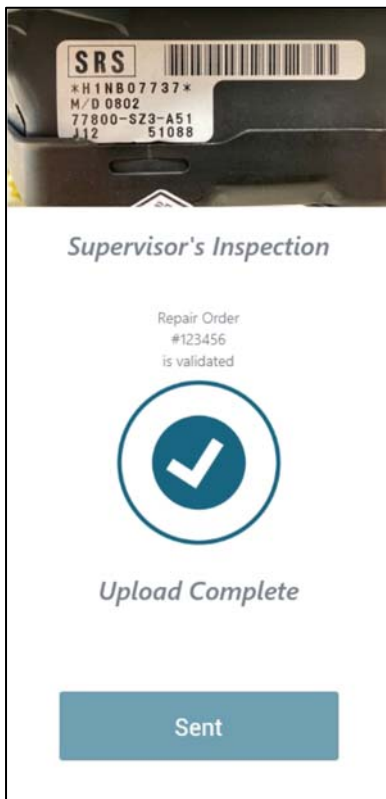
2. If V-SMART is unable to identify the cover, inflator, or M/D number and you have to make a manual selection, V-SMART will ask for supervisor inspection. Your supervisor must visually validate the inflator is unaffected and enter his or her information. Select **Ok** to continue or **Cancel** to correct the installation and take the photos again.



3. Make sure you have a good WiFi connection, then select **Send** to send your data to the American Honda Warranty department for review.



4. Make sure you see **Upload Complete** before completing the repair. This confirms that the data was sent. If the data is not sent correctly, your warranty claim may not be authorized.



END