

Safety Recall: 2020–22 Multi-Model Seat Weight Sensor Campaign Notice

Replaces the Campaign Notice dated February 15th.

NOTE: This notice is to keep all dealers with the most up-to-date information for this safety recall. Dealers will be notified when this notice is revised.

AFFECTED VEHICLES

Year	Model	Trim	Remedy Service Bulletin Number	Dealer Inventory Remedy	Parts Availability
2020–22	Accord	ALL	24-016	NO	NOT AVAILABLE
2020–21	Accord Hybrid	ALL	24-016	NO	NOT AVAILABLE
2020–21	Civic (includes Civic Si)	ALL	24-017	NO	NOT AVAILABLE
2022	Civic	ALL	24-041	NO	NOT AVAILABLE
2021	Civic Type R	ALL	24-034	NO	NOT AVAILABLE
2020–21	CR-V	ALL	24-021	NO	NOT AVAILABLE
2020–21	CR-V Hybrid	ALL	24-021	NO	NOT AVAILABLE
2020	Fit	ALL	NOT AVAILABLE	NO	NOT AVAILABLE
2020–22	HR-V	ALL	NOT AVAILABLE	NO	NOT AVAILABLE
2021	Insight	ALL	24-037	NO	NOT AVAILABLE
2020–22	Odyssey	ALL	24-020	NO	NOT AVAILABLE
2020–21	Passport	ALL	24-038	NO	NOT AVAILABLE
2020–22	Pilot	ALL	24-038	NO	NOT AVAILABLE
2020–21	Ridgeline	ALL	24-038	NO	NOT AVAILABLE

BACKGROUND

On February 1, 2024, American Honda notified NHTSA of a **STOP SALE** and **safety recall** for the models listed in the AFFECTED VEHICLE table above.

Affected vehicles may be equipped with seat weight sensors not built to proper specifications. Improperly built sensors could lead to cracking and/or a short circuit of the sensor resulting in the illumination of the SRS warning indicator. In certain collisions, these seat weight sensors may cause improper deployment of the front passenger airbag, increasing the risk of injury.

ACTION

Check the iN VIN status for eligibility. If this Campaign Notice appears on a VIN status inquiry, the vehicle is subject to a safety recall. Any affected vehicles in your dealer inventory are on **STOP SALE** under certain conditions. See the **USED CAR INVENTORY** section for additional information.

For vehicles in for regular service and repairs, see the CUSTOMERS IN FOR SERVICE section for additional information.

REPAIR

Replacement of the seat frame, seat rail assemblies or seat weight sensors will be necessary depending on the model.

PARTS

02/16/24 - Acura is urgently preparing the repair parts. Parts are in very limited supply. Dealers will be updated on parts availability through this campaign notice and through iN messages.

03/08/24 – Limited parts have been made available for the 2020-22 Odyssey, 2020-21 Passport, 2020-22 Pilot, 2020-21 Ridgeline models that have the SRS indicator ON. An inspection will be required and if determined, the required parts will be allocated. Refer to the applicable service bulletin for details.

03/28/24 – Limited parts have been made available for the 2020–22 Accord, 2020–21 Accord Hybrid, 2020–21 Civic (includes Civic Si), 2022 Civic, 2021 Civic Type R, 2020–21 CR-V, 2020–21 CR-V Hybrid, 2021 Insight models that have the SRS indicator ON. An inspection will be required and if determined, the required parts will be allocated. Refer to the applicable service bulletin for details.

CUSTOMER NOTIFICATION

Honda expects to begin initial customer notification in mid-March 2024. Dealers will be updated when customer notifications commence through this campaign notice.

In the event your dealership receives a notice for a vehicle that was sold prior to the safety recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

CUSTOMERS IN FOR SERVICE

FOR 2020 Fit, and 2020–22 HR-V

Dealers must check for **2** conditions during active write-up for customers visiting the dealer for regular service or repairs.

1. Perform a iN VIN status inquiry to check if the customer vehicle is affected.
2. Check if the SRS indicator is ON.

Vehicle **IS** affected and the SRS Indicator is **OFF**

If the vehicle **IS** affected and the SRS indicator is **OFF**, inform the customer of this safety recall and indicate on the repair order that:

The vehicle may be subject to a recall affecting the front passenger seat weight sensors. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.

For any questions or concerns customers may have, you may have them contact American Honda's Customer Support & Campaign Center at 1-888-234-2138.

Vehicle **IS** affected and the SRS Indicator is **ON**

If the vehicle **IS** affected and the SRS indicator is **ON**, contact your DPSM to arrange alternative transportation.

FOR 2020–22 Accord, 2020–21 Accord Hybrid, 2020–21 Civic (includes Civic Si), 2022 Civic, 2021 Civic Type R, 2020–21 CR-V, 2020–21 CR-V Hybrid, 2021 Insight, 2020–22 Odyssey, 2020–21 Passport, 2020–22 Pilot, 2020–21 Ridgeline

Dealers must check for 2 conditions during active write-up for customers visiting the dealer for regular service or repairs.

1. Perform a iN VIN status inquiry to check if the customer's vehicle is affected.
2. Check if the SRS indicator is ON.

Vehicle **IS** affected and the SRS Indicator is **OFF**

If the vehicle **IS** affected and the SRS indicator is **OFF**, inform the customer of this safety recall and indicate on the repair order that:

The vehicle may be subject to a recall affecting the front passenger seat weight sensors. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.

For any questions or concerns customers may have, you may have them contact American Honda's Customer Support & Campaign Center at 1-888-234-2138

Vehicle **IS** affected and the SRS Indicator is **ON**

Do the inspection procedure listed in the applicable remedy service bulletin. If the inspection procedure determines that the SRS indicator **IS** related to this safety recall, parts will be allocated. If the SRS indicator is **NOT** related to this safety recall, follow normal troubleshooting procedures.

NEW VEHICLE INVENTORY

According to the Service Operations Manual (SOM) section 7.2.4, Vehicles on Dealer Inventory, federal law prohibits a dealership from selling or leasing a new vehicle that is subject to a safety or emissions recall without first completing the recall procedure outlined in the applicable service bulletin. Failure to complete a safety or emissions recall prior to the sale or lease of a new vehicle to a customer may subject a dealership to a fine under federal law and/or claims or lawsuits from the customer or anyone else harmed as a result of such failure.

Honda does not expect any new, unsold units in dealer inventory.

USED CAR DEALER INVENTORY

Due to the limited parts availability to repair an affected vehicle for this safety recall, vehicles in your used car inventory affected by this safety recall (as reported on iN VIN status inquiry) may be delivered to a purchaser if the **3** following conditions are met:

1. Vehicle **IS NOT** part of the Honda Certified Pre-Owned Vehicle program.
2. Vehicle **DOES NOT** have the SRS indicator ON.
3. The dealership discloses information about this safety recall to the purchaser using the Owner Contact and Vehicle Disclosure Form found after the page.

If these conditions are met, do the following (*Done by Sales Department*):

1. Fill out the Owner Contact and Vehicle Disclosure Form included with this notice if the purchaser agrees to purchase the vehicle in this condition.
 - Retain the signed form at the dealership by including it in the deal jacket
 - Provide a copy of the signed form to the purchaser
 - Print a copy of the VIN status inquiry
2. Print and provide a copy of the Safety Recall Information sheet (included on the last page of this notice).
3. Complete a Retail Delivery Record (RDR) and select **Used/Other**.

4. Dealer contacts the owner and schedules an appointment when remedy parts become available. See **PARTS** section on page 2.

NOTE: If you have any questions regarding this process, contact your District Sales Manager (DSM).

If the SRS Indicator is ON, Do the Following

Only 2020–22 Accord, 2020–21 Accord Hybrid, 2020–21 Civic (includes Civic Si), 2022 Civic, 2021 Civic Type R, 2020–21 CR-V, 2020–21 CR-V Hybrid, 2021 Insight, 2020–22 Odyssey, 2020–21 Passport, 2020–22 Pilot, 2020–21 Ridgeline

Do the inspection procedure listed in the applicable remedy service bulletin. If the inspection procedure determines that the SRS indicator IS related to this safety recall, parts will be allocated. If the SRS indicator is NOT related to this safety recall, follow normal troubleshooting procedures.

Except 2020 Fit, and 2020–22 HR-V

The vehicle must remain on STOP SALE until further notice.

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Owner Contact and Vehicle Disclosure Form

IMPORTANT NOTICE: This form is Not Applicable to New Vehicles or Honda Certified Pre-Owned vehicles.

This vehicle is involved in the following safety recall. At this time, remedy parts are not available, and the remedy has not been performed. I understand that the background of this safety recall and the vehicle will need to be returned to an authorized Honda dealer to have the remedy performed at no charge when the remedy is available.

Safety Recall	Campaign Code
Safety Recall: 2020–22 Multi-Model Seat Weight Sensor	6XW

Owner Signature _____ Date: ____/____/____

Honda recommends that you register with the Honda Owners Website at <https://mygarage.honda.com> and regularly check safety recall applicability using www.recalls.honda.com or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN:

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Model: _____ Model Year: _____ Current Mileage: _____

OWNER INFORMATION

Name _____			Email _____	
First	Mi	Last		
Address _____				
Street	Apt No.	City	State	Zip Code
Home Phone # _____		Mobile Phone # _____		

Please provide this information so your dealer can notify you when the remedy becomes available. This information will only be used for safety recall communications.

DEALER INFORMATION

Dealer Name _____	Dealer Number _____
Dealer Staff Name _____	Dealer Staff Signature _____

INSTRUCTIONS TO DEALER

<input type="checkbox"/> Retain the signed form in the deal jacket	<input type="checkbox"/> Provide a copy of this form to the purchaser
<input type="checkbox"/> Print a copy of the VIN status inquiry and include it in the deal jacket	<input type="checkbox"/> Provide a copy of the Safety Recall Information to the purchaser (next page)
<input type="checkbox"/> Complete a Retail Delivery Record (RDR) and select Used/Other	



Safety Recall Information (For Customer)

Safety Recall: 2020–22 Multi-Model Seat Weight Sensor

BACKGROUND

On February 1, 2024, American Honda notified the National Highway Traffic Safety Administration (NHTSA) of a safety recall for the models listed in the table below.

Year	Model	Trim
2020–22	Accord	ALL
2020–21	Accord Hybrid	ALL
2020-21	Civic (includes Civic Si)	ALL
2022	Civic	ALL
2021	Civic Type R	ALL
2020–21	CR-V	ALL
2020–21	CR-V Hybrid	ALL
2020	Fit	ALL
2020–22	HR-V	ALL
2021	Insight	ALL
2020–22	Odyssey	ALL
2020–21	Passport	ALL
2020–22	Pilot	ALL
2020–21	Ridgeline	ALL

Affected vehicles may be equipped with seat weight sensors not built to proper specifications. Improperly built sensors could lead to cracking and/or a short circuit of the sensor resulting in the illumination of the Supplemental Restraint System (SRS) warning light and the passenger airbag indicator remaining OFF. In certain collisions, these seat weight sensors may cause improper deployment of the front passenger airbag, increasing the risk of injury. At risk passengers are babies/infants in car seats, children using booster seats, children under the age of 13, and very small statured adults. Consistent with recommendations from NHTSA and in your vehicle's Owner's Manual, these passengers should not sit in the front passenger seat.

REMEDY

Honda is currently preparing the necessary parts to repair your vehicle. When parts become available, Honda will send you a follow-up letter and repair your vehicle, **FREE OF CHARGE**.

CUSTOMER NOTIFICATION

Honda expects to begin initial customer notification in mid-March 2024.

QUESTIONS

If you have questions or concerns, we encourage you to:

- Chat with our 24/7 virtual agent "Ask Dave" at askdave.honda.com; or
- Email or chat by going to mygarage.honda.com/s/help-honda; or
- Visit X (formerly Twitter) @HondaCustSvc; or
- Call Honda Automobile Customer Service at 1-888-234-2138 Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time.