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From iN Training

Subject New! Airbag Inflator Recall Dealer Training Series

As American Honda continues our efforts to support your dealership in successfully completing airbag inflator repairs, we are excited to launch an important new dealer education program to help your seasoned and newer staff manage these recalls more effectively.

The **Multi-Model Airbag Inflator Recalls Dealer Training Series** consists of eight courses developed to assist you in ensuring all your dealership staff is educated about this recall, and the role they play in taking care of affected customers.

The first course in the series, '**A Complete Overview**' provides a broad, yet thorough look at the airbag inflator recalls and sets the foundation for the seven upcoming courses, which will focus on specific dealership job roles as they relate to the airbag inflator recalls.

As such, courses in the series will be required for staff across departments including Management, Service, Parts, Warranty, and Sales, as well as for all customer-facing staff.

Course #1 – 'A Complete Overview' explores...

- The Multi-Model Airbag Inflator Recalls in more detail
- Why the airbag inflator recalls were initiated, the scope of these recalls, and why they have a high priority
- How American Honda manages these recalls on many different fronts
- The important partnership between your dealership and American Honda, and the significance of synchronizing our recall related efforts
- Some of the aspects of your dealership's roles and the importance of each role within the scope of these recalls
- Certain processes and efficiencies for your dealership's job roles to implement as you manage these recalls on your end

Register via the Online University's **Enrollment** option. Click the **iN Training** tab. Then click **Enrollment**. Enter **Airbag** in the keyword field and click **Search**.

Date	Pacific Time	Mountain Time	Central Time	Eastern Time
7/23	1:30PM	2:30PM	3:30PM	4:30PM
7/24	7:30AM	8:30AM	9:30AM	10:30AM
7/24	12:00PM	1:00PM	2:00PM	3:00PM
7/27	7:30AM	8:30AM	9:30AM	10:30AM
7/27	1:30PM	2:30PM	3:30PM	4:30PM
7/28	6:00AM	7:00AM	8:00AM	9:00AM
7/28	1:30PM	2:30PM	3:30PM	4:30PM
7/29	7:30AM	8:30AM	9:30AM	10:30AM
7/29	1:30PM	2:30PM	3:30PM	4:30PM
7/30	7:30AM	8:30AM	9:30AM	10:30AM
7/30	1:30PM	2:30PM	3:30PM	4:30PM
8/3	7:30AM	8:30AM	9:30AM	10:30AM
8/4	9:00AM	10:00AM	11:00AM	12:00PM

8/4	1:30PM	2:30PM	3:30PM	4:30PM
8/5	9:00AM	10:00AM	11:00AM	12:00PM
8/6	6:00AM	7:00AM	8:00AM	9:00AM
8/6	12:00PM	1:00PM	2:00PM	3:00PM
8/7	7:30AM	8:30AM	9:30AM	10:30AM
8/11	6:00AM	7:00AM	8:00AM	9:00AM
8/13	6:00AM	7:00AM	8:00AM	9:00AM
8/18	7:30AM	8:30AM	9:30AM	10:30AM
8/24	7:30AM	8:30AM	9:30AM	10:30AM
8/25	7:30AM	8:30AM	9:30AM	10:30AM
8/26	6:00AM	7:00AM	8:00AM	9:00AM
8/27	12:00PM	1:00PM	2:00PM	3:00PM

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