

[Next Unread Message](#)[View Message](#)

<b>Sent on</b>	02	16	2016	<b>Expires on</b>	05	15	2016
----------------	----	----	------	-------------------	----	----	------

<b>From</b>	Honda Parts, Service & Technical Division
-------------	---

<b>Subject</b>	2007-15 Multi-Model Driver's Airbag Inflator Recall-Alternate Transportation
----------------	--

DATE: February 15, 2016

TO: All Honda Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers and Personnel

FROM: Honda Parts, Service &amp; Technical Division

RE: Stop Sale/Safety Recall: 2007-2015 Multi-Model Driver's Airbag Inflator- Alternate Transportation Procedures Where Parts Are Not Available For the Repair

Should you receive a request for alternate transportation from a customer affected by the 2007-2015 Multi-Model Driver's Airbag Inflator recall where a campaign part is not available for the repair, please follow the procedures outlined below.

1. Generate a Repair Order to document the rental/HCVF and include the applicable required verbiage below.
2. To request alternate transportation in excess of 3 days, please contact your DPSM.

Complete steps 3 – 4 if customer supplied a HCVF courtesy loaner:

3. Courtesy unit (HCVF) must be returned no later than (each) 30 days to your dealership in order for HCVF unit to be inspected for damage, service need evaluation (i.e. A1 service, etc), or retired due to mileage or time in service. If necessary, the customer would be put in a different HCVF unit should their current HCVF unit require service or retirement.
4. Correct Rental/Courtesy Agreement must be completed and all standard procedures outlined in the Service Operations Manual and HCVF Guidelines must be followed without exception.

Complete step 5 if customer elects to retain possession of their vehicle until campaign part is available:

5. Complete and have the customer sign the "HONDA TAKATA AIRBAG INFLATOR REPLACEMENT VEHICLE RETENTION/STORAGE OWNER INDEMNIFICATION AGREEMENT"

Required Verbiage to be included on Repair Order by applicable situation:

Use this statement if customer leaves vehicle at your dealership:

"Customer advised that:

The vehicle is subject to a recall affecting the driver's front airbag inflator. Redesigned driver airbag inflators are not available for installation at this time. The customer has been provided a loaner vehicle while they wait for redesigned parts to become available. Once the vehicle has been repaired the dealer will contact you.

Use this statement if customer retains possession of their vehicle:

"Customer advised that:

The vehicle is subject to a recall affecting the driver's front airbag inflator. Redesigned driver airbag inflators are not available for installation at this time. The customer has been provided a loaner vehicle while they wait for redesigned parts to become available. Customer has also elected to retain possession of their vehicle and has signed the "HONDA TAKATA AIRBAG INFLATOR REPLACEMENT VEHICLE RETENTION/STORAGE OWNER

INDEMNIFICATION AGREEMENT". Once redesigned parts are available, you will be contacted by this dealership to bring the vehicle in for replacement of the component."

Applicable reimbursement rates apply:

- HCVP at \$40/day
- Rental at \$35/day

Click [here](#) for the HONDA TAKATA AIRBAG INFLATOR REPLACEMENT VEHICLE RETENTION/STORAGE OWNER INDEMNIFICATION AGREEMENT