

March 28, 2015

03584 Version 1

2012 CR-V Driver's Airbag Inflator Collection

AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|------|-------|------|----------------------|
| 2012 | CR-V | ALL | Customer Appointment |

BACKGROUND

American Honda is conducting a study of driver's airbag inflators. This collection involves a small number of driver's airbag inflators from specific locations. Once customers are located, an appointment will be set up at a local dealership to collect the parts.

To help American Honda collect the driver's airbag inflator for the study, **submit claims and return the parts as soon as possible.**

The box used in this collection will have a pink sticker on it to distinguish it from other airbag or inflator parts. **Do not include these collected parts as part of your pallet shipment.** Instead, follow the shipping instructions included in the box.

PINK LABEL



After this study is complete, the bulletin will be discontinued.

COLLECTION ACTION

Replace the driver's airbag inflator, then return the original, undeployed driver's airbag inflator as directed.

Do not include the inflator from this service bulletin in the pallet shipments. Make sure these parts are returned as quickly as possible using FedEx.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

PARTS INFORMATION

| Part Name | Part Number | Quantity |
|------------------------------|---------------|----------|
| Driver's Airbag Inflator Kit | 04770-T0A-306 | 1 |

NOTE:

- The original box must be used to return the driver's inflator to its supplier, ideally within 48 hours of the repair. Be careful not to damage the inflator kit box.
- If the undeployed inflator is not returned, the warranty claim for that vehicle will be charged back to your dealership.
- **Do not include these inflators as part of your pallet shipment.** Follow the shipping instructions supplied with the inflator kit. If you have any questions about shipping, call Warranty Parts Inspection (WPI) at **937-642-2737**.

WARRANTY CLAIM INFORMATION

NOTE:

- Process claims as quickly as possible so that resources can be properly allocated.
- Enter the part number of the inflator that you received into the warranty claim.
- To avoid non-payment of warranty claims, the serial number on the box of the new inflator must be entered in the **replacement serial number field** on each warranty claim. For more information, refer to step 1 of REPAIR PROCEDURE.
- The serial number is encoded into a barcode attached to the outside of the box. If your dealership uses a scanner, you can scan the part number into the claim.
- If you confuse the serial number and part number when entering the claim information, your claim will automatically be rejected.
- For more information about scanning and filling airbag inflator recall claims, refer to Ordering and Managing Replacement Inflators. From the iN, select **SERVICE, WARRANTY**, then **CLAIMS REFERENCE GUIDE**. Under **HOT TIPS/TOPICS**, select **Ordering and Managing Replacement Inflators**.
- To avoid a warranty claim being charged back to your dealership, you must return the undeployed inflator to its supplier. Follow the shipping instructions supplied with the inflator kit. If you have any questions about shipping, call Warranty Parts Inspection (WPI) at **937-642-2737**.

| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|---|----------------|-------------|--------------|-------------|--------------------|
| 7521H0 | Parts collection: Driver's airbag inflator | 0.5 hr | 5KT00 | JY600 | 16-031A | 77810-T0A-A83ZA |

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE:

- **If the VIN status inquiry indicates that the vehicle is subject to any open safety recalls or product updates, make sure to also complete those recall repairs before returning the vehicle to the customer. If you are unable to complete any open recall, advise the customer of the recall status and when the recall could be completed.**
- Be careful not to damage any parts when replacing the driver's inflator and follow the procedure exactly.
- If, before removing the airbag, you suspect that it may be the incorrect airbag for the vehicle or a counterfeit, **do not remove the airbag**. Contact your DPSM for assistance.
- Make sure you have reviewed the SRS Precautions and Procedures in the service information before doing the repair procedure.
- Always use new Torx bolts included with the kit to reinstall the driver's airbag module. The new Torx bolts are coated with threadlock to make sure they do not come loose.

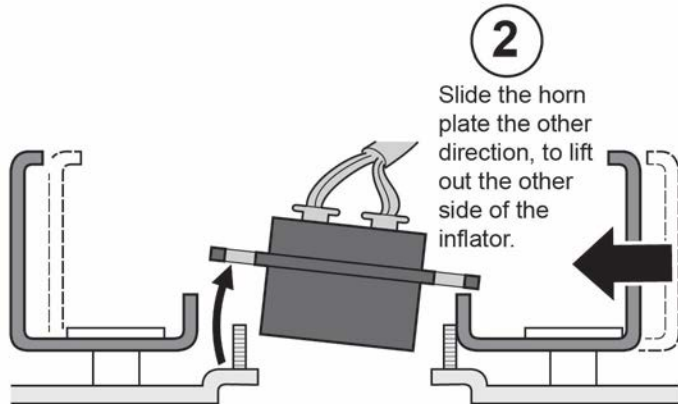
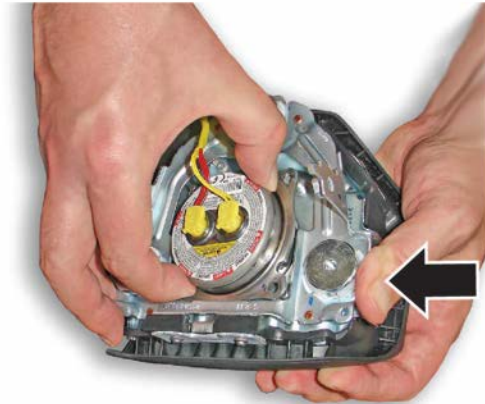
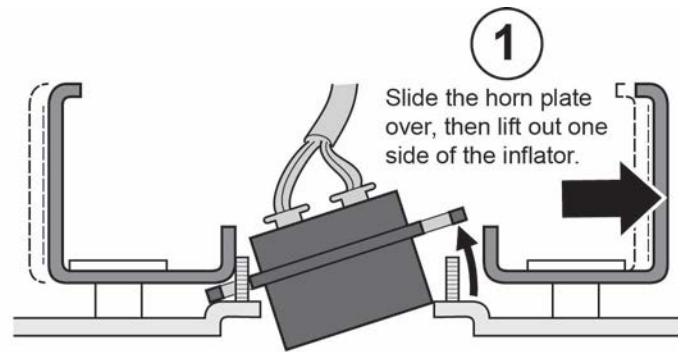
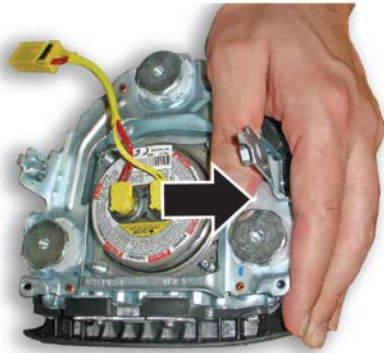
Before removing the driver's inflator

1. Turn the ignition to ON and check if the SRS indicator comes on for about 6 seconds, then turns off.
 - If the indicator comes on, then goes off after about 6 seconds, go to step 2.
 - If the indicator does not come on, or if it stays on, contact your DPSM for assistance.
2. Disconnect the battery negative cable and wait at least 3 minutes before continuing.
3. Remove the driver's airbag module. Refer to service information.
4. Remove the airbag inflator.

Refer to the video for more detailed procedures on removing and installing the airbag inflator.



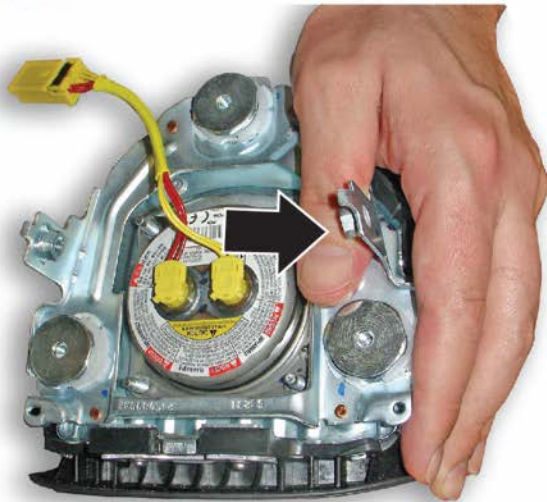
- Place the right side of the driver's airbag module on a hard flat surface. Use your thumb to push the horn plate bracket up and lift the left side of the inflator out.



- Push down on the bracket to slide it the other way, then lift the right side of the inflator out and remove the inflator.

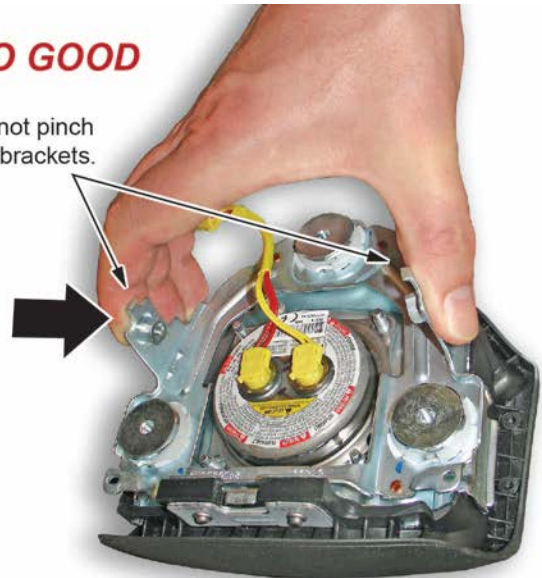
NOTE: Do not pinch the brackets to avoid damaging the horn plate.

GOOD



NO GOOD

Do not pinch the brackets.



5. Install the new airbag inflator in the reverse order of removal using the new nuts supplied.
6. Reinstall the driver's airbag module using the new Torx bolts. Torque the bolts to **9.4 N-m (6.9 lb-ft)**.
7. Reconnect the battery negative cable.
8. Start the engine and check that the SRS indicator comes on for about 6 seconds, then goes off.
9. Enter the audio/navigation anti-theft codes.

Returning the driver's airbag inflator

10. Put the original inflator with the attached harness into the box that the new one came in. Make sure there is no other hardware in the box because if the package rattles, it will not be accepted by the courier.



11. Follow the shipping instructions supplied with the inflator kit to return the undeployed inflator. If you have any questions about shipping, call Warranty Parts Inspection (WPI) at **937-642-2737**.

NOTE: Boxes containing the 2012 CR-V collection driver's airbag inflators have a pink sticker on the outside of the boxes to distinguish them from other returns. These boxes need to be shipped by FedEx.

PINK LABEL



12. Give your warranty clerk the RO that includes the inflator serial number and replacement part number. For the warranty claim to be paid, the **replacement inflator part number** must be on the warranty claim and your warranty clerk must enter the serial number in the replacement serial number field.

END