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|----------------|---|----|------|-------------------|----|----|------|
| Sent on | 09 | 19 | 2023 | Expires on | 10 | 03 | 2023 |
| From | Technical Information & Support Group | | | | | | |
| Subject | Request for Parts: 2023 HR-V & CR-V SRS Light On w/ DTC B000X (ACTION REQUIRED) | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2023 HR-V & CR-V SRS Light On w/ DTC B000X (**ACTION REQUIRED**)

This message is solely directed to Honda dealership personnel; please handle it accordingly.
 Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2023 HR-Vs & CR-Vs with a customer complaint of the SRS light on with one or more of the DTC listed below (in Qualifiers) stored. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

- Must have one of the following DTCs stored:
 - B0001-12 (Short to Power in Driver's Airbag Primary Inflator)
 - B0002-12 (Short to Power in Driver's Airbag Secondary Inflator)
 - B0001-13 (Open or Increased Resistance in the Driver's Airbag Primary Inflator)
 - B0002-13 (Open or Increased Resistance in the Driver's Airbag Secondary Inflator)
 - B0001-1A (Decreased Resistance in the Driver's Airbag Primary Inflator)
 - B0002-1A (Decreased Resistance in the Driver's Airbag Secondary Inflator)
- Issue has been traced to the airbag or the cable reel.
- Previous replacement of the cable reel and/or airbag is acceptable as long as it's disclosed.
- Repeated failures are acceptable.
- Confirmed corroded or damaged conditions of the airbag pins are acceptable as long as failure is present.
- Vehicle has not been involved in a collision.
- No repair has been attempted for this issue during this visit.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

- Model Year (e.g. 2023)
- Model Name (e.g. Accord)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer personnel with a VISA gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.