



## **AIRBAG INFLATOR RECALL INFORMATION**

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## AIRBAG INFLATOR RECALLS – GENERAL INFORMATION

### ***Honda's Commitment***

Honda is committed to addressing the needs and concerns of our customers who are affected by the recalls of Takata airbag inflators. We stand behind the safety and quality of our products. The protection of the drivers and passengers in our vehicles is our paramount concern.

We apologize to our customers for any inconvenience, and want you to know we are doing everything possible to accelerate production of the replacement of airbag inflators.

### ***Is Your Vehicle Affected?***

To determine whether your Honda or Acura vehicle is subject to an outstanding airbag inflator recall, please visit [www.honda.ca/recalls](http://www.honda.ca/recalls) or call the **Honda Airbag Inflator Hotline at 1-877-445-7754** or Acura vehicle owners to visit [www.acura.ca/recalls](http://www.acura.ca/recalls) or call **the Acura Airbag Inflator Hotline at 1-877-445-9844**.

If your vehicle is one of the following models, it may be subject to an airbag inflator recall:

<b>Honda Vehicles</b>	
Accord	2001, 2002 & 2003, 2004, 2005, 2006 & 2007
Civic	2001, 2002 & 2003, 2004 & 2005
Civic Hybrid	2003, 2004 & 2005
CR-V	2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010 & 2011
Element	2003 – 2015
Odyssey	2002, 2003 & 2004
Pilot	2003, 2004, 2005, 2006, 2007 & 2008
Ridgeline	2006 – 2014
CR-Z	2011 – 2015

<b>Acura Vehicles</b>	
1.7 EL	2001 – 2005
TL / CL	2002 & 2003, 2009 – 2014
EL	2001, 2002, 2003, 2004 & 2005
MDX	2003 – 2006
RL	2005 – 2012
ILX	2013 – 2016 (early 2016 production only)
RDX	2007 – 2016 (early 2016 production only)
ZDX	2010 – 2013

Fit	2009 – 2014
Insight	2010 – 2014

***What do I do if my Vehicle is Subject to an Airbag Inflator Recall?***

If your vehicle is affected by an airbag inflator recall, as soon as you have been advised to do so by Honda or Acura, we encourage you to take immediate action to have your vehicle's airbag inflator inspected and replaced where required. Such inspection and/or replacement will be conducted free of charge at any authorized Honda or Acura dealer. Recall notices will be mailed to owners of affected vehicles according to the most current address information we have available.

Owners should also check [www.honda.ca/recalls](http://www.honda.ca/recalls) or [www.acura.ca/recalls](http://www.acura.ca/recalls) or call the Honda or Acura Airbag Inflator Hotline for up to date recall notice information.

***What if there's a Wait for Parts to Complete the Recall Service on my Vehicle?***

Should you have a concern about any wait for an inspection of your vehicle's airbag inflator or, if needed, for a replacement airbag inflator, we have a customer service procedure that addresses individual customer needs and concerns and encompasses, as appropriate, the provision of or reimbursement for temporary alternative transportation, until your own vehicle's airbag inflator is inspected and, where required, replaced. For information on the provision of temporary alternative transportation or reimbursement for same, please call the Honda or Acura Airbag Inflator Hotline.

## TAKATA AIRBAG INFLATOR RECALL FACT SHEET

This document provides customers and other stakeholders with current, factual information on the Takata airbag inflator recall as it pertains to Honda and Acura in Canada. Unless otherwise noted, all information concerns the Canadian market only.

### ***Honda and Acura Dealer Support***

Authorized Honda and Acura dealerships will complete the recall service at no charge to the customer. If an owner requests temporary alternative transportation while awaiting recall service, while the service is in progress, or if there is a delay in servicing an affected vehicle, Honda and Acura dealers can arrange temporary alternative transportation, where required.

### ***Inflator Parts Supply***

Parts are currently available for most of the vehicles currently subject to an airbag inflator recall. Honda is working to secure an increasing supply of replacement inflators from various suppliers.

Replacement parts for the recall announced in February 2016 are expected to first become available in late 2016.

### ***Ongoing Customer Notification Efforts***

Notifications will be mailed to owners of affected units, according to the most current address information Honda has available. Where there is a delay in parts to complete the recall service, owners will receive a second notification once parts become available.

## FREQUENTLY ASKED QUESTIONS

### ***Why is Honda recalling these vehicles?***

The recalls of driver and passenger front airbag inflators, have been issued to address identified defects. In addition, investigation to date by Takata, suggests an increase in the risk of an inflator rupture where the vehicle has had several years of exposure to persistent high absolute humidity conditions and significantly lower where it has not.

The defects may result in the over-pressurization of an airbag inflator when an airbag deploys. If an affected airbag deploys, it may do so with too much pressure, causing the inflator casing to rupture and eject metal fragments that could injure or cause the death of vehicle occupants.

To date, Honda has not identified any abnormal airbag deployment in Canada involving the issue the recalls are intended to address.

### ***How many total vehicles have been subject to safety recalls because of Takata airbag inflator rupture recalls in Canada?***

Approximately 970,000 total Honda and Acura automobiles in Canada are or have been subject to one or more recalls related to the risk of a Takata airbag inflator rupture.

### ***What will be done to recalled vehicles?***

The majority of vehicles included in the airbag inflator recalls will require the replacement of the airbag inflator. A subset of customers have been asked to bring their vehicles in to complete an inspection to determine the make of the inflator; depending on the outcome of the inspection, the inflator may or may not be replaced. Airbag inflators must be inspected and/or replaced by an authorized Honda or Acura dealer. Both the inspection and replacement will be completed free of charge.

### ***Who manufactured the airbag inflators identified in these recalls and campaigns?***

Takata or a Takata subsidiary.

### ***When will I be notified?***

Honda Canada has sent notifications to customers with affected vehicles, using the best name and address information available to us. To check to see if your VIN is affected by a recall, please visit [www.honda.ca/recalls](http://www.honda.ca/recalls) or [www.acura.ca/recalls](http://www.acura.ca/recalls).

Parts are currently available for most of the vehicles presently subject to an airbag inflator recall. For some vehicle models, Honda is working to secure an increasing supply of replacement inflators from suppliers.

Where there is a delay in parts to complete the recall service, owners will receive a second notification once parts become available.

Replacement parts for the recall announced in February 2016 are expected to first become available in late 2016.

***Will there be a delay for certain replacement parts?***

For non-desiccated PSDI-5 Takata driver front airbag inflators (recalled in February 2016) it will take some time to conduct the engineering and testing of the replacement inflator in order for it to fit within the existing airbag modules originally installed in these vehicles. Additionally, due to the large number of vehicles involved, some delay may be caused by efforts to ramp up production for this purpose.

***Can I have my airbag temporarily disconnected pending parts availability?***

Honda Canada does not recommend disconnecting airbags. We will work with concerned customers to find solutions that meet their needs, including repairing the vehicle as quickly as possible, or providing or reimbursing customers for temporary alternative transportation.

***How long will the airbag inflator replacement take?***

The replacement of an airbag inflator typically takes less than an hour. Customers should ask their dealers for a time estimate when making an appointment for replacement, as each dealer's daily schedule is different. Scheduling an appointment is important to having the service done in as timely and predictable a manner as possible and will generally allow for a replacement part to be ordered and delivered in time for the scheduled appointment. If a replacement part is not available, dealers or Honda Canada will work with each customer to arrange the provision of or reimbursement for alternative transportation.

***Do I need to have the recall notice/letter in order to get the recall performed?***

No. Honda or Acura dealers can currently confirm if a vehicle is included in a recall using the vehicle's VIN.

***If I have had a recall completed is it possible their vehicle may need an additional service as a result of a subsequent recall?***

It is possible that vehicles affected by prior Takata airbag inflator recalls may need an additional service as a result of a subsequent recall. This is because the prior recall was made with a previous version inflator and this most recent service utilizes a more up to date inflator design. You can check your vehicle's VIN by visiting [www.honda.ca/recalls](http://www.honda.ca/recalls) to determine whether it has an outstanding recall.

***I live far away from an Authorized Honda/Acura dealer. How can I have recall service completed?***

Please contact Honda Airbag Inflator Hotline at 1-877-445-7754 or Acura Airbag Inflator Hotline at 1-877-445-9844 to assist you.

***Will the inflator defects cause my vehicle's SRS light to illuminate?***

The SRS light will not illuminate as a result of an airbag inflator defect; although the SRS malfunction light on affected vehicles may be illuminated for other reasons. If your vehicle's SRS light is illuminated, take your vehicle to your Honda or Acura dealership as soon as possible for inspection.

***Are vehicle's being recalled globally as a result of this issue?***

Yes, this is a global issue affecting Honda/Acura vehicles as well as the vehicles of other manufacturers.

## CONTACT US / IS MY VEHICLE AFFECTED? – VIN SEARCH

To find out if your vehicle is affected or for complete recall information, please choose one of the following:



click on <http://www.honda.ca/recalls> or <http://www.acura.ca/recalls> and enter your VIN number (Vehicles purchased in Canada only).



Honda Airbag Inflator Hotline at 1-877-445-7754 or

Acura Airbag Inflator Hotline at 1-877-445-9844