



National Service Technical Bulletin

2020-06-011 - Product Safety Recall 6NA - Takata NADI Driver Airbag Inflator - revision 3

To : All Honda Motor Vehicle Dealers

From: Debbie Lee

Attention Of: Dealer Principals, Service Managers, Service Staff, Parts Managers,
Parts Staff,

Date: 4 June 2020

REVISION

This publication supersedes Technical Service Bulletin 2020-05-057 – Product Recall 6NA revision.

VEHICLE BUYBACK HAS NOW CEASED.

The following areas of the bulletin content have been amended and are highlighted in blue:

- Executive summary
- Market treatment
- Parts information
- Warranty information

Revisions are indicated by a blue vertical line.

EXECUTIVE SUMMARY

Honda Australia advises that a Product Recall has been initiated for selected vehicles of the following models:

- 1998-2000 YM Accord
- 1998-2000 YM CR-V
- 1998-2000 YM Legend
- 1996-2000 YM Civic
- 1998-1999 YM Odyssey
- 2000 YM Integra

The purpose of this Product Recall is to inspect and if necessary replace the drivers' front airbag inflator in a **total of 38,474 vehicles** affected by the 6NA recall.

While additional models have been added, some 2000 YM CR-V's have also been removed from this recall. A summary of the changes is below:

Model	YM	Original	Added VINs	Removed VINs	Total affected
Accord	1998	6045	18		6063
	1999	3771	398		4169
	2000	1	239		240
Legend	1998	201	0		201
	1999	390	2		392
	2000	29	31		60
CRV	1998	10549	0		10549
	1999	9912	1		9913
	2000	2391	13	1102	1302
Odyssey	1998	0	1231		1231
	1999	0	1688		1688
Civic	1996	0	787		787
	1997	0	540		540
	1998	0	360		360
	1999	0	358		358
	2000	0	300		300
Integra	2000	0	321		321
TOTAL		33289	6287	1102	38474

IMPORTANT

- **VEHICLES ARE NO LONGER BOUGHT BACK.** A quantity of replacement parts are in stock with more arriving over the coming months.
- We have received updated information from Honda Motor, **all models will now require inspection** of the airbag inflator to confirm if the vehicle is fitted with a Takata NADI or another manufacturer's inflator.
 - If the vehicle is fitted with a Takata NADI Inflator with serial numbers as identified in the repair instructions, an inflator replacement will be required.
 - If the vehicle IS NOT fitted with a Takata NADI inflator, replacement hex bolts will be required to refit the original parts. An inspection confirmation notice is available toward the end of this bulletin to provide to customers confirming the recall inspection has been completed.
- YOU MUST READ THE CONTENT OF THIS BULLETIN CAREFULLY AND ENSURE THAT TECHNICIANS READ THE **REVISED REPAIR INSTRUCTIONS** AND REVIEW THE REPAIR MODULE AVAILABLE IN THE LEARNING CENTRE.
- Due to the nature of this repair, a Quality Assurance (QA) check sheet is required when an inflator is replaced (for all models **EXCLUDING INTEGRA**) and photos of the repair are also required. The QA check sheet and photos **MUST** be submitted with the warranty claim. **As repair sign off is required by a 2nd Technician** (for all models **EXCLUDING INTEGRA**), these repairs **MUST NOT BE PERFORMED ONSITE at a customer's residence**. Refer to the repair instructions attached to this bulletin for further information.
- The recall will be treated as a critical recall, therefore vehicles will be need to be towed to a dealership for repair
- Appointments for replacements must not be made until parts are in stock, refer below for more information. If parts are not available, a loan vehicle can be arranged for the customer via the Recall Call Centre on 1800 952 272
- The vehicles affected by this recall are fitted with Non-Azide Driver Inflators (NADI) manufactured by Takata, which are different from the Phase Stabilised Ammonium

SYMPTOM AND CAUSE

According to the component supplier, the driver's side airbag inflator in an affected vehicle could allow moisture to enter the unit and degrade the airbag inflator propellant. If this occurs, the properties of the propellant may be changed so that the propellant does not react during an accident, causing misdeployment of the airbag.

According to the component supplier, if a vehicle with an affected airbag is involved in a collision, the airbag inflator could rupture, causing sharp metal fragments to enter the vehicle cabin at high speed and **kill or injure** vehicle occupants.

The component supplier is concerned there is also a risk that the defect may lead to slow deployment of the airbag which may not protect the driver as intended.

MARKET TREATMENT

1. Inspect the inflator to confirm the inflator manufacturer type as per the “inflator identification process” section of the attached “6NA Repair Instructions”.
 - Where the inflator is a Takata NADI inflator with manufacturing dates as per the “confirmation of production” section of the repair instructions, replace the inflator with a non-Takata part in accordance with the repair instructions.
 - If the inflator is identified as being manufactured by Morton, refit the inflator using new hex bolts as per repair instructions.

NOTE: the inflator serial number is NOT required for a Morton inflator, therefore **DO NOT** remove the inflator from the steering wheel assembly.



See attached PDF: 6NA Repair Instructions

IMPORTANT

It is imperative that Technicians read the **REVISED** inflator replacement instructions very carefully as this repair is different to a PSAN inflator replacement. Technicians are also required to review an online training module and acknowledge their understanding. This online module will assist toward understanding the repair.

Due to the nature of this repair, a quality check must be performed by a second suitably qualified Technician. An editable Quality Assurance (QA) check sheet is on page 11 of this bulletin. **The QA check sheet must include 5 photos** to validate correct fitment of the inflator. Samples of the required photos are on the repair instructions and on the online module.

The QA check sheet must be completed for replacements only (EXCLUDING INTEGRA) and attached to the warranty claim, along with the 5 photos.

The QA check sheet is NOT required for Integra replacements.

The QA check sheet is not required for a vehicle identified as having a Morton inflator fitted, however a photo is required.

2. Affix a '6NA' recall sticker to the driver's door 'A' pillar. All dealers will receive an allocation of 6NA recall stickers. Sufficient stickers have been provided to each dealers, however additional stickers can be supplied upon request.

3. Return the **original, un-deployed** driver airbag inflator as per the “Parts Return Procedure” section of this bulletin.

NOTE: If the inflator is not returned or has been deployed, the warranty claim for that vehicle will be rejected.

CUSTOMER LETTER MAILING SCHEDULE

Owners of affected vehicles have been contacted by mail and advised that their airbag inflator will be replaced when a part is available, including those customers that have not yet responded to the initial 6NA recall letter (advising that their vehicle will be bought back). If the customer’s vehicle is registered they can contact the Honda Australia Recall Call Centre to arrange for a loan vehicle until a replacement part is available.

All customers will be requested to have the recall performed by an Authorised Honda dealer.

Customers will also be contacted by email (eDM) and SMS where an email address and/or mobile phone number is available.

Customers will be advised to call the Recall Call Centre. Calls will be warm transferred to the preferred/nearest Honda dealer to arrange an appointment. If the dealer does not have a part available, a loan vehicle can be arranged by the Honda Australia Recall Call Centre until a part is available for their vehicle.

AFFECTED VIN RANGE

Refer to the complete VIN list attached for vehicle eligibility.



See attached 6NA VIN List

NOTES:

- The number of VINs has been revised up from 33,289 to 38,474 as Civic, Odyssey and Integra have been added to this recall.
- There have been 1,102 VINs for 2000 YM CRV removed from this recall.
- Vehicles not identified in this VIN list are not affected by this Product Recall.
- Honda Australia will only repair vehicles with a current, valid registration.

DEALER VEHICLE STOCK

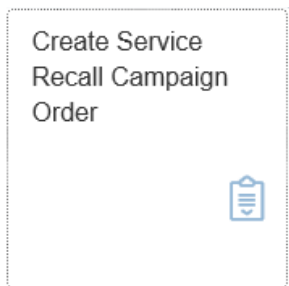
If a Dealer is holding stock of a vehicle affected by the 6NA Recall, please remove the vehicle from sale immediately &/or ensure it is not on sold.

PARTS ORDERING INFORMATION

Dealers will receive an initial pre-allocation of countermeasure inflators.

Prior to completing an inspection, the dealer must ensure that they have stock of the replacement inflator & bolt sets to ensure the recall can be completed promptly.

Additional countermeasure inflators must be ordered through SAP “Create Service Recall Campaign Order” tile as shown below. The vehicle VIN and recall code is required to place an order.

A screenshot of the SAP "Create Service Recall Campaign Order" form. The form has a header bar with a back arrow and the title "Create Service Recall Campaign Order". Below the header is a progress bar with three steps: "1 Service Campaign", "2 Order Items", and "3 Payer / Ship To". The "1 Service Campaign" step is currently active. The form contains the following fields: "Division" (a dropdown menu with "Spare Parts Wholesale (AUH)" selected), "VIN" (a text input field), and "Service Recall Campaign" (a text input field with a magnifying glass icon). The "VIN" and "Service Recall Campaign" fields are highlighted with red borders.

As these Inflator kits are classified as ‘Class 9 Hazardous Goods’ they will be dispatched by road freight only.

When placing orders, dealers should allow additional delivery time in case of delays due to the COVID-19 pandemic.

Part details for this recall are listed below:

MODEL	PART NUMBER	DESCRIPTION	QTY
Accord 1998-2000	04770-S01-305	KIT, INFLATOR COMP DRIVER	1
CR-V 1998-2000			
Legend 1998-2000			
Odyssey 1998-1999			
Civic 1996-2000			
Integra 2000	04770-S03-305**	KIT, INFLATOR COMP DRIVER	1
Accord 1998-2000	90134-S04-A81***	BOLT, HEX	2
CR-V 1998-2000			
Legend 1998-2000			
Odyssey 1998-1999			
Civic 1996-2000			
Integra 2000	90141-S03-Z81***	BOLT, HEX	2

** Stock of the replacement Integra airbag inflator is expected this month (June).

*** Hex bolts are for inflator inspection and refit of an unaffected inflator only. They are not required where the airbag inflator is replaced with a new part. **NOTE:** There is currently no stock of Integra hex bolts. We will advise once parts become available.

IMPORTANT:

- **Do not destroy packaging** as it must be used to return the old inflator. The replaced inflator must not be returned in any other containers/boxes, under any circumstances.
- Do not deploy the original inflator as claims for deployed inflators will be rejected.
- Do not store the original inflator as per normal warranty procedures.

PARTS RETURN PROCEDURE

Airbag inflators must be returned in the 'DG Certified' (Dangerous Goods) large boxes or pallets used to supply the airbags to the dealer. These boxes/pallets are approved for safe inflator shipping by UN special certification.

- All replaced airbag inflators **MUST** be consolidated in bulk lots.
- Method of transportation is road transport only.
- Ensure the DG label on the box is not damaged and is clearly visible (not covered).
- A DG road declaration must be filled out and provided with the shipment.
- Inflator returns are to be booked through CEVA as per bulletin 2019-05-010.
- Please return to:

CEVA Logistics
Warehouse 1
1 Doriemus Drive
TRUGANINA VIC 3029

For further information on airbag returns, DG label or DG road declaration form, please refer to bulletin 2019-05-010

- Print the warranty parts tag (from the SAP Warranty Claim enquiry screen), place inside a self-adhesive envelope and stick to the inflator box (as per the below images). Do not place labels over the DG or caution symbol.



- Print out the applicable Material Safety Data Sheet (MSDS) form at the end of this bulletin and incorporate with the parts return consignment documents.
- There are two MSDS for the affected models and these documents have been merged into one attachment. Please print the appropriate MSDS for your requirement. Pages 1-7 is for CR-V, Legend, Integra, Odyssey, Civic and pages 8-14 is for Accord.



See attached PDF: MSDS

Please ensure that these instructions are followed as no other return procedure is acceptable. Dealers that fail to follow this procedure will be charged freight if alternative freight companies/methods are used, no exceptions.

WARRANTY APPLICATION

See the 'Affected Vehicles' section for vehicle eligibility. Warranty claims for vehicles not in the VIN list will not be accepted.

Warranty claims can only be accepted when submitted as a 'campaign' type claim.

Claim Type:	Campaign	Campaign Code		6NA		
Main Causal Part (MCPN)	LON	Repair description	Model	FRT	Other parts	QTY
06770-S84-G80ZA	7521F4	Replace the inflator kit	Accord 1998-2000	0.5	04770-S84-305 OR 04770-S01-305	1
			CR-V 1998-2000			
			Legend 1998 -2000			
			Odyssey 1998-1999			
			Civic 1996-2000			
			Integra 2000	0.5	04770-S03-305	1
06770-S84-G80ZA	7525B5	Remove, inspect & reinstall airbag inflator*	Accord 1998-2000	0.3	90134-S04-A81	2
			CR-V 1998-2000			
			Legend 1998 -2000			
			Odyssey 1998-1999			
			Civic 1996-2000			
			Integra 2000		90141-S03-Z81	2

*** NOTE:**

- [Either inspection OR replacement is claimable, both cannot be claimed.](#)
- [Torx bolts are only required for inflator inspection and refitment, they are not required as part of the inflator replacement.](#)

Please refer to the warranty claim entry information at the end of this bulletin for further details on claiming.

As mentioned earlier in the bulletin, [the QA sheet and required photos must be attached to the warranty claim where an inflator is replaced](#). The warranty claim will not be finalised unless this information is attached.

It is a requirement that both the old and new inflator serial numbers are recorded on the Repair Order and in the Campaign Claim [where an inflator is replaced](#). If the vehicle is fitted with a Morton inflator (where the inflator is refitted to the vehicle), enter "MORTON" in the old inflator serial number field and N/A new serial number field, as per the below screenshot.

Recall Serial Numbers

Old Serial Number: MORTON

New Serial Number: N/A

DEALER SUPPORT

If you have any concerns, please contact your DBM/DAM or RBM/RAM.

CUSTOMER SUPPORT

Any enquiry relating to an unregistered vehicle must be referred to the Recall Call Centre on 1800 952 272.

If a Dealer requires assistance to manage any customer concerns, please contact Honda Customer Relations. Refer to bulletin '**2018-06-058 - Dealers Managing Customers**' for contact information.

We apologise for the inconvenience caused by the various revisions of this recall. Due to the age of the vehicles in this recall, there are no electronic records of vehicle manufacturing at the factory therefore making it difficult to determine which vehicles within the VIN ranges are fitted with which inflator.

Honda Australia thank all Dealers for their co-operation with this recall.

Issued by:



Debbie Lee
Market Quality – Recall Specialist
Aftersales Division

Approved by:



Claire Humphries
Market Quality Manager
Aftersales Division



SAFETY RECALL INSPECTION CONFIRMATION

Your Honda **was** subject to an urgent safety recall because it could contain a faulty Non-Azide Driver Inflator (NADI) airbag inflator manufactured by Takata.



WHAT HAS HAPPENED TODAY?

An authorised Honda Technician inspected your Honda and confirmed that it is not fitted with a NADI airbag inflator manufactured by Takata.

WHAT DO I DO NOW?

No further action is required for this safety recall and you may drive your vehicle home.

I HAVE MORE QUESTIONS, WHAT SHOULD I DO?

You can speak to your authorised Honda dealer or call the Honda Australia Recall Call Centre on 1800 952 272 Monday to Friday, 8.30am to 6pm (AEST). For further information and answers to frequently asked questions, please visit

www.honda.com.au/recall



SAFETY RECALL INSPECTION CONFIRMATION

Your Honda **was** subject to an urgent safety recall because it could contain a faulty Non-Azide Driver Inflator (NADI) airbag inflator manufactured by Takata.



WHAT HAS HAPPENED TODAY?

An authorised Honda Technician inspected your Honda and confirmed that it is not fitted with a NADI airbag inflator manufactured by Takata.

WHAT DO I DO NOW?

No further action is required for this safety recall and you may drive your vehicle home.

I HAVE MORE QUESTIONS, WHAT SHOULD I DO?

You can speak to your authorised Honda dealer or call the Honda Australia Recall Call Centre on 1800 952 272 Monday to Friday, 8.30am to 6pm (AEST). For further information and answers to frequently asked questions, please visit

www.honda.com.au/recall



SAFETY RECALL INSPECTION CONFIRMATION

Your Honda **was** subject to an urgent safety recall because it could contain a faulty Non-Azide Driver Inflator (NADI) airbag inflator manufactured by Takata.



WHAT HAS HAPPENED TODAY?

An authorised Honda Technician inspected your Honda and confirmed that it is not fitted with a NADI airbag inflator manufactured by Takata.

WHAT DO I DO NOW?

No further action is required for this safety recall and you may drive your vehicle home.

I HAVE MORE QUESTIONS, WHAT SHOULD I DO?

You can speak to your authorised Honda dealer or call the Honda Australia Recall Call Centre on 1800 952 272 Monday to Friday, 8.30am to 6pm (AEST). For further information and answers to frequently asked questions, please visit

www.honda.com.au/recall

6NA (NADI) Recall Quality Assurance Check Sheet.

(To be completed and attached to warranty claim)

DLR Name				Repair Date (mm/dd/yyyy)				
Technician Name (Work Performed)				Technician Name (Inspection)				
VIN (17 Characters)				New Inflator ID				
Photo (5 photos)								
Old Serial No.			Before repair			New Serial No.		
	Attach image taken from Step 6 of repair instructions			Attach image taken from Step 12 of repair instructions			Attach image taken from Step 17 (28 for Integra) of repair instructions	
Check Mark								
	Attach images taken from Step 22 of repair instructions Photo1- showing 4 location marks (non Integra only)			Attach images taken from Step 22 of repair instructions Photo2- showing notch proving Plate "A", INFL, "B" in position (non Integra only)				
Check List (for inspector)								
Do you confirm 3 parts position and marks in 4 notches ?(non Integra only)								
Do you confirm the clearance with thickness gauge (0.5mm or under) ?(non Integra only)								

Warranty claim entry

When entering a warranty claim, there will be 2 options:

- Airbag inflator replacement
- Airbag inflator inspection

* Buybacks are no longer accepted.

After the recall code is selected in SAP, the below options will be displayed.

Click inspect where the inflator was inspected, identified as a Morton or non affected Takata inflator, then refitted. The 2 hex bolts will be applied to the claim.

The screenshot shows the 'Recall Materials' interface in SAP. At the top, there are two icons: 'Inspect' (a magnifying glass over a document) and 'Replace' (a circular arrow). The 'Inspect' icon is circled in red. Below the icons, the text 'REMOVE INSPECTION AND REINSTALL OF AIRBAG MODULE' is displayed. A table lists materials with columns for Material, MCPN, Quantity, and Inspect Method 1. The 'Inspect Method 1' column has a radio button icon, which is also circled in red. The table has two rows: one for '06770S84G80ZA' (KIT,DR MODU*B94L*) with a quantity of 0.000 and method 0, and another for '90134S04A81' (BOLT,6X12 HEX LOB) with a quantity of 2.000 and method 2. The second row is highlighted with a red border. At the bottom, there are two buttons: 'Transfer Materials to Warranty Claim' (with a checkmark icon) and 'Cancel' (with an X icon).

Material	MCPN	Quantity	Inspect Method 1
06770S84G80ZA	KIT,DR MODU*B94L*	0.000	0
90134S04A81	BOLT,6X12 HEX LOB	2.000	2

Where an airbag inflator is being replaced, click on the “Replace” icon & select repair method 1 or 2 based on the part number being fitted to the vehicle (as mentioned above).

Recall Materials



REPLACE THE SRS DRIVER INFLATOR

Material		MCPN	Quantity	Replace Method 1	Replace Method 2
06770S84G80ZA KIT,DR MODU*B94L*		✓	0.000	<input checked="" type="radio"/>	<input type="radio"/>
04770S84305	KIT,INFLATOR COMP		1.000	<input type="text" value="1"/>	
04770S01305	KIT,INFLATOR COMP DR		1.000		<input type="text" value="1"/>

✓ Transfer Materials to Warranty Claim ✕ Cancel