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Sent on	11	09	2019	Expires on	01	27	2020
From	Brad Ortloff, Manager Auto Campaigns and Recalls						
Subject	Stop Sale/Safety Recall: 2009-13 TSX, TSX Sport Wagon, 2010 ZDX Passenger Front						

DATE: November 9, 2019

TO: All Acura Sales, Service & Parts Managers and Personnel

FROM: Brad Ortloff, Manager Auto Campaigns and Recalls

RE: Stop Sale/Safety Recall: 2009-13 TSX, TSX Sport Wagon, 2010 ZDX Passenger Front Airbag Inflator Mis-Installation

On November 8, 2019, Acura notified NHTSA of a stop sale and safety recall for certain model year 2009-13 TSX, TSX Sport Wagon and 2010 ZDX vehicles for concerns related to replacement passenger front airbag inflators that potentially were installed incorrectly at Acura dealerships.

Refer to your eResponsibility report or do an iN VIN status inquiry to determine which units in your inventory are affected.

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

BACKGROUND

Certain dealer technicians did not follow approved installation instructions and may have incorrectly installed the passenger front airbag inflators. In the event of a crash involving airbag deployment, an airbag with an improperly installed inflator may not deploy properly, increasing the risk of injury to occupants of the front passenger seat.

REPAIR

All vehicles affected by this recall require inspection of the passenger front airbag. Due to potential damage done by an incorrect inflator installation, if one is found, replace the complete passenger front airbag module.

SERVICE BULLETIN

Service bulletins 19-065, *Safety Recall: Incorrect Installation of the Takata Passenger's Front Airbag Inflator* and 19-066, *Safety Recall: 2010 ZDX Incorrect Installation of the Takata Passenger's Front Airbag Inflator* have been posted to the Service Information System (SIS) as of November 9, 2019. They include parts, repair, and warranty information related to this recall.

PARTS

Parts to repair vehicles are available via controlled part order as of Saturday, November 9, 2019.

WARRANTY

Detailed warranty information can be found in service bulletins 19-065 and 19-066. Please note that the serial number will be required as part of the claim submission. Make sure to enter the serial number correctly or your claim may be rejected.

CLIENT NOTIFICATION

Acura expects to complete initial client notification by middle of December 2019.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.