

November 18, 2019

Version 2

Noncompliance Recall: 2019 CR-V Owner's Guide Passenger Airbag Information Update

Product Update: 2019 CR-V Owner's Guide Important Handling Information Update

Supersedes 19-104, dated September 27, 2019, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	CR-V	ALL	Check the iN VIN status for eligibility

REVISION SUMMARY

- **CUSTOMER NOTIFICATION** was updated
- **CORRECTIVE ACTION** was updated
- **A note** was added to step 3 in the **REPAIR PROCEDURE**

BACKGROUND

The noncompliance recall is for incorrect information in the Passenger Airbag Off Indicator section of the owner's guide. Honda has determined that this noncompliance with the Federal Motor Vehicle Safety Standards exists on page 11 of the owner's guide.

The product update is for missing information in the SAFETY INFORMATION section of the owner's guide. The IMPORTANT HANDLING INFORMATION section is missing from the SAFETY INFORMATION section on page 3 of the owner's guide.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign along with update stickers and instructions. Refer to CORRECTIVE ACTION.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Failure to update the owner's guides subject to these campaigns may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this noncompliance recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

All affected owners were sent the update stickers and instructions with their customer notification. Apply the update stickers to the affected pages in the owner's guide if the VIN status inquiry shows incomplete.

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.

WARRANTY CLAIM INFORMATION

NOTE

This update can be done on the service drive by the service advisor or a porter.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8410D6	Apply the owner's guide update stickers: <ul style="list-style-type: none">• Noncompliance recall - page 11.• Product update - page 2.	0.2 hr	6GK00	X6G00	A19104A	77510-TLA-A01ZA

PARTS INFORMATION

Part Name	Part Number	Quantity
Passenger Airbag Off Sticker	00X31-TLA-1000	1 (includes 50 stickers)
Important Handling Information Sticker	00X31-TLA-5000	1 (includes 50 stickers)

NOTE

Stickers were sent to your dealership's service manager. Additional stickers can be ordered through normal parts ordering.

TOOLS REQUIRED

Part Name	Quantity
Clipboard, commercially available (minimum letter size)	1

PROCEDURE

NOTES

- Wash and dry your hands thoroughly before starting this procedure.
 - You can watch a video of this procedure by clicking [HERE](#).
1. Remove the owner's guide from the *Owner Information Kit* in the glove box.



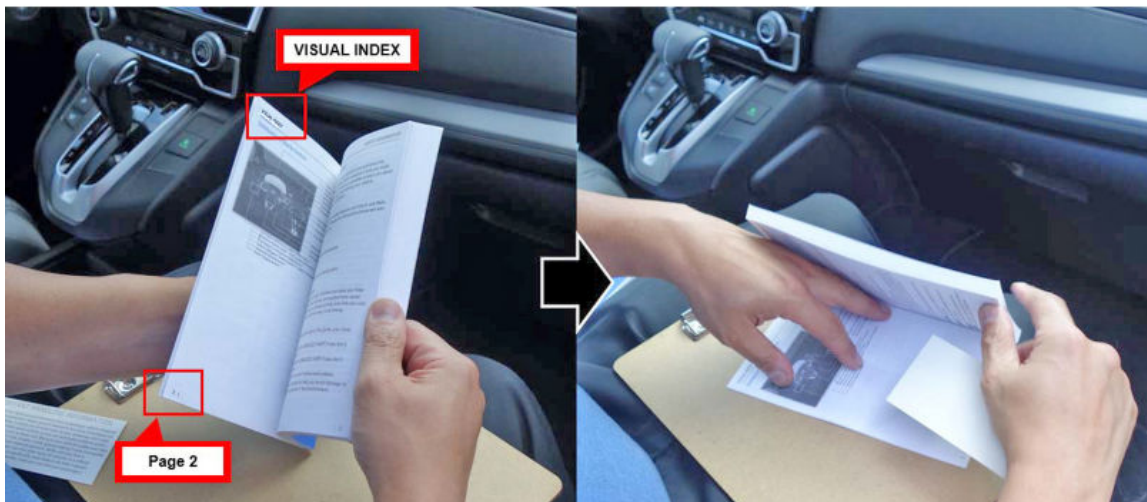
NOTE

If the owner's guide is not in the vehicle, inform the customer of the update and ask the customer to return with the owner's guide.

2. Lay the clipboard on your lap.
3. Go to VISUAL INDEX on page 2, and lay the owner's guide on the clipboard as shown.

NOTES

- The IMPORTANT HANDLING INFORMATION section is missing from the SAFETY INFORMATION section on page 3. However, you will apply the update sticker on page 2.
- To avoid creasing the cover or the pages, do not bend them excessively.



- Align the **IMPORTANT HANDLING INFORMATION** sticker. Before removing the adhesive backing from the sticker, align the right edge to the *d* of the ***1 - If equipped** in the lower-right corner of page 2. The sticker should align as shown.

VISUAL INDEX

Dashboard and Nearby Controls

- System Indicators
- Gauges
- Information Display**
- Driver Information Interface**
- Hazard Warning Button
- Audio System
- Navigation System**
- Rear Heat
- ESM
- Enter
- ETP
- Signal
- Shut
- Tire Pressure Monitoring System (TPMS) Button**
- Vehicle Stability Assist™ (VSA™) System (ESP)
- Road Departure Mitigation (RDM) Button**
- Collision Mitigation Braking System™ (CMBS™)
- Heated Windshield Buttons**
- Power Tailgate Button**

IMPORTANT HANDLING INFORMATION

Your vehicle has higher ground clearance than a passenger vehicle designed for use only on pavement. Higher ground clearance has many advantages for off-highway driving. It allows you to travel over bumps, obstacles, and rough terrain. It also provides good visibility so you can anticipate problems earlier. These advantages come at some cost. Because your vehicle is taller and rides higher off the ground, it has a higher center gravity making it more susceptible to tipping or roll over if you make abrupt turns. Utility vehicles have a significantly higher rollover rate than other types of vehicles. In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a seat belt. As a reminder, make sure you and your passengers always wear seat belts.

SAFETY INFORMATION

Your safety--and the safety of others--is very important and operating this vehicle safely is an important responsibility. While we strive to help you make informed decisions about safety, it is not practical or possible to warn you about all the hazards associated with operating or maintaining your vehicle. Therefore, you must use your own good judgment.

Center within blank space

***1 - If equipped**

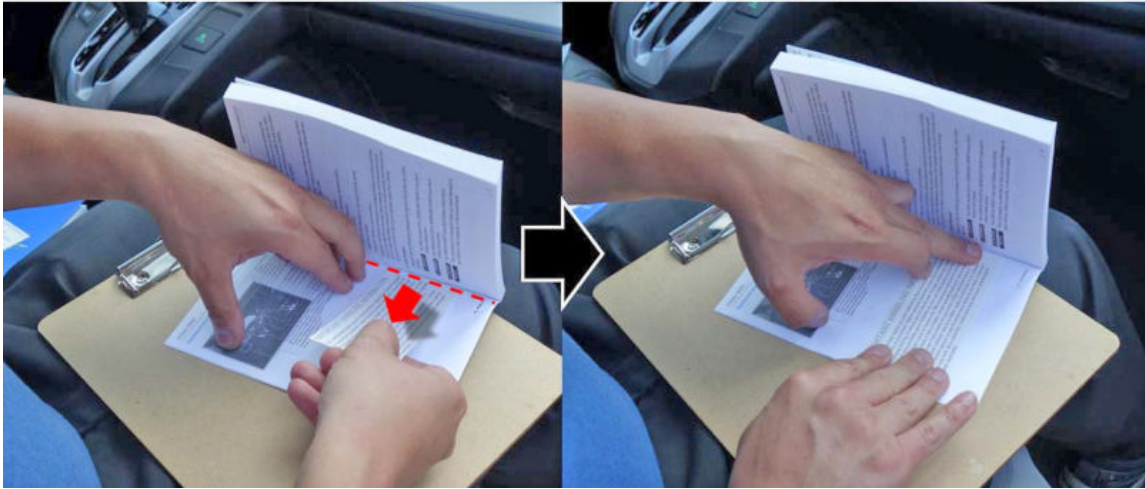
This information is intended to help you avoid damage to your vehicle, other property, or the environment.

5. **Attach the sticker.** Remove the adhesive backing, and attach the sticker along the *d* of the *1 - If equipped.

NOTE

It is OK to touch the adhesive side of the sticker if necessary.

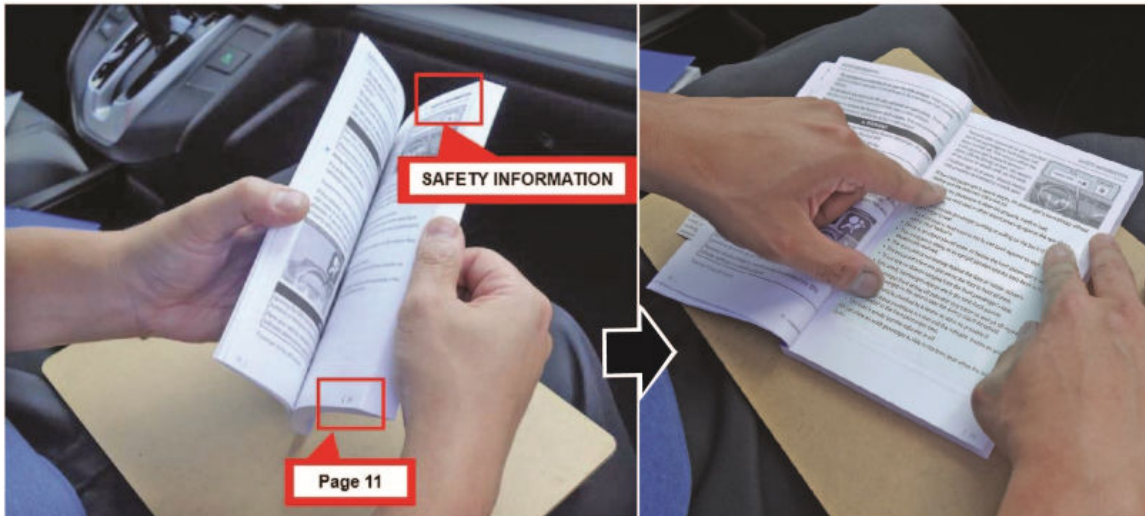
6. Using even pressure, slowly attach the sticker, working from the inside edge of the page to the outside. Be careful not to create air bubbles under the sticker or creases on the page.



The updated page should look like this:

<p>VISUAL INDEX</p> <p>Dashboard and Nearby Controls</p> <ul style="list-style-type: none"> System Indicators Gauges Information Display** Driver Information Interface** Hazard Warning Button Auxiliary System Navigation System** Rear Tailfagger Heated Side Mirror Button** Climate Control System Front Seat Heater Buttons** ENGINE START/STOP Button** Ignition Switch** Steering Wheel Adjustments Tire Pressure Monitoring System (TPMS) Button** Vehicle Stability Assist** (VSA) System Off Button Road Departure Mitigation (RDM) Button Collision Mitigation Braking System** (CMBS) Off Button** Heated Windshield Button** Power Tailgate Button** 	<p style="text-align: right;">SAFETY INFORMATION</p> <p>SAFETY INFORMATION</p> <p>Your safety--and the safety of others--is very important and operating this vehicle safely is an important responsibility. While we strive to help you make informed decisions about safety, it is not practical or possible to warn you about all the hazards associated with operating or maintaining your vehicle. Therefore, you must use your own good judgment.</p> <p>Important Safety Information</p> <p>This guide explains many of your vehicle's safety features and how to use them. Please read this information carefully. Following the instructions below will also help to keep you and your passengers safe.</p> <ul style="list-style-type: none"> ■ Important Safety Precautions <ul style="list-style-type: none"> • Always wear your seat belt. • Secure all children in the proper restraint system. • Be aware of airbag hazards. • Don't drink and drive. • Pay appropriate attention to the task of driving safely. • Control your speed. • Keep your vehicle in safe condition. Engaging in cell phone conversation or other activities that keep you from paying close attention to the road, other vehicles, and pedestrians could lead to a crash. Remember, situations can change quickly, and only you can decide when it is safe to divert some attention away from driving. ■ Safety Messages <p>When you see the following messages throughout this guide, pay close attention.</p> <ul style="list-style-type: none"> ⚠ DANGER You WILL be KILLED or SERIOUSLY HURT if you don't follow instructions. ⚠ WARNING You CAN be KILLED or SERIOUSLY HURT if you don't follow instructions. ⚠ CAUTION You CAN be HURT if you don't follow instructions. NOTICE This information is intended to help you avoid damage to your vehicle, other property, or the environment.
<p>IMPORTANT HANDLING INFORMATION</p> <p>Your vehicle has higher ground clearance than a passenger vehicle designed for use only on pavement. Higher ground clearance has many advantages for off-highway driving. It allows you to travel over bumps, obstacles, and rough terrain. It also provides good visibility so you can anticipate problems earlier. These advantages come at some cost. Because your vehicle is taller and rides higher off the ground, it has a higher center gravity making it more susceptible to tipping or roll over if you make abrupt turns. Utility vehicles have a significantly higher rollover rate than other types of vehicles. In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a seat belt. As a reminder, make sure you and your passengers always wear seat belts.</p> <p style="text-align: right;">*1 - If equipped</p>	

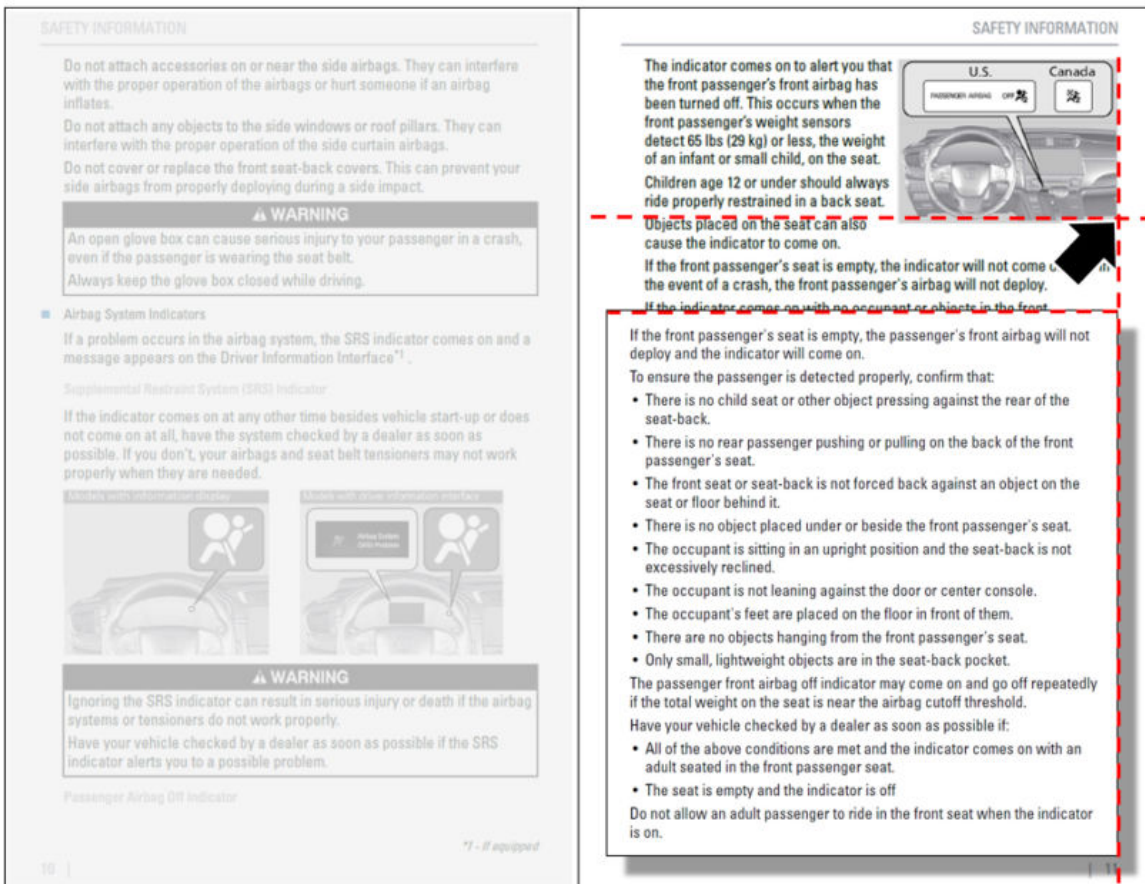
7. Go to SAFETY INFORMATION on page 11, and lay the owner's guide on the clipboard as shown.



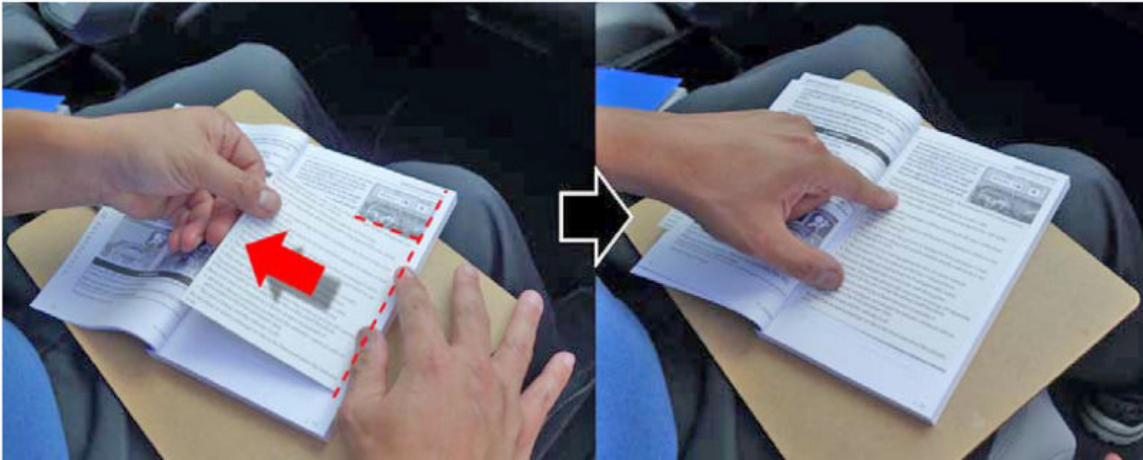
8. **Align the front passenger airbag information sticker.** Before removing the adhesive backing from the sticker, align the upper-right corner of the sticker to the lower-right corner of the image. The sticker should align as shown.

NOTE




The sticker **must** cover the text beginning with, **Objects placed on the seat...** It is OK if the sticker partially covers the image.



9. **Attach the sticker.** Remove the adhesive backing, and attach the upper-right corner of the sticker to the lower-right corner of the image.
10. Using even pressure, slowly attach the sticker, working from the outside edge of the page to the inside. Be careful not to create air bubbles under the sticker or creases on the page.



The updated page should look like this:

<p>SAFETY INFORMATION</p> <p>Do not attach accessories on or near the side airbags. They can interfere with the proper operation of the airbags or hurt someone if an airbag inflates.</p> <p>Do not attach any objects to the side windows or roof pillars. They can interfere with the proper operation of the side curtain airbags.</p> <p>Do not cover or replace the front seat-back covers. This can prevent your side airbags from properly deploying during a side impact.</p> <p style="text-align: center;">⚠ WARNING</p> <p>An open glove box can cause serious injury to your passenger in a crash, even if the passenger is wearing the seat belt. Always keep the glove box closed while driving.</p> <p>■ Airbag System Indicators</p> <p>If a problem occurs in the airbag system, the SRS indicator comes on and a message appears on the Driver Information Interface*1.</p> <p>Supplemental Restraint System (SRS) Indicator</p> <p>If the indicator comes on at any other time besides vehicle start-up or does not come on at all, have the system checked by a dealer as soon as possible. If you don't, your airbags and seat belt tensioners may not work properly when they are needed.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Models with information display</p>  </div> <div style="text-align: center;"> <p>Models with driver information interface</p>  </div> </div> <p style="text-align: center;">⚠ WARNING</p> <p>Ignoring the SRS indicator can result in serious injury or death if the airbag systems or tensioners do not work properly. Have your vehicle checked by a dealer as soon as possible if the SRS indicator alerts you to a possible problem.</p> <p style="font-size: small;">Passenger Airbag Off Indicator</p> <p style="text-align: right; font-size: x-small;">*1 - If equipped</p> <p style="text-align: left; font-size: x-small;">10 </p>	<p style="text-align: right;">SAFETY INFORMATION</p> <p>The indicator comes on to alert you that the front passenger's front airbag has been turned off. This occurs when the front passenger's weight sensors detect 65 lbs (29 kg) or less, the weight of an infant or small child, on the seat. Children age 12 or under should always ride properly restrained in a back seat.</p> <div style="text-align: center;">  </div> <p>If the front passenger's seat is empty, the passenger's front airbag will not deploy and the indicator will come on.</p> <p>To ensure the passenger is detected properly, confirm that:</p> <ul style="list-style-type: none"> • There is no child seat or other object pressing against the rear of the seat-back. • There is no rear passenger pushing or pulling on the back of the front passenger's seat. • The front seat or seat-back is not forced back against an object on the seat or floor behind it. • There is no object placed under or beside the front passenger's seat. • The occupant is sitting in an upright position and the seat-back is not excessively reclined. • The occupant is not leaning against the door or center console. • The occupant's feet are placed on the floor in front of them. • There are no objects hanging from the front passenger's seat. • Only small, lightweight objects are in the seat-back pocket. <p>The passenger front airbag off indicator may come on and go off repeatedly if the total weight on the seat is near the airbag cutoff threshold.</p> <p>Have your vehicle checked by a dealer as soon as possible if:</p> <ul style="list-style-type: none"> • All of the above conditions are met and the indicator comes on with an adult seated in the front passenger seat. • The seat is empty and the indicator is off <p>Do not allow an adult passenger to ride in the front seat when the indicator is on.</p> <p style="text-align: right; font-size: x-small;"> 11</p>
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11. Insert the owner's guide back in the *Owner Information Kit*, and place it back into the glove box.
- END