

2015 Crosstour Side Curtain Airbag Failure Safety Recall Q&A

What is the reason for this recall?	During manufacturing of the side curtain airbag inflator, improper tooling set-up may have created a thin wall condition on the inflator tube. In the event of a crash necessitating deployment of the side curtain airbags, a thin wall condition on the inflator tube may adversely affect the performance of the side curtain airbag in an accident, increasing the risk of occupant injury.
What is a “thin wall condition” and how does it affect airbag performance?	These side curtain airbags utilize a canister of stored nitrogen gas to inflate the airbags during deployment. An inflator tube connects this canister to the airbag, providing a pathway for the pressurized gas to quickly pass into the airbag. If the inflator tube is too thin, it can leak nitrogen outside of the airbag assembly during deployment, potentially reducing the airbag inflation volume and duration.
How did Honda discover this issue?	The supplier of the inflator tubes notified the airbag supplier of the potential issue, and the airbag supplier notified Honda.
What will be done to recalled vehicles?	A Honda dealer will one or both of the side curtain airbags, free of charge.
How will Honda determine which side curtain airbag to replace in which vehicle?	Production records allow us to track affected inflator tubes to specific left or right side curtain airbag modules. That information allows Honda to determine which vehicles will require either left, right or both airbag module replacements.
How long will the inspection/repair take?	Customers should ask their dealers for a total time estimate when making an appointment, as each dealer’s daily schedule is different. Once the vehicle is in the technician’s hands, the repair should take less than 1 hour for a single side curtain airbag replacement and, if needed, less than 2 hours to replace both side curtain airbags.
Has Honda received complaints from customers for this issue?	No, Honda does not have any field reports or warranty claims related to this issue.
Have any crashes been caused by this problem?	No. Honda has not received any reports of crashes resulting from or related to this condition. This issue is unlikely to be the cause of a crash.
Have there been any injuries?	No. Honda has not received any reports of injuries resulting from or related to this condition.
When will customers be notified?	Letters to owners of affected 2015 Crosstour vehicles will be mailed starting in late-Jan. 2015. In addition, owners of these vehicles can determine if their vehicles require repair by going to www.recalls.honda.com or by calling (800) 999-1009, and selecting option 4.
What should a customer do if their vehicle is experiencing a problem now?	If a customer is currently experiencing a SRS light illuminated on his/her vehicle, they should contact a Honda dealer as soon as possible to schedule an inspection. Since these vehicles are so new, it is likely that all of them are covered under the limited warranty. This recall only applies to a limited number of vehicles, and it is unnecessary for all owners of all 2015 Crosstours to visit a dealer. However, we want each customer who receives a notification letter to have their repaired.
Are all 2015 Crosstours part of this recall?	No. Only a limited number of specific vehicles are affected by this recall.
Have all of the vehicles being recalled been sold to customers?	No. Approximately 1,150 vehicles were not yet sold and will be repaired by a dealer before sale.
Is there a potential to include other vehicles in the future?	We are confident that we have identified all of the potentially affected vehicles and do not expect to add any in the future.
Where were these vehicles built?	East Liberty, Ohio.
Is this recall related to the other recent Takata airbag inflator recalls?	No. This issue is related to an inflator tube supplied to Takata by a Tier 2 supplier, the method of airbag inflation is completely different in side curtain airbags, and there is no contention of airbag inflator rupture as a result of this defect.
How many countries does this affect?	All affected vehicles are in the United States.
How many vehicles are affected by this recall?	US: 1,252