

Frequently Asked Questions (FAQ) for Honda Customers

AIRBAG PRODUCT RECALL

1. What are the consequences if I do not replace my airbag inflator if my vehicle is affected?

Your safety is at risk if you do not replace your airbag inflator.

2. When will the parts be available for replacement?

All parts are available now at Honda Authorised Dealers.

3. How do I check whether my vehicle is affected for PUD airbag inflators' replacement?

You may check on www.productrecall.honda.com.my, call our toll free line at 1-800-88-2020, or visit a Honda Authorized Dealers. The status will be updated in weekly basis.

4. How should I go about replacing my airbag inflators?

You would need to call & make appointment with our Honda Authorized Dealer. They will inform and reserve the replacement parts for your appointment.

5. Are the airbag inflators available for both driver and passenger?

You may refer to www.productrecall.honda.com.my for a list of stock availability which will be updated daily.

6. Do I need to pay for the airbag inflator replacement?

No, the replacements for all airbag inflator recalls are FREE of charge.

Safety

1. Will the replaced airbag inflator cause the same defect?

No, the replaced airbag inflators are the counter measure parts, therefore will not cause the same defect.

2. What is the supplier of replacement inflator to Malaysian market?

We are sourcing from Daicel and Autoliv.

3. Can customer choose the supplier of inflator for replacement?

Customer cannot choose the supplier because Honda concluded those suppliers in terms of quality and supply capacity. Honda would like to replace affected inflator with available one as soon as possible.

4. Is the Takata replacement inflator ensured safety?

HMSB was advised that the replacement inflator is the counter measured (means the new inflator is the new and better version from the defected one). Honda also recognizes the same.

5. Will there be any warranty after the replacement of the airbag inflator?

For cars under Warranty, the airbag inflator warranty will follow the car warranty period. If car warranty already 4.6 to 4.9 months, the warranty will be extended until full 6 months or up to 10,000 km mileage from date of installation. As for after warranty cars, the warranty for the airbag will be 6 months or 10,000km mileage; whichever comes first.

6. Is my Parallel Imported Honda vehicle (recon) entitled for the PUD program?

Yes, you may register your Parallel Imported Honda vehicle at the nearest Honda Authorized Dealer. We will check if the vehicle is affected. Upon confirmation of the airbag replacement status, dealer will inform you. The vehicle will be in your possession until parts are ready for replacement at the Honda Authorized Dealer.

HMSB Hub

1. What is HMSB Hub?

HMSB HUB is a temporary Honda PUD Airbag Service Centre initiated for Airbag replacement. This is to cater the increasing demand of replacement activity and to reduce waiting appointment time for customers. HMSB Hub consist of 3 teams:

1. Selected Petronas Station
2. Mobile Hub
3. Mobile Team

2. Where is HMSB Hub located?

The Hubs' locations are as follows: -

a. Petronas Stations:

Petronas Station – Ampang

Address: Lot 15949 , Taman Putra, 68000 Ampang Selangor

Tel :019-600 3895

GPS: 3.119047, 101.763032

Petronas Station – Batu Caves

Address: Lot Komersial 3, Jalan SM1, Bandar Sunway Batu, 68100 Batu Caves, Selangor

Tel: 019-600 2637

GPS: 3.235971, 101.687482

Petronas Station – Kuantan

Address: Lot 24757, Jalan Sungai Lembing, 25200 Kuantan, Pahang

Tel: 019-600 8904

GPS: 3.821166, 103.309261

Petronas Station – Skudai

Address: Lot PTD 55821, Jalan Kebudayaan, Taman Universiti, 81300 Skudai, Johor

Tel: 019-600 3091

GPS: 1.538135, 103.629966

Petronas Station – Desa Cemerlang
Address: Lot PTD 177201, Taman Desa Cemerlang, Mukim Plentong, 81750 Johor Bahru, Johor.
Tel: 019-600 2984
GPS: 1.563744, 103.807172

*Petronas Hub operates 7 days a week from 8.00 am – 5.50pm Weekdays/ Weekends & Closed on Public Holidays.

- b. **Mobile Hub** – The team will conduct on the spot replacement at selected malls. Location vary from week to week during weekends. Please refer to www.productrecall.honda.com.my for the locations.

Mobile Hub 1
Tel: 019-600 2731

Mobile Hub 2
Tel: 019-600 1310

*Mobile Hub operates during weekends from 10.00 am – 7.00 pm

- c. **Mobile Team** - The team will be moving around in Klang Valley during weekdays to do on the spot replacement. They may also visit house to house to conduct the replacement.

Mobile Team 1
Tel: 019-600 2731

Mobile Team 2
Tel: 019-600 1310

3. I want to change both/passenger airbag? Can Hub help me? If can, how?

The HUB will be able to assist for replacement for both/passenger airbag. You may walk in and able to get it replaced if stock is available. If the part not available, we will immediately inform and secure your appointment once parts are available for customer's vehicle.

4. If I go to HMSB Hub, what document should I bring?

Customers are encouraged to bring their Service Booklet or vehicle registration card to the HUB to confirm the Chassis Number. This is to enable us to identify whether the vehicle is affected for airbag replacement.

5. How do I make appointment for mobile replacement?

Customers are able to make appointment by contacting our Honda Mobile Team as per below:

Mobile Team 1
Tel: 019-600 2731

Mobile Team 2
Tel: 019-600 1310

*Appointment subject to the team availability and will cover Klang Valley only.

6. Does Hub accept walk in?

Hub does accept walk in customers but HMSB encourage customers to make an appointment to secure the parts and time slot.

7. If I've make appointment at dealer, can I make appointment and walk in to Hub? What is the process?

Yes, customer may be able to make appointment for replacement at HUB by contacting any Petronas Hub and our respective HUB will do a follow up call to customer to confirm on the time slot and date for replacement.

8. Is the technician is qualified?

The HUB's technicians have all been trained by our Honda Certified Trainer and qualified for airbag replacement activities. If customers have any issue after the repair was conducted, they may refer to our Honda authorized Dealers for further inspection.

9. I am really not satisfied with HMSB service? What assurance can HMSB give to me?

If customers are not satisfied with HMSB service, customers may call our Honda Hotline for assistance where we will take immediate action to rectify and solve customer's issues since customer's satisfaction are our first priority.

10. If parts not available, how is HMSB going to handle it?

HMSB will allocate the said part to any hub that you preferred and the Hub will contact you once part arrived and set the appointment.

11. How many hours to complete? What is HMSB commitment to complete?

We are able to proceed for replacement of driver side airbag within 30 minutes and, for the whole process, we will take approximately 1 hour for appointment customers.

Road Transport Department (JPJ) New Direction – Notice 114

1. What is Notice 114?

Notice 114 is Investigation Meeting Calling Notice. This notice will be issued by JPJ to all undone customers on October 2018 onwards.

2. I have received Notice 114 from JPJ. What should I do?

Customers must replace airbag within 30 days from notice issuance. Customers may go to any Honda Authorised Service Centres or Honda Hubs for replacement.

3. What should I do after replace?

Customers need to go to JPJ and bring Invoice as evidence of replacement within 30 days from notice issuance.

4. What happen if I still don't replace?

JPJ will blacklist customers' road tax if fail to replace within 30 days from notice issuance and customers will not able to renew the road tax until replacement is done and pay RM250 summon at JPJ.

5. I have lost / sold / total lost my car but I still receive the Notice. What should I do?

Customers need to inform to Honda Authorised Service Centres or Honda Hubs and bring evidence if available. However, customers still need to go to JPJ with evidence to cancel their ownership.

6. Why I still received JPJ Notice although I have replaced it before?

Customer may receive notice from JPJ if there is no record of replacement at HMSB. For customers' safety, customers are advised to visit Honda Authorised Service Centres or Honda Hubs for further inspection and technician will verify it. If already replaced, customers will be provided with Invoice as proof of replacement and bring it to JPJ to update status and avoid road tax black list.

7. I have modified my car with other steering / dashboard? Can I change my airbag?

HMSB still recommend to replace back to original or Honda genuine parts for vehicle quality assurance, otherwise HMSB can't assure safety functionality including airbag deployment. However, if customers don't want to change, HMSB will update the modified status and customers will be provided with Invoice as proof of replacement and bring it to JPJ to update status and avoid road tax black list.

8. I was informed that my airbag set not original. What can be done?

HMSB still recommend to replace back to original or Honda genuine parts for vehicle quality assurance, otherwise HMSB can't assure safety functionality including airbag deployment. However, if customers don't want to change, HMSB will update the modified status and customers will be provided with Invoice as proof of replacement and bring it to JPJ to update status and avoid road tax black list.

9. I live far from Honda authorized Dealers or Honda Hubs. Can HMSB help me to change this air bag?

Customers may call our Honda Hotline - 1800 88 2020 for assistance for airbag replacement activity.

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