

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?

Driver front airbag inflator availability will be 100% by mid of August 2016, except for Jazz Hybrid (2012 YM); parts availability will be 90% by end of August 2016 and the remaining will be advised soon.

As for the front passenger airbag inflators, there is still a global shortage and Honda Malaysia will improve the supply as soon as possible.

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 Dealer.

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.

Slow Preventive Maintenance Service Schedule

1. Since Honda is prioritizing airbag recalls, will my Warranty and Free Service be affected if I have to delay my service?

No, we will extend your Free Service duration for maximum 3 months and your Warranty will not be affected. For more information please contact your nearest Honda Authorized Dealer.

2. Can I perform Preventive Maintenance Service Schedule at an independent workshop?

We encourage you to service your vehicle at Honda Authorized Dealer to ensure your warranty is not affected.

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 as well as Takata.

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 by Takata 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. 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.

Loss of Use Reimbursement

1. What is the purpose of this campaign?

To support customer's loss of use during parts unavailability and pending the parts arrival which lead to temporary disability of use of customer's car.

2. Why HMSB starts this program now? Why not start earlier? What does HMSB consider before starting this campaign?

This is one of the initiatives by HMSB to expedite the airbag inflator replacement in order to ensure customer's safety. This initiative is also to show HMSB commitment as mentioned in our press release on 17th July 2016.

3. Why only compensates driver's side?

Driver side is needed for customer to use the car. Therefore, since the driver side is affected, the customer will not be able to use the car and hence that inability to use contributes for the loss of use of car. Meanwhile for customers whose driver side is not affected but only the passenger side is affected, the customer is still able to use the car and hence there is no loss of use. In addition, any passenger is suggested to sit at the back.

- 4. I have set an appointment and completed a month ago and loss of use only announce now. Why can't I get the compensation now?**
We are sorry for your inconvenience. However, this program will only start at 28th July 2016 until 31st August 2016.
- 5. I have replaced one month ago I waited for 10 days for replacement due to no stock; can I claim the loss of use? If no, why not?**
No, we are sorry for your inconvenience. However this program will only start at 28th July 2016 until 31st August 2016.
- 6. I made an appointment on 24th July and appointment date is 1st August, will HMSB pay RM50 starting from 24th July?**
No. We are sorry for your inconvenience. Any appointment made before 28th July 2016 will not entitled for claiming the loss of use since the parts are available for customers. While starting from 28th July 2016, the parts are still unavailable and due to that, HMSB will compensate for the loss of use.
- 7. I have already made appointment with dealer before and date is confirmed. Can I re-register in the website to claim for the loss of use?**
No. We are sorry for your inconvenience. Compensation for loss of use is for those that do not have stock for replacement. It is confirmed that any appointment made before 28th July 2016 is deemed as parts are available for customers.
- 8. Why the reimbursements stop 2 days after parts arrival?**
We need customer to come and replace the airbag as soon as possible for customer's safety.
- 9. Does grey import cars eligible to claim the loss of use?**
No. We are sorry for your inconvenience. However, HMSB will assist in changing your airbag inflator unit.
- 10. How long do I get my claim and payment mode?**
You will the received the reimbursement TWO months after the replacement month via direct transfer to your account.
- 11. What is the pay-out and how much do I get?**
The pay-out is RM50 per day. The duration is from the validation by HMSB until your airbag has been replaced or maximum TWO days after part arrival; whichever comes first. Please refer below image:

	N	N+1	N+2	N+3	N+4	N+5	RM
Registration	↓	↓					0
Registration	↓	↓	↓				50
Registration	↓	↓	↓				50
Registration	↓	↓	↓	↓			150
Registration	↓	↓	↓	↓	↓		150

12. Is my claim paid daily or upon receiving the car?

You will be paid one lump sum approximately TWO months after the replacement month via direct transfer to your account.

13. What is the basis for claim amount according to models?

The claim is solely for the purpose of the loss of use based on average daily travel expenses and not according to model.

14. If my driver and passenger are affected can I claim both sides amounting to RM100 per day?

No, the loss of use is only applicable for the affected driver side only.

15. Can I claim my loss of use if I have already replaced my airbag before this program?

No, the loss of use reimbursement is for this period of program only which is from 28th July 2016 until 31st August 2016.

16. What is the duration of this reimbursement program?

The registration and reimbursement program will commence on 28th July 2016 to 31st August 2016. However, if your airbag still not arrive by 31st August 2016, the reimbursement will maintain until the part arrive.

17. What is the documentation needed for the claim?

- i) Owner or Driver Identification Card
- ii) Car Registration Card (Grant)
- iii) Authorization letter for if Non- Owner – limited to family members
- iv) Account book copy or the header of online banking copy for account number confirmation

18. What if my airbag still not being replaced after the program ends?

You will be entitled to receive the loss of use reimbursement till your replacement airbag parts arrived at the dealership as long as you register before the period end.

19. Can I still drive my car and receive reimbursement as well?

You still receive the reimbursement although you drive the car. However, we advised not to do so to ensure your safety.

20. I am not IT illiterate, how HMSB can help me?

Please refer to our Honda Authorized Dealers or call our Honda Hotline.

HMSB Central Hub

1. What is HMSB Central Hub?

HMSB Central 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.

2. Where is HMSB Central Hub located?

The Hubs' will be located in 3 locations (Central, Southern & Northern), which are as follows:-

- Central HUB (Petaling Jaya) - Lot 15, Jalan 13/6, 46200, Petaling Jaya, Selangor. (Beside Columbia Hospital)
- Northern HUB (P.Pinang) – No. 401, Jalan Dato Keramat , 10150 Georgetown, Penang. (Beside S.M.J.K Convent School)
- Southern HUB (Johor Bahru) - 99 & 99A-C , Jalan Tampoi, 81200 , Johor Bahru , Johor.

3. When will HMSB Central Hub start commencement?

The commencement date will be 1st of August 2016.

4. What is the operation hour?

The operation hour of the HUB will be from 8:00 am to 7:00 pm daily for 2 months only (August & September 2016)

5. What is Hub Off Day?

The HUB will be operating daily except for 31st August 2016, 12th September 2016 & 16th September 2016 which are public holiday and the HUB will be closed.

6. 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 but priorities will be given to Driver airbag if the parts are available for replacement. We will immediately inform and secure your appointment once parts are available for customer's vehicle.

7. If I go to HMSB Central 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.

8. How do I make appointment?

Customers are able to make appointment by contacting our Honda Hotline - 1800 88 2020 or 03 7953 2000 where we will allocate appointment with nearest HUB located to customer's preferred location.

9. Does this Hub accept walk-in?

We do accept walk in customer however we encourage customer to make appointment to enable the HUB to allocate time slot and parts for customer's vehicle replacement.

10. 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 our Honda Hotline - 1800 88 2020 or 03 7953 2000 and our respective HUB will do a follow up call to customer to confirm on the time slot and date for replacement.

11. Is the technician is qualified?

The HUB's technicians have all been trained by our Honda Certified Trainer and qualified for airbag replacement activities.

12. How do you ensure that there will be no returning job?

Each respective HUB will conduct a post PUD follow up call to customers after 3 days of repair done and will confirm on the condition of vehicle. However, if customers have any issue after the repair was conducted, they may refer to our Honda authorized Dealers for further inspection.

13. Do you provide any refreshment?

Yes, each respective HUB will provide some refreshment for customers.

14. 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.

15. If parts not available, how is HMSB going to compensate me?

HMSB have introduced the customers' compensation claim (Loss of Use) which RM50.00 will be given to customers daily until parts are available. Please refer to our Honda website and nearest Honda dealers for further information as the claim for loss of use are subject to terms and conditions.

16. 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.

HMSB Mobile Hub

1. What is HMSB Mobile Hub?

HMSB Mobile HUB are the HUB that conducts its activity at selected Petron Petrol Station for 3 days (Friday, Saturday and Sunday) to cater for airbag replacement activity for nearby customers immediately.

2. Where is HMSB Mobile Hub location?

Please refer to the attached table.

3. When will HMSB Mobile Hub commence?

The HMSB Mobile HUB will be commencing on 5th August 2016 at selected Petron Petrol Station and will continue its operations during until 25th September 2016.

4. What is the operation hour?

The operation hour will be from 8:00 am to 7:00 pm.

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

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

6. How do I make appointment?

We do not require customer to make appointment and will accept customer as walk-in.

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

Customer will still be able to walk in to Mobile HUB even though already make appointment at Dealer.

8. I want to have copy of replacement document i.e. invoice/SO etc. Do you provide that document?

We will provide the replacement document after replacement complete and post directly to customer's address.

9. If I miss, mobile hub location, does HMSB still assist me to do the airbag replacement?

Customers may call our nearest Authorized Honda Dealers or call to Honda Hotline for assistance for airbag replacement at nearest Dealer's location.

10. I live far from Honda authorized Dealers? 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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