

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 now available 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 on weekly basis.

4. How can I replace my airbag inflators?

You would need to call & make an appointment with our Honda Authorised Dealer. They will inform and reserve the replacement parts for your airbag replacement 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 stocks 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. Who are 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 selected those suppliers based on quality and supply capacity.

4. Is the Takata replacement inflator safe?

HMSB was advised that the replacement inflator is the best counter measure (the new inflator is an enhanced version from the defected inflators).

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's warranty period. If the car warranty is already 4.6 to 4.9 months, the warranty will be extended until full 6 months or up to 10,000 km mileage from the 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 Authorised Dealer. We will check if the vehicle is affected. Upon confirmation of the airbag replacement status, the dealer will be informing you. The vehicle will be in your possession until the parts are ready for replacement at the Honda Authorised Dealer.

7. 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 1800-88-2020 for assistance where we will take immediate action to rectify and solve customer's issues since customer's satisfaction are our first priority.

Road Transport Department (JPJ) New Direction – Notice 61(1) and P22

1. What is Notice 61(1)?

Notice 61(1) is Instruction to Check the Car – Replace Airbag. This notice will be issued by JPJ Enforcement Office to all undone customers during road tax renewal at JPJ office.

2. I have received Notice 61(1) from JPJ. What should I do?

Customers must replace airbag within 14 days from notice issuance. Customers may go to any Honda Authorised Service Centres for replacement.

3. What should I do after replace?

Customers should keep the invoice as proof of replacement and HMSB will update JPJ database accordingly.

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

JPJ will issue Notice P22; summon noticed RM (TBA) together with instruction to replace airbag within 14 days of notice issuance.

5. What should I do after replacement (once received Notice P22)?

Customer need to bring proof of replacement and Notice P22 to JPJ and pay the summon within 14 days from notice issuance.

6. I have lost / sold / total lost my car. What should I do?

Customers need to inform to Honda Authorised Service Centres and bring evidence if available and customers also need to go to JPJ with evidence to cancel their ownership.

7. Why I still received JPJ Notice 61(1) 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 for further inspection and verification from technician. If replacement has been completed, customers will be provided with invoice as proof of replacement and HMSB will update in JPJ database.

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

The inflator only functions with original equipment. HMSB still strongly 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 refuse to change, HMSB will update the modified status to JPJ database.

9. I stay far from Honda Authorised Dealers. Can HMSB help me to change this airbag?

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

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