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Sent on	07	28	2021	Expires on	08	11	2021
From	Technical Information & Support Group						
Subject	Request for Parts: 2018-2020 Accord & CR-V SRS Light On w/ DTC B0020-13 or B0028						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2018-2020 Accord & CR-V SRS Light On w/ DTC B0020-13 or B0028-13 Stored

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Advisers.

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2018-2020 Accords & 2019-2020 CR-Vs with a customer complaint of the SRS light on with the DTC B0020-13 (Open or Increased Resistance in the Driver's Side Airbag Inflator) or B0028-13 (Open or Increased Resistance in the Front Passenger's Side Airbag Inflator) stored or in active fault. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Either DTC B0020-13 or B0028-13 must be stored or still in active fault.
2. Side airbags have not been replaced previously.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS - formerly TRS) at tis@ahm.honda.com. TIS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.