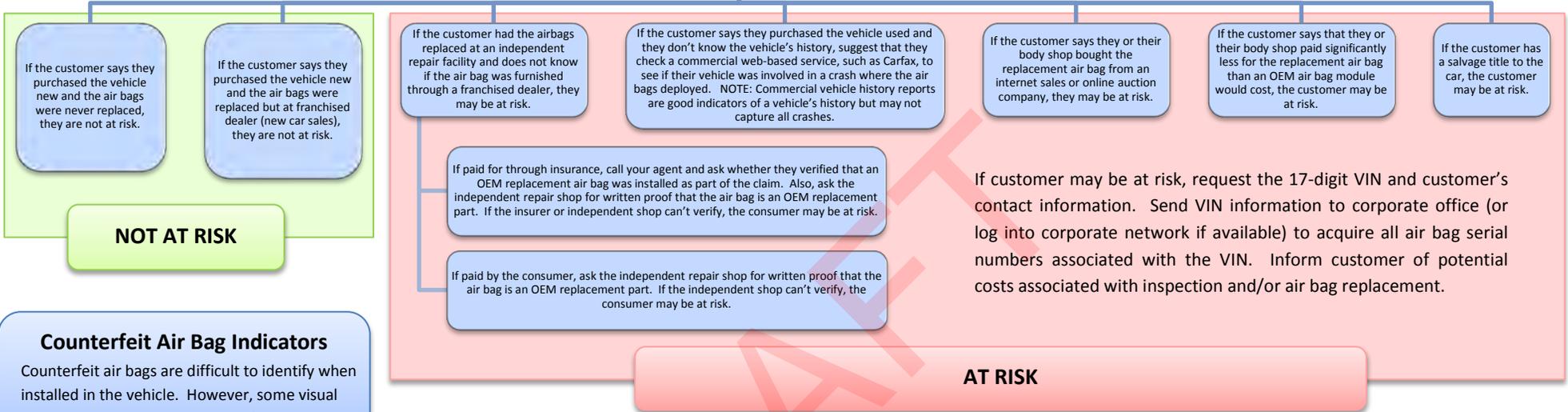




Pre-Visit Customer Interview Questions

Initial interview with the customer to determine if an appointment is necessary (can be done by phone)



Counterfeit Air Bag Indicators

Counterfeit air bags are difficult to identify when installed in the vehicle. However, some visual clues that may indicate a counterfeit are:

- The texture of the vinyl material used for the counterfeit air bag trim cover is different from the OEM material.
- The color of the counterfeit air bag trim cover may be slightly different from the OEM parts.
- The vinyl trim cover may not have "tear seams" or slight depressions in the vinyl material that determines where the flap doors will open during deployment (typically an "H" pattern). The trim cover emblem is generally affixed to one flap of the trim cover door so it remains intact when the flaps open during deployment.
- The letters "SRS" (Supplemental Restraint System), which are embossed or molded into the vinyl trim cover are not well-defined.
- There may be evidence that the counterfeit air bag installer shaved or trimmed the vinyl trim cover for better fit into the steering wheel housing.
- The SRS light should illuminate during "key on" and turn off after the vehicle is started.
- The counterfeit air bag module labeling generally does not match OEM quality and quantity.
- There may be no serial number or if present, the same serial number is repeated on different or multiple counterfeit bags. OEM serial numbers are unique to each air bag. (NHTSA will share known repeated serial numbers with the affected OEMs for distribution to dealers.)
- The inflator assembly is labeled with a different OEM name than the air bag's emblem or intended fitment.
- The model number designation on the label does not match the OEM part number for that model vehicle.
- Barcode labels are repeated on different or multiple counterfeit bag modules.
- Tool marks are visible on the fasteners and/or grind marks are visible on the air bag.
- Rivets appear to be tightened by a hand tool and do not show a consistent ring pattern. OEM rivets are machine compressed and show a consistent ring pattern.
- The "warning" labeling normally found on an OEM air bag is missing.
- The colors of the inflator wire connectors do not match the OEM colors.
- Grounding terminals or "shorting bars" of the inflator wire connectors that prevent the air bag from deploying when disconnected from the vehicle system are missing.
- The backing plate of the counterfeit air bag has numerous holes drilled into it, which allows the counterfeit air bag to be installed into a wider range of vehicles.

The counterfeit air bag may have been rebuilt from a previously deployed air bag. Look for signs that the metal parts have been weakened by pyrotechnics, including burn marks or metals that have been stretched or expanded by the gases. NHTSA strongly advises technicians NOT to electrically probe counterfeit air bag connecting terminals because of the risk of detonation and possible serious injury. The previously deployed air bag may have been removed from the module assembly and only the steering wheel trim cover has been replaced. The supplemental restraint system fault detection system/warning lamp may have been deceived/deactivated using resistors or diodes. Dealers should obtain from manufacturers additional guidance for identifying genuine air bags in specific models, e.g., photographs of genuine air bags to compare with possible counterfeits.