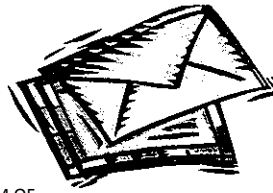


NHTSA ccmMercury Routing Slip



01-10420046-4919

Printed: 10/27/2011

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES11-006736	Rec'd Date: 10/27/2011	Referred By: NPO-011
XREF #:	Doc Type: GEN	Doc Date: 10/17/2011
Delivery: EXP	Address To: NHTSA	Due Date:
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM [REDACTED] INQUIRING AS WHETHER THERE IS A FLAW WITH THE AIRBAG SYSTEM IN THE 2004 HONDA ELEMENT AND ELEMENTS IN GENERAL; ODI: 10420046 (FULL DOCUMENT NOT IMAGED)		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: AS APPROPRIATE	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 10/27/2011
File Loc:	XREF File:	
Added By: TMAPP x62870	Modified By: TAMMY.MAPP	
Most Recent Comment:		

Author:

[REDACTED]
[REDACTED]

JACKSON, NJ [REDACTED]
Tel: Fax: E-mail:

RECEIVED - NHTSA
 2011 OCT 27 P 4:41
 EXECUTIVE SECRETARIAT

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	10/27/2011		10/27/2011
NVS-010	INFORMATION	10/27/2011		10/27/2011

OCT 28 2011

ET
10/28/11
RW

[REDACTED]
Jackson, NJ [REDACTED]

October 17, 2011

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

EXECUTIVE SECRETARIAT

2011 OCT 27 P 4: 32

RECEIVED-ICITSA

ODI: 10420046

In reference to 2004 Honda Element accident. VIN: 5j6yh285641 [REDACTED]

Enclosed are pictures of my car after the accident that occurred 7/1/11 in which I sustained a knee injury, head and face injuries. In the pictures are the frontal damage to the car and interior displaying intact airbags.

My concern is the accident was severe enough to total the car yet the airbags did not deploy. I am inquiring as whether there is a flaw with the airbag system in the 2004 honda element and elements in general.

I have found and enclosed other owners of Honda Elements who cited significant accidents, yet airbags did not deploy. Also, enclosed are owners who cited airbags deploying in Honda Elements in which no accident took place.

Also, enclosed is the accident report diagram of the accident. It depicts starting point and ending points of the accident. Both cars turned 180 degrees after accident.

Thank you very much for your assistance,
[REDACTED]

ES11-006736



Complaints - Search Results

1 Record(s) Displayed.

Report Date : October 18, 2011 at 12:39 PM
 ODI Numbers Searched : 10420046

Make : HONDA Model : ELEMENT Year : 2004
 Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
 Crash : Yes Fire : No Number of Injuries: 1
 ODI ID Number : 10420046 Number of Deaths: 0
 Date of Failure: July 1, 2011
 VIN : 5J6YH28564L...
 Component: AIR BAGS

Summary:

TL* THE CONTACT OWNS A 2004 HONDA ELEMENT. THE CONTACT WAS INVOLVED IN A CRASH IN WHICH THE VEHICLE WAS DESTROYED AND THE AIR BAGS DID NOT DEPLOY. THE CONTACT WAS INJURED AND WAS KNOCKED UNCONSCIOUS DURING THE CRASH. A POLICE REPORT WAS FILED. THE MANUFACTURER AND DEALER WERE BOTH CONTACTED IN REGARDS TO THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 123,000.

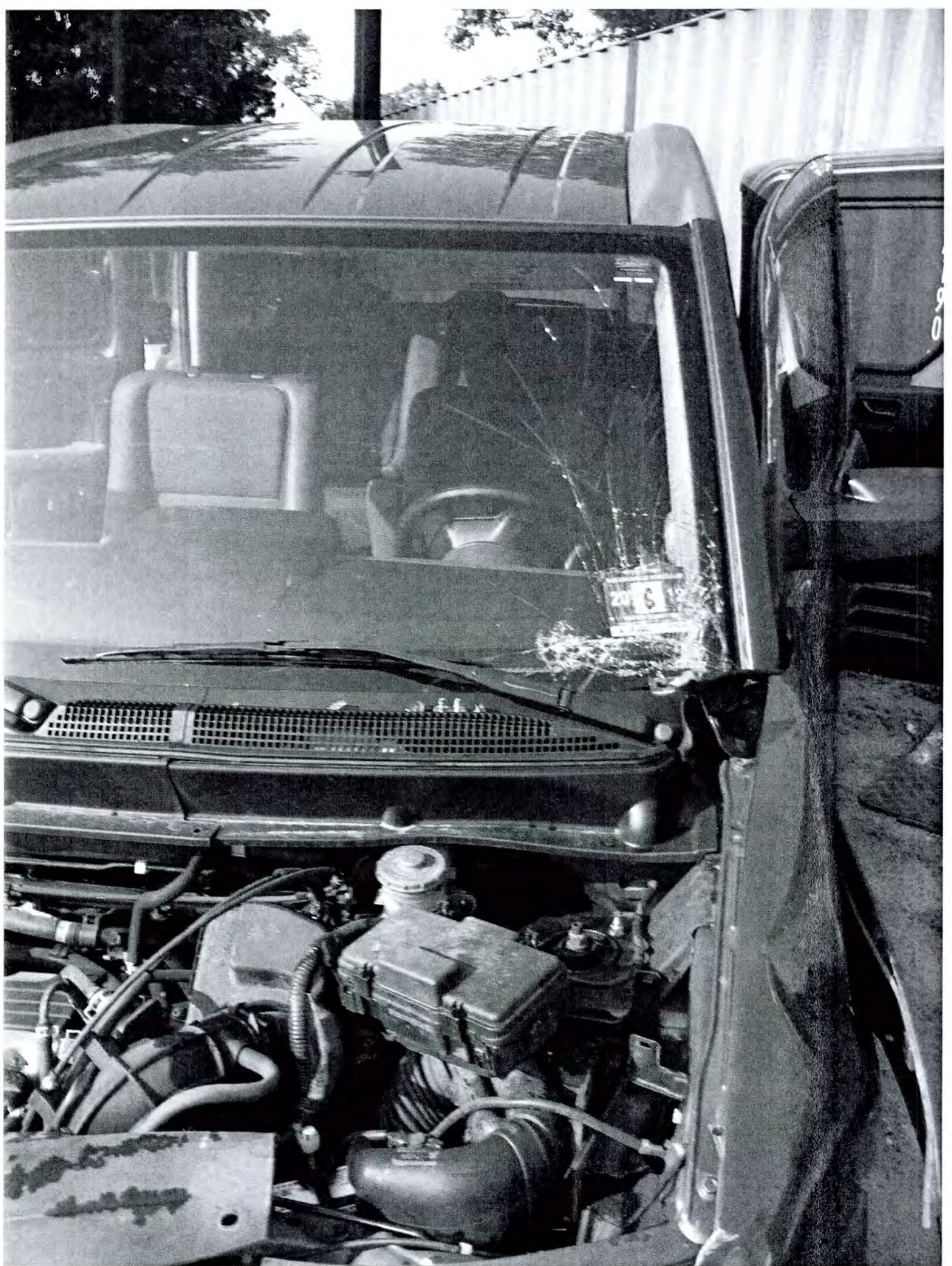
1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
 1.888.327.4236 TTY 1.800.424.9153



Jackson, NJ



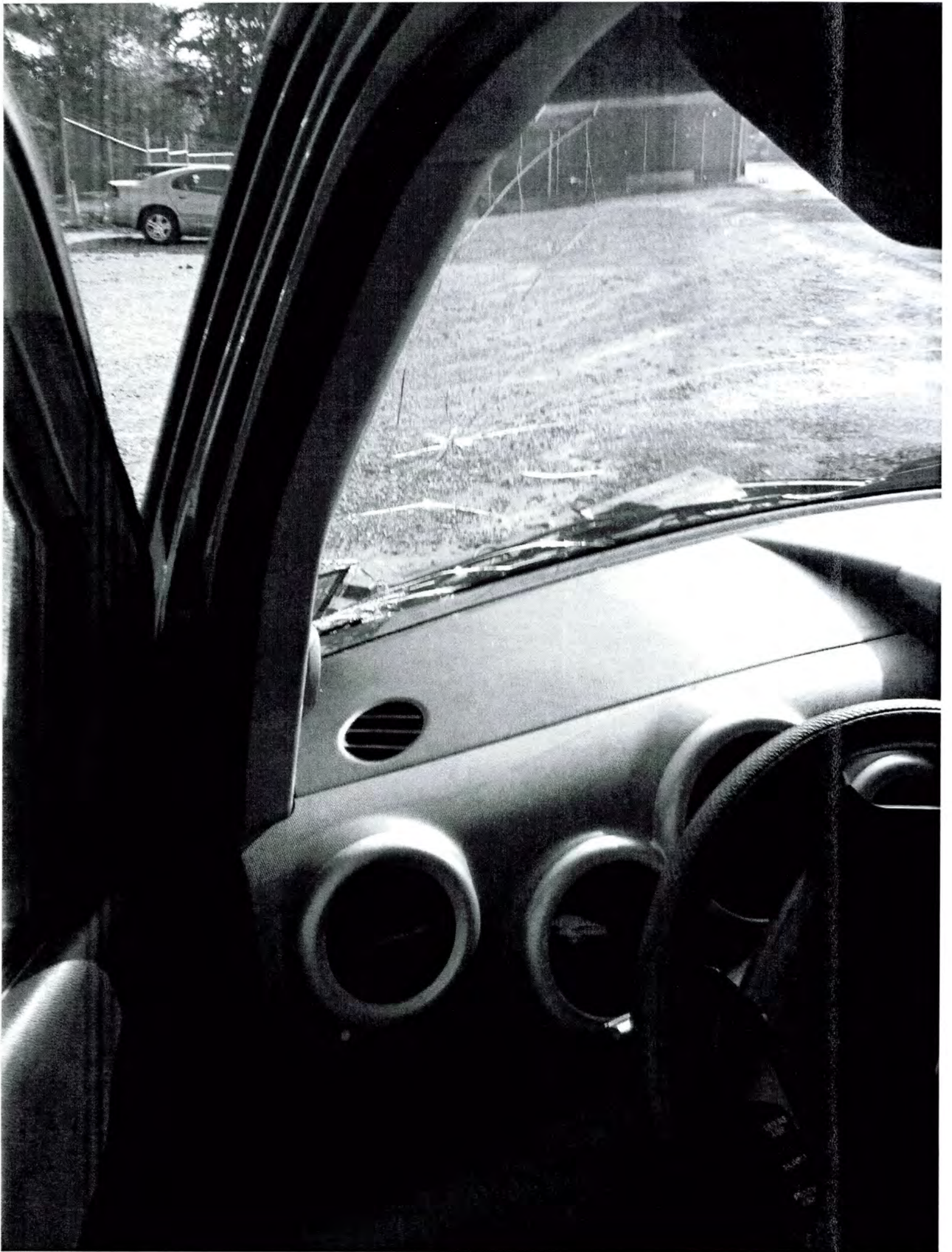








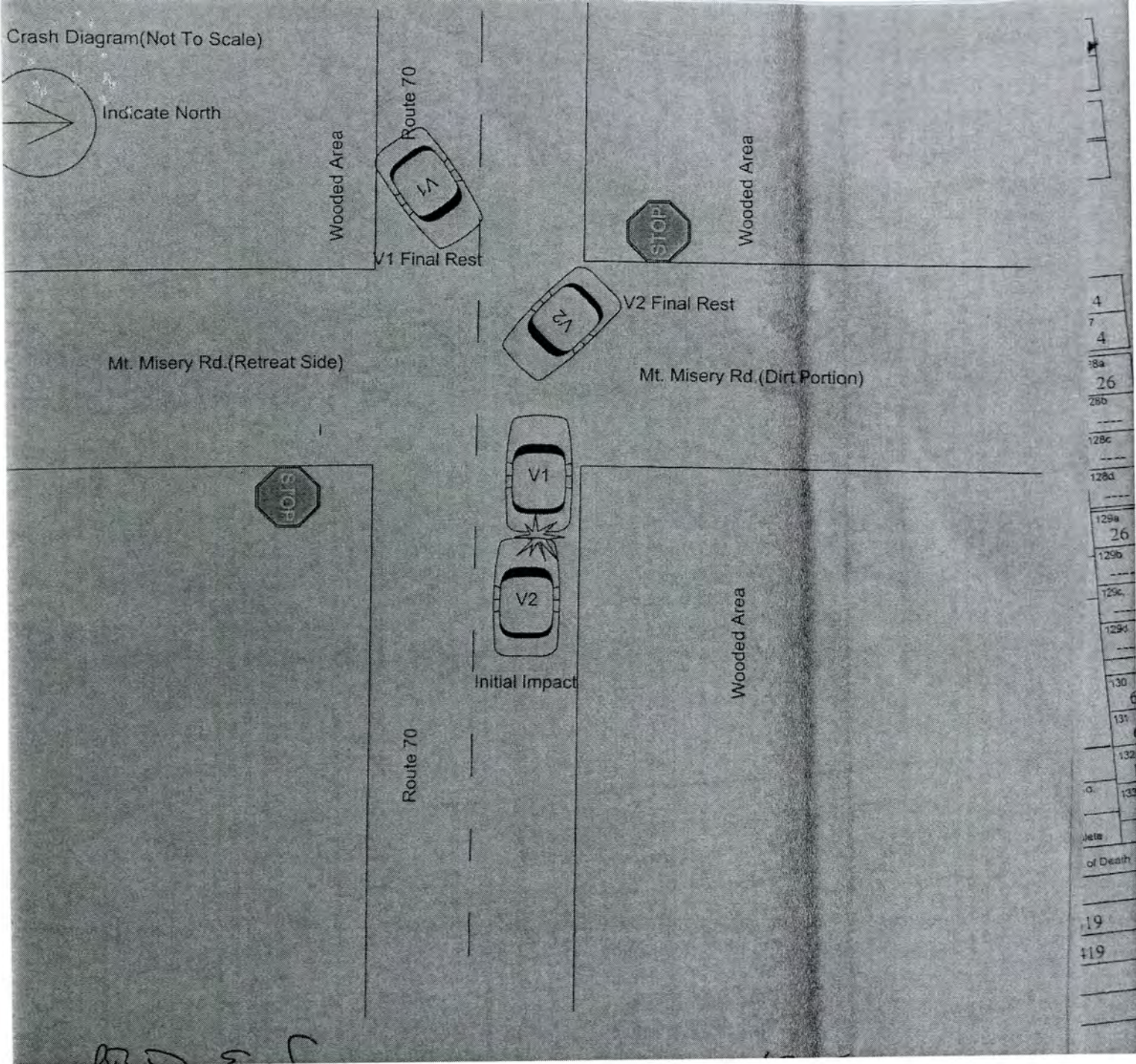




Crash Diagram (Not To Scale)



Indicate North



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Date of Death

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119



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01-28-2011, 02:58 PM #1

mary_klaus **Driver Airbag Did Not Deploy**

EOC Rank:
Hydrogen
 2006 4WD EX -P
 Nighthawk Black Pearl (NBP)

Join Date: Jan 2006
 Location: Portland, OR
 Posts: 16

Attached Images

I had a head on crash last week at 40 MPH in my 2006 Element with under 40k miles on it. The driver airbag did not deploy. The passenger side deployed but I didn't have a passenger. The police, firemen, and insurance people were shocked that the airbag didn't deploy. Thankfully I was able to get back to work after a week of recovering but I am looking at 12 weeks of physical therapy for my neck injury.



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NASCAR PERFORMANCE

01-28-2011, 03:29 PM

2

Bowzer

EOC Rank: Carbon
2008 4WD EX 5AT
Alabaster Silver Metallic (ASM)



Join Date: Dec 2007
Location: SW of Houston, TX...God's Country
Posts: 1,294

Glad your injuries aren't worse...sounds bad enough of things to deal with though. Best of luck with the continued recovery.

Does seem odd on the airbags. I'm no expert, however.

Member #23,382

100k Miles and Rolling
Lotsa Honda's...Lotsa miles
08 ASM EX AWD AT
Mods to Date: OEM Fogs, Home Depot Grill, Dual Dome Light Operation, ProClips G1 Phone Holder
Mods to Come: Side Marker Blinker Ops, Additional Interior Lighting, Roof Rack, Rear Fogs, assorted scratches, scuffs, and hidden french fries

 Quote

01-28-2011, 03:50 PM

#3

mary_klaus

another photo

EOC Rank:
Hydrogen
2006 4WD EX-P
Nighthawk Black Pearl
(NBP)

Thank you for your thoughts. Including a better photo in case it helps.

Join Date: Jan 2006
Location: Portland, OR
Posts: 16





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11-10-2009, 03:12 PM

texasboy77904
EOC Rank: Hydrogen
 2003 4WD EX AT
 Sunset Orange Pearl
 (SOP)

Join Date: Jan 2008
 Location: victoria.tx
 Posts: 86

drivers airbag did not deploy on my 03'

i went center to a concrete pillar. my airbag didnt deploy but the passengers side bag did deploy. the steering went to my chest with ma contusions. i checked the SRS fuse and it is fine. i wouldve been fine if my airbag wouldve deployed.

any help is much appreciated



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Drivers Side Airbag Didn't Deploy

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11-14-2007, 08:42 AM #1

mtjeskey
 EOC Rank:
Hydrogen
 2007 4WD EX AT
 Alabaster Silver
 Metallic (ASM)



Join Date: Nov 2007
 Location: Seattle
 Posts: 2

Drivers Side Airbag Didn't Deploy

I recently was involved in an accident where the passenger airbag deployed but the drivers side did not. I t-boned another car with an impact on my drivers side front end. Has anyone else heard of this happening? Is it a known defect?

My E was a 2003 EX 4WD AT

Attached Images



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11-14-2007, 10:07 AM

#2

wyldflower

EOC Rank: Hydrogen
2008 2WD EX AT
Tango Red Pearl (TRP)

Join Date: Nov 2007
Location: Near Raleigh, NC
Posts: 16

Yikes... that looks scary. Are you and your passengers all okay?

Did you buy your E new? If not, I suppose it's possible the bag was either used and not replaced or was taken out and sold.

And welcome to the group!



11-14-2007, 10:18 AM

#3

berardo mucci

EOC Rank: Hydrogen
2006 4WD EX-P AT
Alabaster Silver Metallic (ASM)



Join Date: Oct 2007
Location: hamilton, ontario, canada
Posts: 64

if anything the drivers bag is the one to go.possibly if equipped,the seat has a sensor that measures your weight and tells the srm if it should deploy the bag. i know for a fact that saturns(gm) has this feature on the passengers seat in case some rehab parent decides to place theyre child in front of one.as for being removed,its impossible since its a module piece were the outer cover is part of the bag,basically if there was no bag you would have a space between your steering wheel.mind you i have seen some real handy work from guys trying to repair the bag cover by cutting out the deployed bag and repair/painting it again,they also remove the bulb in the dash and you would know it until you communicate with the obd system. if you inquire to your dealer they probably won't tell you much since it could turn out to be a liability issue.as for angles/speeds of impact being a factor,if one bag deployed the other should have as well.imo



11-16-2007, 12:46 AM

#4

mtjeskey

EOC Rank: Hydrogen
2007 4WD EX AT
Alabaster Silver Metallic (ASM)



Join Date: Nov 2007
Location: Seattle
Posts: 2

Thanks!

Thanks for the responses. I bought my E new in 2003 so I'm reasonably confident nothing was tampered with. I'm alive which is all that really matters anyway.

Just picked up my 2008 ASM EX AT 4WD tonight! It is awesome, feels like an upgrade from my '03 but still very familiar.

Regards,

MT :cool:

Last edited by mtjeskey; 11-16-2007 at 12:51 AM.



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12-28-2006, 01:21 PM #1

arod4321
 EOC Rank: Hydrogen
 2004 2WD EX AT
 Satin Silver Metallic (SSM)
 Join Date: Feb 2006
 Location: Coral Springs
 Posts: 16

Airbag Went Off

:mad:
 Hi All -
 Does anyone know how to get in contact with a Honda representative? (South Florida)

I was driving on I-95 going about 25 miles an hour in rush hour traffic when suddenly my passanger airbag (the courtain side on the seat) exploded...not only did it almost give me a heart attact from hearing this super loud noise, but it ruined my passanger seat, since this airbag is located on the passanger seat side, not to mention the bruice on my girlfriend's arm.

So I went to the loca Honda dealership (Coral Springs Honda) and they are telling me that there was an impact and that that is why the airbag went off.
 :mad: :mad: :mad: :mad:
 this got me so pissed - THERE IS NO FREAKING IMPACT on my car...if there was, I would be able to see it.
 anyway...
 I understand that the dealer doesn't want to replace it because Honda doesn't want to pay for it.

so I am here to see if someone knows the local Honda Rep number so that I can contact him myself...look - I don't want anything for free all I want is to have my car repaired!!!

this happend about 6 weeks ago or so...and my car only had 26500 miles when this happen...still under warranty!!!

Alex R. in Coral Springs, Florida

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Join Date: Jul 2004
Location: Columbia SC
Posts: 184

Have you tried searching www.myflorida.com for consumer advocacy?

-Zzz's

2003EBPEX2WDAUTO

Owner since 12-30-2003
Running boards/Splash guards/Big armrest/Cooper HTR's
Yakima roof rack system with Copperhead's/New Windshield @59K
and a dashboard hula girl!



12-30-2006, 11:03 AM

#16

pbpeel

EOC Rank: Hydrogen
2007 4WD EX AT
Atomic Blue Metallic (ABM)

Join Date: Dec 2006
Location: Beavercreek, OH
Posts: 50

Quote:

The accounts I have read here have ALL been in higher speed Hwy conditions - as far as I have read not ONE has been on the sort of road you are describing.

Read the thread I originally referred to. The second guy that had the problem had it happen on a gravel road. I read elsewhere another had it happen after driving over a something at speed on a regular surface road. I can't find that one any more though...

Pete

ABM Toaster - Snow Monkey



12-30-2006, 03:32 PM

#17

arod4321

EOC Rank: Hydrogen
2004 2WD EX AT
Satin Silver Metallic (SSM)

Join Date: Feb 2006
Location: Coral Springs
Posts: 16



thanks all

thank you all. I have an appointment with the Honda Rep but not until January 26th. it's been about 5 or 5 weeks now...I will print this thread and take it to him to show him that I was not the only person with this experience.

I looked for the other airbag threads and didn't find them If anyone can please send me a link I will take pictures of it air bag and post them soon

Alex R. in Coral Springs, Florida



12-30-2006, 04:33 PM

#18

626e

EOC Rank: Hydrogen
2006 4WD EX-P AT
Satin Silver Metallic (SSM)



Join Date: Jul 2006
Location: Monrovia, CA.
Posts: 59

Still not repaired!!!

Hey, **626e**, are you around any more? What is going on with your case?[/QUOTE]

Hey Outpost, yeah I'm still around.

Nothing good to report on this problem though. The problem hasn't been repaired or even been acknowledged by Honda (any part of Honda from the dealer to corporate) as being their problem. Their official position is it's not a warranty issue, there is no defect and basically it's my fault and my problem to pay for.

In my opinion, short of starting some sort of class action suit or several people getting seriously hurt, there isn't going to be any resolution in the consumers favor. Bottom line, Honda sees me as a small fish and this occurrence as a limited incident and they have no intention of repairing this as a warranty issue unless they are forced to. Honda holds all of the cards at this point in this game and without that lawsuit or (god forbid) some serious accidents to get the NHTSA's attention, they already have your money and don't even have to play.

The choices, as a Honda consumer, I have been left with are to throw my money down and repair the defective sensor, the seat and perhaps the main SRS unit (potentially a couple of thousand \$\$ all together) and hope it doesn't happen again or drive around a (brand new) car without the safety system I paid for and a torn up seat and take my chances, get a lawyer and sue or become some sort of consumer advocate in my "spare" time, organize a suit and hope for the best.

WTF? I refuse to pay 1 cent to get this repaired. I won't put another dollar in Honda's hands on this car. No matter how many times they say I hit something or it was due to lowering the car, it's not true and they know it. There is no damage on my car or proof to support either claim but again they hold the cards and the cash.

My solution will be to remove the seats and the side impact airbag system all together, replace them with Sparco or Recarro seats at about \$750 to \$1000 each, wait and see if enough of these get reported to cause a recall and go on with my life. I'll gladly do this before I'll drop that \$1200+ in the dealers hand.

One Last thing here...contrary to the statement above, you can still report a problem to the NHTSA online at this link <http://www-odi.nhtsa.dot.gov/ivog/>

Thanks again for the forum and to all of you who have taken the time to report to the NHTSA. Please do so if this happens to anyone else! I'll let you all know if anything changes!

626e



12-30-2006, 04:52 PM

#19

arod4321
EOC Rank: Hydrogen
2004 2WD EX AT
Satin Silver Metallic (SSM)

Join Date: Feb 2006
Location: Coral Springs
Posts: 16



Wow

Wow...I am so sorry to hear all that 626...it looks like we're on the same boat. you know...I will not back down...I will take this all the way to court if I have to...the F.ing this is that these corporations don't care about small fish like us, but you know...if we all get together and make enough noise to be heard, we will make a difference. I work in the TV industry and though I don't have much clout I will talk to all the producers I know from local stations, to get this problem on the air if they don't fix it. so I am getting ready ...the more I read about this the more pissed off I get...at first I thought I was the only one, but obviously I am not...I will keep you all updated on my situation..and I think that if we get together (at least 3 or 4 of us) Honda is going to have to listen.

Ok, anyone that has had any issues with Honda Airbags, please report on this forum...and I will print it and take it to my meeting with the Honda Rep on the 25th. If he doesn't do anything I will take legal action!!! - I am really F.ing pissed now!!!!:mad:

Alex R. in Coral Springs, Florida



12-30-2006, 04:53 PM

#20

arod4321
EOC Rank: Hydrogen
2004 2WD EX AT
Satin Silver Metallic (SSM)

Join Date: Feb 2006
Location: Coral Springs
Posts: 16



hey 6267???

626,...can you share with us what happened to your airbag? and who you've spoken to at Honda - thanks

Alex R. in Coral Springs, Florida



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01-01-2007, 12:40 PM

22

626e

EOC Rank: Hydrogen
2006 4WD EX-P AT
Satin Silver Metallic (SSM)



Join Date: Jul 2006
Location: Monrovia, CA.
Posts: 59

Quote:

Originally Posted by **MikeQBF**
Your airbag problem needs to be reported to NHTSA, the safety folks who impose the recalls:

*NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590*

Toll-Free: 1-888-327-4236

Give them a call and tell them you want to report a spontaneous airbag deployment. They will send you the report forms.

(They are apparently no longer accepting reports via their web page.)

:confused: :confused: :confused: :confused: :confused: :confused:

Mike,

This is not correct! The NHTSA does still take complaints online! Just click the link right here ----> <http://www-odi.nhtsa.dot.gov/ivog/> and you can make a report right online and it just takes a couple of minutes to do...very easy!!!

626e



01-01-2007, 02:27 PM

23

rogwild

EOC Rank: Oxygen
2007 4WD EX AT
Galaxy Gray Metallic (GG)

Join Date: Aug 2006
Location: FWB, Florida
Posts: 319

Quote:

Originally Posted by **arod4321**

Wow...I am so sorry to hear all that 626...it looks like we're on the same boat. you know...I will not back down...I will take this all the way to court if I have to...the F.ing this is that these corporations don't care about small fish like us, but you know...if we all get together and make enough noise to be heard, we will make a difference. I work in the TV industry and though I don't have much clout I will talk to all the producers I know from local stations, to get this problem on the air if they don't fix it. so I am getting ready ...the more I read about this the more pissed off I get...at first I thought I was the only one, but obviously I am not...I will keep you all updated on my situation..and I think that if we get together (at least 3 or 4 of us) Honda is going to have to listen.

Ok, anyone that has had any issues with Honda Airbags, please report on this forum...and I will print it and take it to my meeting with the Honda Rep on the 25th. If he doesn't do anything I will take legal action!!! - I am really F.ing pissed now!!!!:mad:

Alex;

I got involved to try to gather data, on reported 'accidental' airbag deployments, when I first joined the group. I found about 5-6 incidents that had been reported (searched over 100 threads), made up a sample survey to gather data (I'll email you a copy), and tried to contact those that had the problem. (most were no longer current EOC posters, and I do not have 'admin' privileges, so I could not contact them with a survey form). I will try to locate my list of people that had similar problems (one was on a gravel road, one was in a parking lot after going over a 'speed bump', and one was driving into his driveway, two were from Alaska). As far as I know, Honda DID NOT cover any under warranty. I discontinued my efforts, when some vocal (admin) members stated that it was an isolated occurrence, only a 'mechanical' problem, and NOT a safety issue, and told me that I had "worn out my welcome" on the list. I still believe that when a system fails to operate as designed (airbag deploys without an impact) that it has malfunctioned, and should be covered under warranty, especially when the "FIX" cost over \$1000 dollars!! Hope you prevail; keep us informed.

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Non-OEM: AVS Window Vents (4), Convex Spot Mirrors, Cabelas Universal Fit Rear Seat Cover, Dash Mat, Sun Zapper,



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08-02-2006, 02:13 AM

#1

626e
EOC Rank: Hydrogen
 2006 4WD EX -P AT
 Satin Silver Metallic (SSM)



Join Date: Jul 2006
 Location: Monrovia, CA.
 Posts: 59

Accidental Side Airbag Deployment

PLEASE READ...very important for element owners!!!!

Hi all,
 Had a scary thing happen the other day. While driving home from work on a nice smooth So. Cal freeway on a nice sunny day, the drivers side, side airbag just decided to deploy! As anyone who has ever been in an accident can tell you, It's quite a ruckus when these let loose! My ears where ringing and my eyes burning but I was able to keep the car under control and avoided any further damages to my self or others...Pretty lucky I think!

I pull over and have a look at the car and think, where's the bullet holes? Everything looks just fine...no damages to anything but the drivers side seat which has the seam blown out and this little blue bag a little bigger than a sock dangling down to the side. I took a look at my upper arm and noticed a pretty healthy welt comming up where the bag had smacked me on the way out. Still, pretty lucky I think...

Long story short, I took it to the dealer. After 2 days of "looking at the car", they determined it was my fault and that I hit or ran over something that hit the sensor under the car causing the bag to deploy and either my self or my insurance would be paying the \$980 it would cost to repair the 6 month old car.

Please understand this is about the safety issue not the \$980. I have had the car since it had 4 miles on it and have never hit or been hit by anything other than a rock the size of a marble that broke my windshield. I've never run over anything either. Let me ask this, If this sensor is so succceptable to being hit , why is it under the car of all places? Seems like a poor choice to me.

Anyway, after the dealership told me I was on my own, I started doing a little research on some of the popular Element sites like this one, hondasuv.com and also the NHTSA site. I found there had been several of these accidental deployments and almost all had the exact same response from the dealer. What bothered me most was that only 2 of the incidents where reported to the NHTSA!

The NHTSA is the government agency that keeps info on these sort of defects and if enough of them get reported they'll do an investigation and if it is warranted will force the manufacturer to fix the problem through a recall! The catch is...People have to report the problem to the NHTSA! No report, no repairs and the problem never gets fixed. It's very simple to report a problem...just go to <http://www.safercar.gov/> and click on "report a problem.

Anyway, if any of you have had this problem or know any of the other Element owners who have, please let me know or point them to the NHTSA site to fillout a report. You can drop me a note here or e-mail it to me at phil2000@pacbell.net. It's my hope we can get this repaired for all of us before it causes someone to be seriously injured or killed.

Search

Honda Element Owners Club Forum > Honda Element > Problems & Issues > Side Airbag Inadvertant Deployed

Side Airbag Inadvertant Deployed

GRogers913

The other day, the side airbag in the Driver's seat inadvertently deployed. Has anyone ever heard of this happening? My wife said she heard a "pop" after hitting big pothole and there is no other damage other than the stupid airbag.

I took it to my dealer and they are blaming the deployment on the aftermarket horn we installed. Now I might not be a rocket scientists but if the horn wasn't ac could be right.

Anybody have any ideas?

Jolly

MikeQBF

>they are blaming the deployment on the aftermarket horn we installed.

Baloney. What they assert is impossible.

The side impact sensor is in the sill right below the pseudo-B-pillar, and connects into the floor harness. The wire path from the sensor to the SRS module is alm near the front of the vehicle.

There is SRS wiring near the horn, but that is for the main system. If it was the driver's front bag that deployed, then they'd have a case.

They're fishing for an easy excuse to transfer responsibility to you because of all the paperwork involved in documenting an SRS deployment. Find another deale interested in covering their butts than helping you.

Dive Hawaii

go to another dealer if possible.. :shock:

AKnElement

I am glad to have found this post - although it is old. On 27 May 2005, my driver's side side-impact airbag spontaneously deployed. Dealer is admitting manufac vehicle. There are not any other dealers in the area, so I can't bring it to another for advise. Anyone out there with advise?

Thanks
AKnElement

James_in_Baltimore

I just want to say that Mike is obviously a walking element wiring diagram.. why even post stuff like this.. just send him a private message.

James_in_Baltimore

BTW - if someone thought I was being sarcastic about that comment- I wasn't. He really knows his s**t.

wankerlink

I am glad to have found this post - although it is old. On 27 May 2005, my driver's side side-impact airbag spontaneously deployed. Dealer is admitting manufac vehicle. There are not any other dealers in the area, so I can't bring it to another for advise. Anyone out there with advise?

Thanks
AKnElement
Contact HONDA!!!!

biocube

really, i second that.

get on the phone with honda usa. any airbag false deployment is serious business, and they will come down hard on the dealer for not fixing it.

Lacrossedragon

Contact HONDA!!!!
No really, contact them now. And I thought Honda dealers were some of the bes t...

iWill

No really, contact them now. And I thought Honda dealers were some of the bes t...

I couldn't agree more. Ok, so it's a vehicle defect-but what about a huge safety concern..... :-x

That would piss me off if some dealership said that to me, especially if my car was still under warranty AND they admit to it being a defect. I would contact Honda in the area. Good luck and keep us posted.

AKnElement

Well one would think that Honda America would come down hard on the dealership for not fixing the vehicle, but they're not. The customer service at the dealership is horrible!

Today I found out the parts are on national backorder and the car won't be fixed until the end of July 2005. Up until today, Honda wasn't paying for a rental car (ended up going down to the dealership today and after an hour's conversation, they agreed to paying for a rental car.

To me not all of the pieces are adding up. I can't get an answer as to why Honda isn't covering the airbag - even though we have bumper to bumper warranty.

When this initially happened, Honda America told me to file a claim with my insurance company (said this is how they deal with these matters). I had my insurance say that it was manufacturer defect, but they paid for it (minus the deductible) to get the process going of getting it fixed. Then, they submitted a claim to Honda for payment.

This is all such a mess!!!!!!

AKnElement

James_in_Baltimore

This doesn't seem right at all. Isn't the whole purpose of a warranty to replace or fix defective parts?

AKnElement

This doesn't seem right at all. Isn't the whole purpose of a warranty to replace or fix defective parts?

Exactly - I just don't understand!!!!

AKnElement

WartHog

Most cities have at least one TV station with a "consumer advocate," or "trouble shooter," or whatever they call it in that area.

Basically this is a pit-bull, take-no-prisoners, reporter who makes their living 60 Minutes-style, by sticking a camera and mic into the face of a sleazy roofer, or a satisfaction for some consumer who's been ripped-off.

Or, you might call Clark Howard and have him bite 'em on the a** for you.

Even just telling the local dealer or Honda America what you're getting ready to do might change their demeanor.

iWill

It really shows that some people don't think anymore. Don't people know that word of mouth is huge, especially for any business. Even worse, a club like EOC with a fire. That dealership needs to compensate you for everything. As I posted earlier, it's a defect and can be fixed, but what about your safety? What a bunch of crazy something! IF you already called, I would call again, and again, and again. Keep going up the chain and tell them they need to fix your car. This is why so many great reliable cars and have (for the most part) taken care of their customers. This is ridiculous.

I truly hope this gets resolved in a timely manner. I hope that your dealership pulls their heads out of their and fixes your E. Sorry to go on and on, but this can easily be fixed. I can't believe they made you go through your insurance either.....what the hell is a warranty for then????

Good luck and keep us posted.

iWill

BTW, where are you located/what dealership? Good warning for others that are shopping....

spdr5

I just want to say that Mike is obviously a walking element wiring diagram.. why even post stuff like this.. just send him a private message.

Why would you suggest people send Mike a private message on a safety related concern? That doesn't make sense. This is something that EVERYONE owning an Element needs to be made aware of.

spdr5

If your dealers refuse to do anything about this and there is not another dealer in your area then obviously you need to contact American Honda. If they won't help you CORPORATE and ask to speak to an Executive...

http://automobiles.honda.com/images/info/customer_relations/cust_service_phone_icon.gifhttp://automobiles.honda.com/images/_trans_pix.gifhttp://automobiles.honda.com/images/_trans_pix.gif
By Phone

At our toll-free number: (800) 999-1009

Jackson, NJ

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NUS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

US DEPT OF TRANSPORTATION HQ
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WASHINGTON DC 20590-0001
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