

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

EQ-10605877-1877

Subject: FW: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag
Date: Thursday, July 31, 2014 9:50:29 AM
Attachments: [damage to car from airbag deployment.zip](#)

Subject: FW: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

Please upload. Thank you.

From: [REDACTED]
Sent: Friday, June 27, 2014 3:11 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

Dear Mr. Chan,

I am sending all the information you requested.

The answers to your questions are below.

The photos will be coming in zip files in two or three separate emails. I am also including a photo of the Toyota Camry my daughter hit showing the minimal damage to it from this low speed accident.

Thank you for your attention to this matter.

On 6/26/14, 10:57 AM, "Steve.Chan@dot.gov" <Steve.Chan@dot.gov> wrote:

Dear [REDACTED],

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

"My daughter rear ended another car at very low speed causing minimal damage to the front bumper and a slight dent in the hood. The impact caused the airbag to deploy, or more accurately to "detonate" sending hot metal and plastic shrapnel into the cabin. As a result of this minor accident my daughter sustained severe burns, bruises and abrasions on her arms and legs. Honda admits that the airbag was not designed with this in mind but refuses to take any

responsibility other than to present me with a bill for \$3700.00. There is no denying that my daughter was at fault in the accident but her injuries and the excessive damage (the entire steering column was blown apart) were only due to Honda's faulty airbag and safety design for which they should be held accountable."

Please assist us evaluate this incident:

1. Please email me the pictures you have showing (1) the damages in the occupant cabin of the vehicle, in particular the dash and the steering column area, (2) the crash damages on the vehicle exterior, and (3) the injuries on your daughter due to this incident. (Try limiting the email size to less than 8MB per email; you may need to send several emails if you have many pictures)

The pictures are included in this email and the ones following.

2. On what date did Honda's representative(s) inspected the vehicle? Did they provide you any findings / information about the incident from their inspection? Did they remove anything from the vehicle?

Honda.

My first two calls to American Honda were very frustrating and yielded no results. After I explained the damages and the explosive nature of the airbag deployment, both of the reps I spoke to brushed me off and told me that I should let my insurance handle it and if they had any questions they could contact American Honda. Their response was indifferent, bordering on rude. Only after I informed NHTSA did they send someone down to inspect the vehicle yesterday (June 26th, 2014) That's when the dealership changed their tune and got cryptic saying: "We need to hang on to your vehicle for a bit." with no explanations. I'm guessing NHTSA's interest and American Honda's call had something to do with that. Where it stands now is: They're admitting nothing and telling me the same. As far as I could tell, they have removed nothing from the vehicle. The pictures I'm sending will show you the aftermath of the airbag exploding and the resulting jagged plastic and metal debris that was hurled into the cabin.

3. Where is the vehicle being stored at this time? Do we have your permission to inspect the vehicle if desired?

The vehicle is being stored at Honda of Santa Monica **1720 Santa Monica Blvd, Santa Monica, CA 90404 (310) 264-4900** And yes, you may inspect it at any time you wish.

4. Does NHTSA have your permission to release the personal information (name, address, VIN,

etc.) on your report to NHTSA to American Honda for the purpose of evaluating this incident?
Yes, NHTSA has my permission to do so.

5. What was the bill for \$3,700.00 for? Is that the estimated amount for repairing the total damages on the vehicle pertaining to the incident? If so, could you email me the repair estimate as well?

The bill for \$3778.22 *is just for the damage caused by the airbag to the interior of the car and the cost replacing the safety system.* It does not include the body damage which is minimal.

Thank you for reporting the incident to NHTSA and for your help in advance.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation / NHTSA

Subject: FW: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag
Date: Thursday, July 31, 2014 9:50:12 AM
Attachments: [injuries immediately after accident.zip](#)
[Injuries a week later.zip](#)

Subject: FW: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

Please upload. Thank you.

From: [REDACTED]
Sent: Friday, June 27, 2014 3:12 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

On 6/26/14, 10:57 AM, "Steve.Chan@dot.gov" <Steve.Chan@dot.gov> wrote:

Dear [REDACTED]

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Steve Chan
Safety Defects Engineer
Office of Defects Investigation / NHTSA



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IN HOLLYWOOD ON HOLLYWOOD
JUL California 2014
[Redacted]

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Subject: FW: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag
Date: Thursday, July 31, 2014 9:50:09 AM

Subject: FW: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

Please upload. Thank you.

From: [REDACTED]
Sent: Friday, June 27, 2014 11:07 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

I believe I answered those questions below but for clarity's sake I'll answer them again.
I'm not sure what you mean by "As from the manufacturer and not the local dealer."

American Honda corp sent a rep to inspect the car. I wasn't there at the time but I don't believe they removed anything from the vehicle as I took the pictures I sent you after their inspection and nothing was removed.

The vehicle is being stored at Honda of Santa Monica 1720 Santa Monica Blvd, Santa Monica, CA 90404 (310) 264-4900 And yes, you may inspect it at any time you wish.

On 6/27/14, 1:40 PM, "Steve.Chan@dot.gov" <Steve.Chan@dot.gov> wrote:

As from the manufacturer and not the local dealer? Were you there when they inspected the vehicle and did they remove anything?

Where is the vehicle right now? Can we inspect it if needed to?

From: [REDACTED]
Sent: Friday, June 27, 2014 4:34 PM
To: Chan, Steve (NHTSA)

Subject: Re: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

So far I think only the Honda rep from American Honda has inspected the vehicle.

[REDACTED]

On 6/27/14, 1:21 PM, "Steve.Chan@dot.gov" <Steve.Chan@dot.gov> wrote:

Mr. Zand,

Thank you for the helpful material. Did Honda representatives (from Headquarter or the airbag supplier (Takata)) inspected the vehicle?

Steve

From: [REDACTED]

Sent: Friday, June 27, 2014 3:11 PM

To: Chan, Steve (NHTSA)

Subject: Re: Your report to NHTSA (ODI # 10605877); ref: 2005 Honda Accord Airbag

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Steve Chan
Safety Defects Engineer
Office of Defects Investigation / NHTSA

































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