

16 april 2015

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

American Motor Company, Inc.  
Honda automobile customer service  
Mail stop 500 2N 7A  
1919 Torrance Blvd.  
Torrance CA 90501,2746

Dear Sirs and /or madams:

MAY - 5 2015

Today i went to the Kennedy avenue Honda dealership with my [redacted] years old mother.  
The day before I had received the first notice of recall fom Honda photocopy attached.  
In December 2014, I had called and written to the Puerto Rico dealer when I read on the Papers that there was a recall and my car had 2 recalls.  
The answer given to me on Honda was that they didi not have the parts or the personnel to take care of the problem.  
This is now four ( 4 ) months since that communication.  
Their solution NOW is that I go there , leave my car, and that they will not give me a loaner car and that they will rent me a car for the time they take to fix the problem. That I would have to pay for the time the take to fix the car.  
This is not a solution to a problem that was created by HONDA. The Puerto Rico dealership stinks.  
I want your solution to this problemn.  
My telephone is [redacted]  
You can call us as soon as possible to solve this problem.

[redacted]  
San Juan, Puerto Rico [redacted]

cc .....US Transportation Agency Director  
Carlos Lopez Lay - Honda PR

NH  
5615  
SMD

# HONDA

AUTOMOBILE DIVISION  
American Honda Motor Co., Inc.  
19 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

## SAFETY RECALL NOTICE

VEHICLE IDENTIFICATION NUMBER 5J6YH18544L [REDACTED]



PLEASE DELIVER TO REGISTERED OWNER C49



0465006 01 AT 0.403 \*\*AUTO 8 0 0816 00902-147070 -C01-P65511-11



SAN JUAN PR [REDACTED]

▼ PLEASE DETACH, SIGN BELOW AND PLACE IN RETURN ENVELOPE ▼

### INFORMATION CHANGE CARD

PLEASE PROVIDE NAME AND ADDRESS CORRECTIONS ON THE REVERSE SIDE

5J6YH18544L [REDACTED]

◀ VEHICLE IDENTIFICATION NUMBER C49

[REDACTED]  
SAN JUAN PR [REDACTED]



PLEASE SIGN AND RETURN THIS CARD ONLY IF YOU HAVE MADE CHANGES

- I no longer own the vehicle. It was:
- Sold (print name and address of new owner on reverse, if known)
  - Exported
  - Destroyed
  - Stolen
  - Lease expired, vehicle returned.
  - Other: \_\_\_\_\_

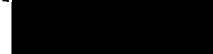
**Nota:**  
Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente de Automóviles Honda al 1-888-234-2138.

0816-01-00-0465006-0001-1396711

Signature: **X** \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNATURE OF REGISTERED OWNER OR LESSEE REQUIRED**





**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

January 2015

NHTSA Recall 14V-700

## IMPORTANT SAFETY RECALL NOTICE

We encourage owners of an affected vehicle to immediately contact a local authorized dealership to have their vehicle serviced.

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2003-2004 model year Element vehicles that were originally sold in or ever registered in geographic locations known for high absolute humidity: Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, U.S. Virgin Islands, Guam, Saipan and American Samoa. In some vehicles, the passenger's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to vehicle occupants.

Honda suggests that you avoid having a passenger sit in the front passenger's seat until the recall repair has been performed.

### What should you do?

Call any authorized Honda dealer to make an appointment to have your vehicle's front passenger's airbag inflator replaced, **at no cost to you.**

While parts are available to conduct airbag inflator replacements at the time of this notice, the scope of the current airbag inflator recalls creates the possibility that the parts necessary to complete the recall repair may not be available at the time you call. If this occurs, please discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Honda's Automobile Customer Service (at the number listed below) to address your needs and concerns.

Once you make an appointment to repair your vehicle, be advised that the complete replacement process may take approximately 48 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

If you have questions or concerns, we encourage you to visit [www.recalls.honda.com](http://www.recalls.honda.com) or to call Honda Automobile Customer Service at 1-888-234-2138 and select option 2.

### Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

### What to do if you feel this notice is in error?

Registration records indicate that you are the current owner or lessee of a 2003-2004 Honda Element involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

### Lessor Information:

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

### If you have questions:

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 888-234-2138 and select option 2. U.S. customers can also locate a dealer online at [HondaCars.com](http://HondaCars.com). Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division

Campaign #JM1 / Service Bulletin #14-070



**AUTOMOBILE DIVISION**

American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

January 2015

NHTSA Recall 14V-351

## IMPORTANT SAFETY RECALL NOTICE

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2003-2011 model year Element vehicles. In some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to vehicle occupants.

### What should you do?

Call any authorized Honda dealer to make an appointment to have your vehicle's front driver's airbag inflator replaced, **at no cost to you**.

While parts are available to conduct airbag inflator replacements at the time of this notice, the scope of the current airbag inflator recalls creates the possibility that the parts necessary to complete the recall repair may not be available at the time you call. If this occurs, please discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Honda's Automobile Customer Service (at the number listed below) to address your needs and concerns.

Once you make an appointment to repair your vehicle, be advised that the complete replacement process may take approximately 30 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

If you have questions or concerns, we encourage you to visit [www.recalls.honda.com](http://www.recalls.honda.com) or to call Honda Automobile Customer Service at 1-888-234-2138.

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We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division

APPROVED MAY 01 2015

W40-304

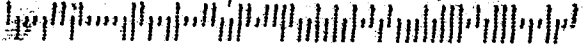
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE  
**CERTIFIED MAIL®**

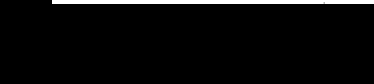
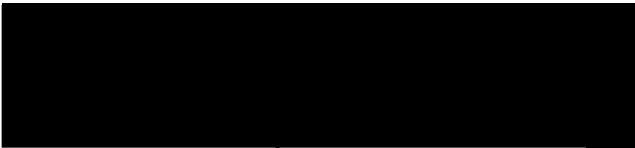


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U.S. POSTAGE  
PAID  
SAN JUAN, PR  
00901  
APR 27 15  
AMOUNT  
**\$6.49**  
00064313-11

Administrator  
National Highway Traffic Safety  
1200 New Jersey Ave. SE  
Washington DC, 20590





Saurom, PR