

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

April 20, 2015

American Honda Motor Company
Customer Service
Attn: Vehicle Safety
1919 Torrance Blvd
Mail Stop 500-2N-7A
Torrance, CA 90501-2746

Dear Ma'am or Sir:

MAY -1 2015

I am writing to urge you, in the strongest terms possible, to add the replacement of the passenger side airbag to your series of airbag system recalls for Honda Odyssey vans.

We own a 2004 Odyssey van (VIN 5FNRL186X4B [REDACTED]), which we purchased used in 2007, with 44,878 miles on it. It currently has 156,646 miles on it. During the time we have owned this vehicle we have never had a situation where the airbags deployed. We have had two recalls, so far, related to the airbag system. I understand there is a possibility of a third one related to the airbag system wiring harness. Rather than a single faulty component of the airbag system, it seems that there are problems throughout the system.

Within a month of having the first recall work completed (replacement of driver's side inflator), the SRS light came on. I returned to our local Honda service center where they determined that the passenger's side front airbag is no longer functioning. The technician verified with me at least twice that the airbag had never deployed, which it has not. We were informed that the entire airbag system will not operate until this repair is completed at an estimated cost of \$1047.00. We were also informed that the parts required are on backorder. As of today, more than two months later, those parts have not been received. A backorder lasting this long makes me think we are not the only one with this issue. Due to the potential safety hazards involved, I would think this would have a sense of urgency and high priority at the corporate level. I also think it should be categorized as a safety recall and repaired at no cost to customers. I am asking that you do this immediately, before there is a tragic and potentially fatal accident that could be avoided.

Please advise me that you have received my letter and give serious consideration to my request. I can be reached at [REDACTED]. Thank you for your time and assistance in providing continued safe transportation for my family.

[REDACTED]

cc: NTSB, Office of Highway Safety, 490 L'Enfant Plaza East, S.W., Washington, DC 20594

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