

**Subject:** FW: Consumer inquiry - Dissatisfaction with air bags Recall as explained by ODI #10716954  
**Date:** Wednesday, June 24, 2015 10:40:05 AM  
**Attachments:** [image001.png](#)

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**Subject:** RE: Consumer inquiry - Dissatisfaction with air bags Recall as explained by ODI #10716954

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NAM  
62515  
SMD

Date Complaint Filed: 05/17/2015  
Component(s): AIR BAGS

Date of Incident: 01/15/2015  
NHTSA ID Number: 10716954

All Products Associated with this Complaint ▲

Vehicle Make	Model	Model Year(s)
HONDA	PILOT	2003

Details ▲

0 Associated Documents 

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Honda (American Honda Motor Co.)

Vehicle Identification No. (VIN): 2HKYF18773H...

SUMMARY:

AMERICAN HONDA MOTOR COMPANY MAILED ME A SAFETY RECALL NOTICE CONCERNING UNSAFE PASSENGER AIR BAG (JANUARY 2015). ANOTHER NOTICE WAS RECEIVED CONCERNING UNSAFE DRIVER FRONT AIR BAG (APRIL 2015). FURTHER, HONDA INDICATED THAT ABNORMAL DEPLOYMENT OF THESE AIR BAGS COULD RESULT IN SERIOUS INJURY OR FATALITY. I CALLED MY LOCAL HONDA DEALERSHIP (UNION CITY, GA HONDA) IN FEBRUARY, APRIL AND MAY 2015. INFORMED THAT AIR BAG PARTS CONTINUE TO BE DELAYED TO THE DEALERSHIP. PARTS ARE NOW DUE INTO THE DEALERSHIP ON OR ABOUT 21 JUNE 2015. I HAVE INFORMED MY ATTORNEY IN THE EVENT MY 2003 HONDA PILOT AIR BAGS DEPLOY UNDER THE CONDITIONS EXPLAINED IN HONDA'S TWO SAFETY RECALL NOTICES.

Request Research 

From: [REDACTED]  
Sent: Sunday, June 14, 2015 7:52 PM  
To: donotreplyodi (VOLPE)  
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

My local Honda dealership won't even response anymore to my voice mails on this issue. Honda recall notices are a joke as is the government's response to the problem and their obligation to protect US citizens.....!!

----- Original Message -----

From: US DOT NHTSA  
To: [REDACTED]  
Sent: Sunday, May 17, 2015 4:23 PM  
Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10716954

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern  
TTY: 1-888-424-9153  
Have your ODI Number available.  
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>  
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)  
National Highway Traffic Safety Administration (NHTSA)  
U.S. Department of Transportation (DOT)

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**Did you know you can receive real-time information about safety recalls? There are two options:**

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.