

[REDACTED]
Bronx, NY [REDACTED]
September 10, 2015

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

SEP 18 2015

Ladies and Gentlemen:

I am taking the liberty of contacting you in the hope that I will receive resolution to these two recall problems and that Honda would receive some kind of penalty because:

1. Honda had not notified me of the recalls (and there had even been prior recalls for the same problems)—I discovered these recalls on my own which involved life-threatening situations.
2. No one took accountability—from Honda, to Honda's Case Manager to Honda's dealership as to the procedures that were to be followed.
3. The buck was being passed between Honda (the manufacturer) and its dealership—neither taking responsibility and each one blaming the other—Honda claiming it was leaving the situation to the dealership to resolve and then the dealership claiming it was following Honda's rulings.
4. Stories that I was told—which almost led to my being killed at the dealership's repair shop—almost being run over by my own car!
5. Chrysler recently had a large penalty incurred on it due to problems with recalls, and in that same article it indicated that Honda had previously been fined for previous problems with their recalls. Obviously, that fine did not prevent my situation from occurring.

My whole situation is attached.

When I began to have problems as to how my car was to be repaired due to the recalls (that the Case Manager now reneged on both parts would be replaced) and the back and forth stories I was being told by Honda's Case Manager, I called the NHTSA line on July 10, 2015 and spoke with John (Reference [REDACTED]). Although John agreed with me that what I had said made perfect sense, John informed me that there are no procedures as to how the manufacturer can take care of recalls because it is dependent upon them getting parts. I, however, negated to tell John that Honda had not notified me of the two recalls which I now believe by law they were required to do nor was there any issue regarding Honda's ability to get the parts. Now based on the recent Chrysler recall situation and that Honda had previously been fined as well for its prior handling of recalls, I hope that the NHTSA will be able to help resolve this problem and possibly further penalize Honda in some way. As a result of this entire

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September 10, 2015

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situation and its present outcome, I do not have any confidence that the front passenger airbag inflator was, in fact, replaced and that the front driver airbag inflator did not have to be replaced (claiming that it was another brand—and not a Takata) and why the SRS light was added on both dealership service forms which would require my paying a fee for this to be corrected—when this problem was not listed on the recalls, I had not complained of such a problem, and no one—from Honda’s Customer Service Representatives, Honda’s Case Manager, or Christina of Honda’s dealership had mentioned or questioned me about such a SRS problem prior to my bringing my car for the repairs on the two recalls. If there are no procedures in place at this time, I hope that NHTSA will see the need for some protocols to be put in place so that the consumer is protected. Requiring the manufacturer to do recalls—which costs them money and they would not want to do willingly—without any set requirements as to how this is to be performed leaves the consumer unprotected—which is the very reason NHTSA is there—to protect the consumer. I would not want anyone to be placed in a similar predicament as I was—and to possibly even lose one’s life over it as was the situation in my case. Although your practice is that you may not respond, I am hoping that an exception will be made since I was almost literally killed over this matter. Thank you.

Yours truly,

[REDACTED]

Enclosures

U.S. DOT announces Fiat Chrysler enforcement action

Additional Resources

Complete Chrysler coverage in Recalls Spotlight

NHTSA 38-15

Sunday, July 26, 2015

Contact: Gordon Trowbridge, 202-366-9550, Public.Affairs@dot.gov

Automaker admits failures and agrees to federal oversight, buy backs and record penalty

WASHINGTON - U.S. Transportation Secretary Anthony Foxx announced today that Fiat Chrysler Automobiles has acknowledged violations of the Motor Vehicle Safety Act's requirements to repair vehicles with safety defects and will submit to rigorous federal oversight, buy back some defective vehicles from owners, and agreed to a \$105 million civil penalty, the largest ever imposed by the Department's National Highway Traffic Safety Administration.

The enforcement action comes after a July 2 public hearing at which NHTSA officials outlined problems with Fiat Chrysler's execution of 23 vehicle safety recalls covering more than 11 million defective vehicles. Fiat Chrysler has since admitted to violating the Safety Act in three areas: effective and timely recall remedies, notification to vehicle owners and dealers and notifications to NHTSA.

"Today's action holds Fiat Chrysler accountable for its past failures, pushes them to get unsafe vehicles repaired or off the roads and takes concrete steps to keep Americans safer going forward," said Secretary Foxx. "This civil penalty puts manufacturers on notice that the Department will act when they do not take their obligations to repair safety defects seriously."

In a consent order issued by NHTSA, Fiat Chrysler commits to take action to get defective vehicles off the roads or repaired. Owners of more than half a million vehicles with defective suspension parts that could cause the vehicle to lose control will have the opportunity to sell their vehicle back to Fiat Chrysler. Owners of more than a million Jeeps that are prone to deadly fires either will have the chance to trade their vehicle in for above its market value, or will receive a financial incentive to get their vehicle remedied.

The consent order requires FCA to notify vehicle owners eligible for buybacks and other financial incentives that these new options are available.

The automaker also agrees to unprecedented oversight for the next three years, which includes hiring an independent monitor approved by NHTSA to assess, track and report the company's recall performance.

"Fiat Chrysler's pattern of poor performance put millions of its customers, and the driving public, at risk," NHTSA Administrator Mark Rosekind said. "This action will provide relief to owners of defective vehicles, will help improve recall performance throughout the auto industry, and gives Fiat Chrysler the opportunity to embrace a proactive safety culture."

The company must pay a \$70 million cash penalty - equal to the record \$70 million civil penalty the agency imposed on Honda in January. In addition, Fiat Chrysler must spend at least \$20 million on meeting performance requirements included in the Consent Order. Another \$15 million could come due if the independent monitor discovers additional violations of the Safety Act or the Consent Order.

[REDACTED]
Bronx, NY [REDACTED]
September 10, 2015

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

Ladies and Gentlemen:

Re: NHTSA Recall Number: 15V-320 (Manufacturer Recall Number: JRO—Recall Date of **May 27, 2015**)
NHTSA 5V-370 (Manufacturer Recall Number: JS2—Recall Date of **June 12, 2015**)

Thank you for the opportunity to file a complaint with you regarding the two recalls listed above regarding my car—a 2004 Honda Civic—in light of my dissatisfaction with American Honda and your dealership—Honda of New Rochelle. To add insult to injury, I received a post card from you on August 22, 2015 regarding these recalls stating “Thank you. At Honda your safety and peace of mind are what matter most.” which from the situation outlined below it is clearly evident that my “safety and ^(peace) peace of mind” were of little concern to American Honda and your dealership. The situation is as follows:

1. Upon hearing on the news that recalls were taking place regarding defective Takata air bags (actually regarding its inflators) that were causing people’s deaths, I was, of course, concerned about this but felt that it did not apply to me since I did not receive any recall notices from Honda (I have lived at the same address for over 50 years) and my automobile was approximately 11 years old.
2. Luckily, I came across a newspaper article that stipulated the years, makes, and manufacturers regarding this recall problem and realized that my car was, in fact, affected. (I believe by law you, as the manufacturer, were legally bound to have notified me of these recalls.)
3. Upon checking the NHTSA site and being referred to safercar.gov, I discovered that my car had two recalls regarding the airbag inflator situation. I wrote down the Manufacturer Recall Numbers and the Customer Service Number, 888-234-2138, to have my car fixed under these two recalls.
4. On July 9, 2015, upon calling Honda’s Customer Service Number, 888-234-2138, I spoke with Deosha (I assume that is how her name is spelled.) The following is what occurred:
 - a. I gave Deosha my VIN number and the two Manufacturer Recall Numbers.
 - b. She confirmed that I was to receive a replacement of my driver’s front airbag inflator and a replacement of my front passenger airbag inflator at no cost to me.

- c. She asked me the name of the dealership where I would like my car to be repaired—I told her Honda of New Rochelle (which was where I had bought my car and had taken my car for repairs until the warranty ended).
 - d. She asked me when I wanted it to be repaired Monday through Friday or Saturday and whether I wanted a morning or afternoon appointment. I told her it could be Monday through Friday and in the afternoon.
 - e. I asked her if this would be a permanent fix or a temporary one (which the media had suggested one should find out), and she told me she did not know the answer to that.
 - f. She told me that the procedure was that I could call the dealership directly to make an appointment for these recall repairs, or I could do that through a Case Manager.
 - g. Since I wanted to know whether or not these would be permanent repairs, she said that she would arrange for a Case Manager to call me to answer that question and that Case Manager would also arrange for my repair appointment with the dealership. When I asked Deosha when to expect that phone call from a Case Manager, she told me she did not know. I then asked her if she felt the Case Manager would call me within a week, and she felt sure about that.
5. I was, therefore, pleasantly surprised to receive a phone call later that afternoon on July 9, 2015 (about 5:00 p.m.) from Rashad from American Honda.
- a. In our discussion, I asked him if the two recall repairs would be permanent or temporary, and he had no idea what I was talking about. When I explained to him what that meant and that the news media had stated to find this out because individuals were being asked to come back to have the same recall repair completed again, he claimed that that must have been with other manufacturers but Honda's repairs were permanent. (I, however, did not have the actual recall notices printed out at that time which appeared to refute what Rashad had said because NHTSA Recall Number 15V-320 states, "Even if your vehicle was previously repaired, your vehicle is still covered by this recall and will need to be repaired again" indicating that some Honda owners had previously received recall notices (not me), had been previously repaired (temporarily) and now the cars had to be brought back again for repairs for the same problem to be fixed once again.
 - b. Rashad told me that **only my front passenger airbag inflator would be repaired by the dealership and the front driver airbag inflator would only be inspected** if that needed to be replaced. When I pointed out to him that Deosha of Honda's Customer Service line had told me that both the front passenger and the front driver airbag inflators would be replaced, he claimed that she was incorrect. Due to my insistence that both be changed, Rashad said I should hold on and he would discuss the matter with the dealership—Honda of New Rochelle. Rashad got back on the phone with me and told me:
 - i. **That Honda of New Rochelle would replace both the front passenger and front driver air bag inflators—and there would be no inspection of the driver airbag inflator.**

- ii. Rashad told me that Christina of Honda of New Rochelle would be ordering both parts and would call me the next day, Friday, July 10, 2015, from 9:00 a.m.-12:00 p.m. regarding setting up an appointment to have both parts replaced.
 - iii. I was very pleased by this outcome since it conformed to the two recalls and with what Deosha of Honda's Customer Service had told me would be done. In addition, I had remembered Christina from the dealership (I had not been to the dealership for a number of years), and I was pleased that someone who I had been familiar with was still working there.
- c. Christina, of Honda of New Rochelle, called me on Friday, July 10, 2015, at about 10:00 a.m. as was promised. She, however, had not ordered any parts for my car, and she had not called to make an appointment for my car to be repaired. Instead she was calling to explain the procedures to me—that she would be ordering the front passenger airbag inflator, and when she got it in, she would be calling me to make an appointment for the repair to take place. At that appointment time, only the passenger airbag inflator would be replaced because that was definitely a Takata; the driver airbag inflator would only be inspected at that time to see if it was a Takata. (This did not make any sense to me that the two frontal airbags in one car would be from two different manufacturers, and the recall itself had indicated that other cars already had had the driver airbag inflator replaced meaning that they had Takata airbags.) If it needed to be replaced, then that part would be ordered, and I would have to set up another appointment for that part to be replaced. I pointed out to her that that was not what Deosha of Honda's Customer Service had informed me nor what Rashad, its Case Manager, had told me would be done after Rashad had spoken with the dealership the day before. I informed Christina that I would be talking to Rashad about this matter.
6. I called the Customer Service line on July 10, 2015 and spoke with Derrick who arranged for me to speak with Rashad. Upon discussing the latest predicament with Rashad, he admitted that my understanding of the situation was correct—that the dealership had told him that they would be replacing both the passenger and driver airbag inflators with no inspection needed and that I was to be called that day by the dealership to set up an appointment for both airbag inflators to be replaced. However, Rashad now told me he had spoken with a Letisha at the dealership the day before—and not Christina—and Rashad now claimed that Letisha obviously had not known how the recalls were to be followed. As a former adult business educator, I strongly feel that as a representative of American Honda—the manufacturer—if Rashad had arranged for the dealership to replace both the passenger and driver air bag inflators then it was Rashad's responsibility to keep his word to me and to see to it that the dealership lived up to its promises to both him and me. I was upset with Rashad that he was not living up to his words so I went to the library to run off these two recalls and saw that both the driver and front passenger airbag inflators were to be replaced according to those recall notices.
7. I, therefore, called the Customer Service line again on July 10, 2015 and upon explaining the entire situation to yet another person, Dale, (who is to be commended as she was most

efficient and truly helpful and concerned about this matter), explaining that my life was being placed in jeopardy because the driver airbag inflator was being delayed in its replacement, and I, was more concerned with my life as the driver than with my passengers (although I also wanted the passenger's airbag inflator to be replaced as well), and the Case Manager and dealership were not living up to the promises that they had made to the Case Manager and me, Dale told me she was sending an email to Rashad to call me and was alerting his superior of the problem; she transferred me to Rashad's voice mail so that I could leave a voice-mail message for Rashad to call me back.

8. Rashad immediately called me back on July 10, 2015—and appearing to understand my safety concerns—agreed to call the dealership back to arrange for both the driver and front passenger airbag inflators to be ordered and available at the dealership so that if the driver airbag inflator was a Takata brand that it would be able to be replaced immediately at the same appointment time as the replacement of the front passenger airbag inflator. Since Rashad claimed that he could not reach the dealership since they were having computer problems, I suggested that we leave the matter until that upcoming Monday, July 13, 2015. Rashad refused my suggestion and insisted that he would take care of the matter; he assured me that he would call me back. If I were not home when he called, he promised that he would leave a message on my answering machine.
9. Rashad never called me back so I was stunned to receive a voice-mail message from a Dana from the Honda dealership on July 13, 2015 telling me that **one** part was available for my car, and I should make an appointment for the repair. Not knowing what was going on since Rashad had not called me back as promised; I called the Customer Service line on July 13, 2015 (or it was possibly July 14—I am not positive of the date at this time). I believe I had spoken with a Miriam. Upon telling her that I wanted to speak with Rashad because he had not called me back as promised, she claimed that she did not know who Rashad was (even though I explained to her he was a Case Manager) or even how to reach him. She claimed that her role is only to check on the validity of recalls and refer people to the dealership for repairs. Upon further explaining to her that I should have a record there (as the other Customer Service representative had informed me of that) and that the other Customer Service representatives had been able to contact Rashad via email and voice mail, she then claimed that she would send an email for Rashad to call me back, and she agreed to also alert his superior of the fact that Rashad had not called me back as promised. The email she claimed was going to corporate, but she did not know to whom. She told me either Rashad or someone else would get back to me.
10. No one got back to me and since it was my life that was in jeopardy, I called Honda of New Rochelle back on July 14, 2015 and asked for Dana as the name that was left on my voice mail. I was informed that there was no Dana working at the dealership. When I mentioned that it was regarding recalls, I was informed that it must be Christina. (I have left that voice-mail message on my answering machine and played it several times thereafter; it definitely mentions to call Dana and even if it was unclear, Christina would most likely have come across as Tina or Dina but not Dana.) Upon discussing the matter further with Christina and discussing my safety concerns due to the delay in having the driver airbag inflator only inspected with no part

available for replacement, Christina stated that she is following Honda's procedures for the recalls. If she did as I was suggesting, Christina claimed she would lose her job.

11. Since Deosha of your Customer Service line had told me that I could have an afternoon appointment for the recalls, I asked Christina to make an appointment for that Thursday, July 16, 2015 at 2:00 p.m. Christina refused to give me an appointment at that time claiming that the repair would take two hours and the mechanics leave at 4:00 p.m. (despite the fact that the dealership's website states the repair service is open through 7:00 p.m.) Seeing I was getting nowhere and I could not go to the dealership in the morning of July 16, I told Christina to tell me when I should bring my car to the dealership. She told me to bring it in on July 17, 2015 at 9:00 a.m. I told her I would be at the dealership at 9:00 a.m. sharp that day. Christina told me that she would be at the dealership on July 17, and I should ask for her when I brought the car in, and she would take care of me personally. Christina told me that since I do not live in the area, I would be waiting for the car; she would give my car "high priority." She also mentioned that she, too, lived in the Bronx; I felt better about the whole situation until I actually got to the dealership repair shop.
12. I arrived at the dealership exactly at 9:00 a.m. on July 17, 2015, and there were two cars waiting ahead of me. When I went into the Advisor area and asked for Christina, I was directed to another office area in front of that Advisor area. When I introduced myself to Christina, I was stunned by her response. She told me anyone could take care of my car recalls, and she told me to go back to the original office area that I had just come from. I felt like a Ping-Pong ball, and wondered why Christina had specifically told me to see her when I arrived at the dealership's repair shop if she had no intention of taking care of my car and its recalls personally. I went back to the service advisor area and was pleased to see that Robert Hilburg was still available since he had an award on display that recognized him for 10 years of service—so I felt I was in good hands. At one point, Mr. Hilburg asked me for a telephone number where I could be reached, and I told him that that would be unnecessary because I would be waiting for my car (which Christina had known I would be doing since she suggested that to me herself and that information was actually indicated on one of the attached forms from the dealership repair shop). He then told me that my car would be taking a long time leaving me with the impression that it would not be wise to wait for my car to be repaired. I let him know that Christina had told me the recall repairs would take 2 hours. Mr. Hilburg told me it would take way longer than that, but he would not give me any sort of time frame. Knowing that Christina told me the recall work would take 2 hours, that Christina had told me that my car would be given "high priority," and seeing that my paperwork that Mr. Hilburg had previously taken out (that was now on his desk) regarding my recall situation clearly indicated in handwriting (that I could clearly read upside down) that it stated 1-2 hours, I mentioned all this to Mr. Hilburg, but he just gave me an excuse that my car could not be repaired within 2 hours because of the cars they had there for repair (which did not make any sense to me because I had come in to have my recall repairs taken care of by the date and time Christina had given me—and not when I had wanted to come in to have it taken care of). After he obtained all my information, however, we went over what was going to be done on my car—which conformed with what Christina had told me except that there was now a notation regarding an SRS light

being on and that I would have to pay for this problem to be fixed. Upon telling Robert Hilburg I knew nothing about that, he told me that after the recall work was done if that light came on, it had nothing to do with the airbag recall and I would have to pay for that to be fixed. I had also asked Mr. Hilburg to show me the part that was removed from my car [my ASE mechanic always shows me the old parts he has replaced at my request (and even lets me keep them), and my understanding is as a consumer I have such a right], he became argumentative. When I made it clear that I only wanted to see the part and not keep it (as I had correctly assumed it would be returned to Honda), he acquiesced.

13. However, since I was now being told about a possible charge to me for the SRS light which no one had previously told me about—neither the recall notices, the various Honda Customer Service Representatives I had spoken with, nor Rashad and Christina from the dealership itself—and, in addition, the discrepancy regarding as to the length of time it would take to have my car fixed, I went back to Christina to discuss these matters with her.
14. Christina told me that the SRS light would only be a problem if I had had the SRS light on before I came into the dealership—that Mr. Hilburg had gotten it wrong. Christina told me that if the SRS light was not on when I brought my car in, the SRS light would not be on after the recall repair work was completed. Christina claimed others had complained of this problem and the dealership wanted it known that that was not being caused by the airbag inflator repair—but I had never complained of this problem or been asked if such a problem existed so why was this even stipulated on my repair slip if the situation was as Christina now claimed? Christina also reiterated to me that my car would be taken care of in a timely fashion, and she immediately took me over to Jessica's office. Jessica confirmed that I would not have a problem with the SRS light if it was not on prior to the recall repairs taking place and that my car would be taken and fixed in a timely fashion.
15. Christina and I left Jessica's office which was a partially open office that faced the shop area. As I left the area to go back to the waiting area, with the upset of the runaround I was receiving at the dealership that morning, I could not see from the blind spot—over the corner—that a car was being driven into the shop. As a result, I was almost run over! Luckily for me, Christina realized what was happening and called out to me to stop. (I have felt, in the past, that the repair shop is not set up in a safe manner—after seeing an advisor, you have to walk to the opposite side of the area across cars coming into the shop to get to and from the waiting area—but in this case I had never been to Jessica's office area before and had not realized that there was a blind spot (the corner), and I would not be able to see a car approaching—my own car was now being driven into the shop unexpectedly. **I had mentioned to Christina that that would have been a fine thing—that I would have been killed by my own car, and Christina let the Honda driver know that he had almost run over the owner of the car he was driving.**
16. Mr. Hilburg did come to the waiting area to show me a part, and my car was completed by 10:30 a.m.—in less than 2 hours! When I took the car, I purposely checked if there was a SRS light on the instrument panel as Christina and Jessica had assured me that no such light would appear in my car after the repair work was finished. I did not notice anything different on my instrument panel so I do not know why there is reference to the SRS light possibly needing to be repaired on my repair shop form.

17. After I had already taken care of the recall repairs by my own personal efforts on July 17, 2015—I now received on July 20, 2015 the two safety recall notices from you, Honda. I believe that they were being sent to me due to my previous complaint that Honda had failed to notify me of these two recalls and was thereby jeopardizing my safety, and as a belated attempt by you, Honda, to cover yourself.

As someone who taught Customer Service workshops, this whole situation leaves much to be desired—a lack of accountability, a lack of responsibility, and passing the buck—the dealership claiming it was following Honda's rules while the manufacturer (Honda) was following the dealership's rules, etc., and the innocent customer is left in the middle—one who almost got run over yet in trying to rectify this ongoing unresolved situation.

Now after all this and after receiving and reading Honda's recall notices after my car was already "repaired," I discovered that:

1. I could have been offered to receive a loaner car during the time of my reporting my safety concerns until my car was to be repaired in the shop. Since this was not indicated on the safecar.gov recall notices and no one told this to me from the various Honda Customer Service Representatives to Christina at the dealership, I had not known that this was available to me which would have made me feel much safer.
2. According to your two recalls ^{the replacements} were to take about 1 hour—my work should have then taken less time because only one part was being replaced and the other was only being inspected. (This was also not specified on the safecar.gov recalls but I knew what Christina had told me and what was handwritten on my forms at the dealership.) Therefore, Mr. Hilburg's telling me the job would take well over 2 hours, and he could not even give me a time frame of when my car would be ready was ridiculous.
3. That the first recall date ~~was~~ was to be the driver inflator recall—and I was concerned about my safety over a passenger (and I rarely have passengers) yet the dealership and Honda were concerned about taking care of the passenger first—rather than take care of the driver and then the passenger. My safety as the driver was not being taken into consideration.
4. The part that Mr. Hilburg showed me looked nothing like the picture in the recall notice. Since I do not have a mechanical background and the part's picture was not on the safecar.gov site, I had not known at the time what the part should have looked like.

After all this, I have no confidence in the work that the dealership did—had the part actually been replaced with the appropriate part, did the driver airbag inflator actually have to be replaced, and why was there any indication regarding this SRS light or is there a problem with it that I am unaware of. I would like Honda to pay for my ASE mechanic to check my car and make sure that the appropriate work

September 10, 2015

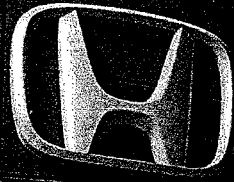
[REDACTED]

was done. If that is not possible, then please let me know what other recourse I have in this situation. I certainly will not take my car back to Honda of New Rochelle. I am also informing you of this situation in the hope that procedures will be set in place so that others will not have to go through a similar situation—and possibly almost be killed over this matter—and those individuals who were at fault will be penalized in some way by Honda. I look forward to your prompt reply.

Yours truly,

[REDACTED]

Enclosures



HONDA

Thank you.

At Honda, your safety
and peace of mind are
what matter most.

Received August 22, 2015

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Keep it special

with Honda Genuine Parts + Service

Honda of New Rochelle
25 E Main St
New Rochelle, NY 10801

Service: 914-636-1160

www.hondaofnewrochelle.com

Honda is committed to proactively addressing potential concerns about vehicle quality and safety. So we greatly appreciate your timely response to our National Safety Improvement Campaign regarding the airbag inflator in your vehicle. With your help, your Honda dealer was able to replace your vehicle's airbag inflator.

Going forward, our focus remains on doing all we can to ensure your peace of mind and your confidence in the Honda brand. We sincerely apologize for any concern or inconvenience this issue may have caused. Should you have any other questions regarding this issue, or your vehicle, please call your Honda dealer.

You hadn't even sent me the recalls until after I complained of this lack of concern - and recalls sent after I had already had car repaired

H HONDA
GENUINE PARTS + SERVICE

Program Headquarters
P.O. Box 205
Milwaukee, WI 53201-0205

130/17 *****AUTO**3-DIGIT 104

Bronx, NY

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Recalls Results Look-up by VIN

[Print](#)

VIN: 2HGES267X4H [REDACTED]
 Year: 2004 Make: Honda Model: Civic Sedan
 Number of Open Recalls: 2

NHTSA Recall Number: 15V-370
 Manufacturer Recall Number: JS2

Recall Date: June 12, 2015

SUMMARY:
 THIS RECALL CONSOLIDATES ALL OF HONDA'S PREVIOUS RECALLS CONCERNING THE CIVIC PASSENGER'S FRONT AIRBAG INFLATOR.

SAFETY RISK:
 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 (BREAK APART) 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 YOU OR OTHERS IN THE VEHICLE.

REMEDY:
 HONDA WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE PASSENGER FRONTAL AIRBAG INFLATOR, FREE OF CHARGE. WHILE PARTS ARE AVAILABLE TO CONDUCT AIRBAG INFLATOR REPLACEMENTS AT THIS TIME, 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 TO SCHEDULE YOUR REPAIR. 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. OWNERS MAY CONTACT HONDA'S AUTOMOBILE CUSTOMER SERVICE AT 1-888-234-2138. HONDA'S CAMPAIGN NUMBER FOR THIS RECALL IS JS2.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Jul 9, 2015

NHTSA Recall Number: 15V-320
 Manufacturer Recall Number: JR0

Recall Date: May 27, 2015

SUMMARY:
 THIS RECALL CONSOLIDATES ALL OF HONDA'S PREVIOUS RECALLS CONCERNING THE DRIVER'S FRONT AIRBAG INFLATOR. EVEN IF YOUR VEHICLE WAS PREVIOUSLY REPAIRED, YOUR VEHICLE IS STILL COVERED BY THIS RECALL AND WILL NEED TO BE REPAIRED AGAIN.

SAFETY RISK:
 SPECIFICALLY, 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 (BREAK APART) 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 YOU OR OTHERS IN THE VEHICLE. PAST RUPTURES LIKE THIS HAVE KILLED AND INJURED VEHICLE DRIVERS.

REMEDY:
 HONDA WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE DRIVER FRONTAL AIRBAG INFLATOR WITH AN INFLATOR OF DIFFERENT DESIGN, FREE OF CHARGE. WHILE PARTS ARE AVAILABLE TO CONDUCT AIRBAG INFLATOR REPLACEMENTS AT THE TIME OF THIS NOTICE, THE SCOPE OF THE CURRENT

7/10/2015

Recalls Results Look-up by VIN | Safercar | National Highway Traffic Safety Administration (NHTSA)

AIRBAG INFLATOR RECALLS CREATES THE POSSIBILITY THAT THE PARTS NECESSARY TO COMPLETE THE RECALL REPAIR MAY NOT BE AVAILABLE AT THE TIME YOU CALL TO SCHEDULE YOUR REPAIR. 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. OWNERS MAY CONTACT HONDA'S AUTOMOBILE CUSTOMER SERVICE AT 1-888-234-2138. HONDA'S CAMPAIGN NUMBER FOR THIS RECALL IS JR0.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Jul 9, 2015

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to July 10, 2000. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:

 CAPTCHA™

[Privacy & Terms](#)

Submit

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T E C H	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	10JUL07	67501472	SI	08E		PERFORM NEW YORK	01	EXPRESS OIL AN	99	REPL. BLADES	WAIT	CUSTOMER ADVIS
				99		ALL TEST OK						
	19SEP06	52931450	W	812105		FRONT UPPER CO						
	13SEP06	52461464	S	SOP		SPECIAL ORDER						
	26AUG06	39961450	W	SUBLET		SUBLET	9999	SUBLET REPAIRS	824100	OUTSIDE WINDOW		
	08JUL06	39951460	C	NO1		EXPRESS OIL AN	08E	PERFORM NEW YORK	99		NPF	NO PROBLEM FO
				CND		COULD NOT DUPL	99	NORMAL-HEARING	99	TESTED GAUGE-A	99	LUBE ALL

HONDA OF NEW ROCHELLE

25 East Main Street, New Rochelle, NY 10801
 (914) 636-1160
 FAX (914) 636-8239
 www.hondaofnewrochelle.com

NYS Registered Shop No. R709-3620

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: _____ SIGNED: X

CUST. NO.	STOCK NO.	TAG NO.	COLOR	BLACK	PAGE 1 OF 1
-----------	-----------	---------	-------	-------	-------------

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
17JUL2015	2HGES267X4H	23306	17JUL04		04	HONDA CIVIC EX	2094	

STORAGE CHARGE: \$50.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE FROM THE DATE OF RECEIPT. WE RESERVE THE RIGHT TO PLACE VEHICLE OFF PREMISES AT A STORAGE FACILITY AT CUSTOMER'S EXPENSE. SIGNATURE ACCEPTS FEES. MINIMUM DIAGNOSTIC FEE \$105.00.

NAME	TIME PROMISED
	** WAITER **

PRELIMINARY ESTIMATE \$ _____

CITY/STATE/ZIP	HOME PHONE
BRONX NY	

REVISED ESTIMATE(1) \$	DATE	TIME	BY	BILL TO:	P.O. NO.	BUSINESS PHONE
------------------------	------	------	----	----------	----------	----------------

REVISED ESTIMATE(2) \$	ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
				18NOV03	117.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X. CUSTOMER SIGNATURE	METHOD OF PAYMENT	CASH
	SELLING DEALER	206967
	WARRANTY EXPIRES	

LINE	OP. CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	RECALL	CUST STATES PERFORM DRIVERS SIDE AIR BAG RECALL-INSPEC TO SEE IF AUTOLIV OR TAKATA <i>Wanted this to be taken care of at this time. wanted part available if needed to be replaced today.</i>		
# B	RECALL	CUST STATES PERFORM PASSENGER SIDE AIR BAG RECALL 15-041, SERIAL #	TOWING	AMOUNT
# C	08-093	REPLACEMENT OF AIR BAG UNDER THIS RECALL WILL NOT RESOLVE ANY ISSUES WITH THE SRS LIGHT BEING ON-ADDITIONAL DIAGNOSIS WILL BE NEEDED <i>Not aware of this</i>	MISC. CHARGES	AMOUNT
# D	S		SUBLETS P.O. NO.	AMOUNT

HONDA OF NEW ROCHELLE

CUSTOMER #: [REDACTED]

INVOICE

25 East Main Street, New Rochelle, NY 10801
(914) 636-1160
FAX (914) 636-8239
www.hondaofnewrochelle.com
N.Y.S. Registered Shop No. R709-3620

BRONX, NY [REDACTED]

PAGE 1

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 2094 ROBERT HILBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	HONDA CIVIC EX	2HGES267X4H [REDACTED]	[REDACTED]	23306/23306	[REDACTED]	
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUL04	DD18NOV03		WAIT 17JUL15		117.00	CASH	17JUL15
R.O. OPENED	READY	OPTIONS: STK [REDACTED]		DLR: [REDACTED]			
09:02 17JUL15	10:22 17JUL15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES PERFORM DRIVERS SIDE AIR BAG RECALL-INSPEC TO SEE IF AUTOLIV OR TAKATA

CAUSE: AIR RECALL DRIVERS SIDE CAR HAS AUTOLIV=NO FURTHER ACTION IS REQUIRED

7521J0 SAFETY RECALL CAMPAIGN (5VZ:JR000) - INSPECT AIRBAG INFLATOR.

2652 W

2 90134-S7S-N81 90001 BOLT, HEX- (6X12)

FC: 5VZ00

PART#: 90134-S7S-N81

COUNT: 2

CLAIM TYPE:

AUTH CODE:

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES PERFORM PASSENGER SIDE AIR BAG RECALL

15-041, SERIAL#25109580103569

CAUSE: PASSENGER AIR BAG RECALL 15-041E SERIAL#25109580103569

7541B6 SAFETY RECALL CAMPAIGN (5KN: JS1-JS2) - REPLACE FRONT PASSENG S/B: 15-041

2652 W

1 04790-S5A-308 06999 KIT, INFLATOR COMP

FC: 5KN00

PART#: 04790-S5A-308

COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
23306 0.70 c/s performed recall 15-041. replace pass airbag inflator..

C REPLACEMENT OF AIR BAG UNDER THIS RECALL WILL NOT RESOLVE ANY ISSUES

DISCLAIMER OF WARRANTIES

Labor and parts are warranted for 12 months or 12000 miles whichever occurs first. Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that the dealer makes no warranties of any kind, express, or implied, and disclaims all warranties, including warranties of merchantability, or fitness for a particular purpose, with regard to the parts and or accessories purchased; and that in no event shall the dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You!

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

25 East Main Street, New Rochelle, NY

(914) 636-1111

FAX (914) 636-8239

www.hondaofnewrochelle.com

N.Y.S. Registered Shop No. R709-3620

BRONX, NY [REDACTED]

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 2094 ROBERT HILBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	HONDA CIVIC EX	2HGES267X4H [REDACTED]	[REDACTED]	23306/23306	[REDACTED]

DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUL04	DD18NOV03		WAIT 17JUL15		117.00	CASH	17JUL15

R.O. OPENED	READY	OPTIONS:	STK:	DLR:
09:02 17JUL15	10:22 17JUL15		[REDACTED]	[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

WITH THE SRS LIGHT BEING ON-ADDITIONAL DIAGNOSIS WILL BE NEEDED
 08-093 REPLACEMENT OF AIR BAG UNDER THIS RECALL
 WILL NOT RESOLVE ANY ISSUES WITH THE SRS
 LIGHT BEING ON-ADDITIONAL DIAGNOSIS WILL BE
 NEEDED

PARTS: 2652 ISP (N/C)
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D [REDACTED]

S SEE STORY

PARTS: 2652 ISP (N/C)
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

WAIT CC CREATED 2015-07-14
 03:21:00PM TAKEN BY CHRISTINA
 DONATO

CUSTOMER SATISFACTION IS OUR #1 CONCERN.
 IF YOU CAN NOT FILL OUT YOUR SURVEY WITH ALL
 EXCELLENTS, PLEASE CONTACT YOUR ADVISOR.
 WE WOULD LIKE TO ADDRESS ANY CONCERNS

YOUR NEXT APPOINTMENT IS:

*It was known
 I was to wait
 for my car*

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
Labor and parts are warranted for 12 months or 12000 miles whichever occurs first. Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that the dealer makes no warranties of any kind, express, or implied, and disclaims all warranties, including warranties of merchantability, or fitness for a particular purpose, with regard to the parts and or accessories purchased; and that in no event shall the dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. X _____ CUSTOMER SIGNATURE	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

Thank You!



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

Page 16 of 18

No specific date - received July 20, 2015

July 2015

NHTSA Recall 15V-320

IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear [REDACTED]

This notice is sent to you in accordance with 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 2001-2005 model year Civic vehicles.

The defect in these vehicles could kill or injure you or other people in your vehicle.

Specifically, 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 (break apart) 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 you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

This recall consolidates all of Honda's previous recalls concerning the driver's front airbag inflator.

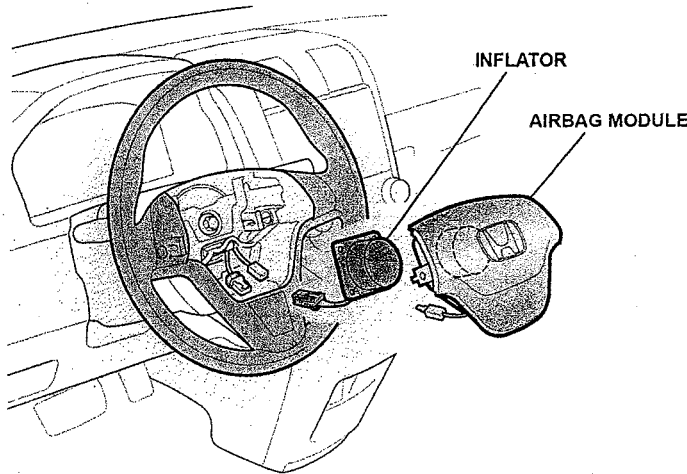
Even if your vehicle was previously repaired, your vehicle is still covered by this recall and will need to be repaired again.

What should you do?

Enter your VIN on Honda's recall website (www.recalls.honda.com) or on NHTSA's recall website (www.safercar.gov) to confirm your vehicle's recall status.

Please call any authorized Honda dealer and make an appointment to have your vehicle repaired, **at no cost to you**, unless the recall websites indicated that there are no open recalls on your vehicle.

An illustration showing the location of the driver's front airbag inflator, which is the only component of the airbag module (other components are the airbag cushion and airbag module cover) that will be replaced, free of charge, during the recall repair, is shown below:



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 or to call Honda Automobile Customer Service at 1-888-234-2138.

originally told 1/2 hrs. for both recalls

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

0439-09-00-0093059-0002-0449599

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?

If you are not the current owner or lessee of the 2001-2005 Honda Civic identified on the Information Change Card included in this mailing, or if the name/address information on the card is not correct, please complete and sign the card and return it in the enclosed postage-paid envelope. We will then update our records.

LESSOR INFORMATION:

Federal law requires that any lessor receiving this notice must forward a copy of this notice to the lessee (customer) 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 1-888-234-2138. U.S. customers can also locate a dealer online at www.automobiles.honda.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 #JR0 / Service Bulletin #15-040



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

Page 18 of 18

July 2015 - *No specific date*

NHTSA Recall 15V-370



IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear [REDACTED]

This notice is sent to you in accordance with 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 2001-2005 model year Civic vehicles.

KK **The defect in these vehicles could kill or injure you or other people in your vehicle.**

Specifically, 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 (break apart) 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 you or others in the vehicle. A prior rupture like this resulted in serious injury.

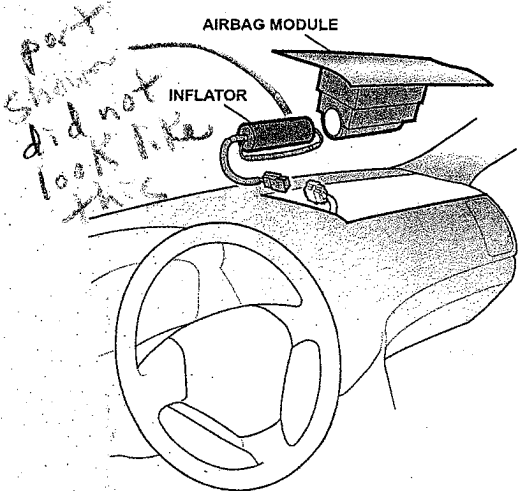
Honda suggests that you avoid having a passenger sit in the front passenger's seat until the recall repair has been performed.

WHAT SHOULD YOU DO?

Enter your VIN on Honda's recall website (www.recalls.honda.com) or on NHTSA's recall website (www.safercar.gov) to confirm your vehicle's recall status.

Please call any authorized Honda dealer and make an appointment to have your vehicle repaired, **at no cost to you**, unless the recall websites indicated that there are no open recalls on your vehicle.

An illustration showing the location of the passenger's front airbag inflator, which is the only component of the airbag module (other components are the airbag cushion and airbag module cover) that will be replaced during the recall repair, is shown below:



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 42 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 or to call Honda Automobile Customer Service at 1-888-234-2138.

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

0439-09-00-009 3059-0004-0450001

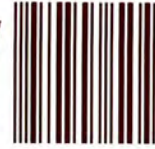
CERTIFIED MAIL®



7014 1820 0001 4747 1430



1000



20590

U.S. POSTAGE
PAID
BRONX, NY
10462
SEP 11, 15
AMOUNT

\$8.11

00106330-24

Bronx, NY

RETURN RECEIPT
REQUESTED

First-Class - Ret
Receipt

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

W40-304

RETURN RECEIPT
REQUESTED