

NEF-010
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
St. Pete, FL [REDACTED]
[REDACTED]

July 7, 2016

USPS Certified Mail # 70110110000165072783

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
(888) 327-4236

JUL 14 2016

Mark R. Rosekind, Ph.D.

For over two years, I called Honda USA many times asking that my airbag inflators be replaced. It took over two years for Honda to agree to replace the passenger Takata inflator. I'd like to know - why did it take so long? You folks knew the Takata inflators were killing people. Why did you leave your customers at risk of being in harm for so long? Doesn't customer safety mean anything to Honda?

Honda recently recalled about 143,000 Daicel inflators in Japan. I have a Daicel inflator on the driver's side of my 2006 Honda Civic. I would like to have it replaced, please. The heat and moisture in Florida make the Daicel inflator a ticking-time bomb. It has been reported that the propellant velocity is way too high. And, I don't want to wait another couple of years until the government forces another recall.

I have bought four Hondas and I'm looking at buying a new Honda HR-V. I won't be buying anymore Hondas if Honda management continues to refuse to communicate with their customers.

The people who work for you in the call centers are 'worthless.' They refused to initiate a complaint for me because there is no current recall for the Daicel inflators in the US.

Honda has recognized that the Daicel inflators are defective and Daicel has stopped production as a result. I am asking for permission to have both inflators replaced, please.

Please confirm receipt.

Sincerely,
[REDACTED]

Cc: U.S. Senator Bill Nelson

RR
7/15/16
SMD

April 7, 2016 — 8:45 PM EDT

Honda Motor Co. recalled about 143,000 vehicles in Japan after an air bag fitted with an inflator made by Daicel Corp. failed to deploy in a collision in which the driver was injured. Daicel's shares fell the most in five years.

*The propellant used in the air bag inflators weren't suitable and had "inappropriate velocity," said Misato Fukushima, a spokeswoman for Honda. The Daicel inflators in the recalled vehicles are fitted into air bag modules made by Nihon Plast Co. **Daicel has stopped production of the inflator and is cooperating with Honda to conduct the recall, Daicel spokesman Masahiko Hirokawa said.***

From: Borris, Frank (FTA) [mailto:Frank.Borris@dot.gov]

Sent: Thursday, June 02, 2016 5:18 PM

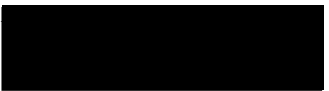
To: [REDACTED]

Subject: RE: Question when you find a minute

The 2006 and later Civic used Daicel inflator on the driver's side. The passenger's side is Takata PSPI-6. Those just went under recall recently and the VINs are not active yet on the NHTSA website. They will be in the near future. Use this link: <http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues?searchType=ID&prodType=A&targetCategory=T> and select the recall check box and enter 16V346 in the search box then hit GO. This will take you to the public file to track this issue.

Best Regards,

Frank Borris



St. Pete, FL



FIRST CLASS

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08
PM

W 40-304

ATTN: MARK R. ROSEKIND, Ph.D.

NHTSA HEADQUARTERS

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