

001 12 2018

CL-11140840-5238

September 19, 2018

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop: 100-5E-8A
1919 Torrance Blvd.
Torrance, CA 90501-2746

Dear Honda Motors:

My family owns a 2003 V-6 Honda Accord which we purchased from Holman Honda in Fort Lauderdale, Florida. We drive this car around in high temperature and high humidity South Florida with our child in the back seat. We bought it primarily based on Honda's safety record. It has fewer than 100,000 miles on it and we expected to keep it for years to come. We have watched the airbag recall unfold with dismay. This summer a special warning directed at South Florida consumers in regard to replacing their airbags was released. We search our VIN number regularly for airbag recall as we watch seemingly every car around it (from the same manufacturing year, also Accords) being recalled, but never the V-6. I have made multiple calls to Honda, both Holman Honda in Fort Lauderdale (those calls have never been returned by a manager) and to the main Honda recall number with no reassurance. All employees will tell me is that it is "not recalled" and to "keep checking". One told me it "may" have Takata airbags but the only way for us to tell was to have it opened up "at our expense." Or they offered that we could replace the airbags just in case -- at our expense. Honda's hands-off, lack of responsibility in this situation is appalling to me. It belies the trust we had in the company.

Honda's responsibility should be to clearly explain to us why the 2003 V-6 Accord has not been recalled, what type of airbags it has, and why it is deemed 'safe.' If Honda cannot do this promptly and in writing, Honda should replace our airbags immediately at the company's expense. That is the responsible corporate citizen response - in comparison to the unsatisfying lack of answers, and unreturned phone calls that I have so far dealt with. Honda has a duty of care to all its customers to take action if it knows or should know that its customers are at risk of bodily harm or death from its vehicles.

Govern Yourself Accordingly

[REDACTED]
[REDACTED]
[REDACTED] Hollywood FL [REDACTED]

Cc: Holman Honda of Fort Lauderdale, National Highway Traffic Safety
Administration, Senator Bill Nelson, Consumer Reports

AM
10/16/18
AS

Hollywood, FL

MIAMI FL 331

01 OCT 2008 PM 5:1

01 OCT 2008 PM 5:1



NHTSA
1200 New Jersey Ave., SE
West Building
Washington, D.C. 20590

20590-

