



American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

November 19, 2014

Frank Borris
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Dear Mr. Borris,

This letter is to update the November 5, 2014, response of American Honda Motor, Co., Inc. to the ten areas of inquiry set forth in the October 29, 2014, letter from Deputy Administrator David Friedman regarding the actions Honda has been taking in response to the safety risk posed by certain Takata driver and passenger airbag inflators. This letter only addresses those areas of inquiry for which Honda has additional updated information beyond that contained in my letter to you dated November 12, 2014.

1. We have continued our active communications with Takata to discuss and forecast replacement parts demand and production so that we can have the greatest likelihood of meeting anticipated customer demand.
2. Our dealers continue to have sufficient service capacity to meet customer demand for recall repairs, which – based on warranty claims received as of the close of business November 17, 2014 – numbered 51,707 for the November 13-17 time period. As previously noted, there may be a spike in customer demand based on current events and media coverage or the mailing of customer notifications for recall 14V-700 that could impact service capacity, even with the expanded service hours we previously asked our dealers to implement. We continue to work with dealers to assist them in meeting the service needs of our customers.
3. The approximately 50 additional customer service representatives we added to our staff at the start of the week of November 12 have all been trained and are now deployed to work with customers who have questions or concerns about the various airbag inflator recalls.
4. Between November 11, 2014 and November 17, 2014, Honda received an additional 911 dealer warranty claims for loaner and rental vehicles that were provided to customers, bringing the total number of loaner and rental vehicles provided to customers since October 1, 2014 to 5,064. This data continues to reflect that very few (approximately 2%) of our customers are requesting loaner or rental vehicles.

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9. Updated numbers for the recalls as of November 17, 2014, are as follows:

NHTSA ID	Total Affected	In Operation (known to date)	Repair Completed	Repaired Since Last Update
13V-132 (pass. side)	561,422	558,610	194,815	1,092
14V-349 (pass. side)	988,440	988,440	24,508	7,204
14V-351 (driver side)	2,803,214	2,803,203	158,178	34,521
14V-353 (pass. side)	698,288	698,285	34,495	8,890
14V-700 (pass. side)	TBD	TBD	TBD	n/a
Note:	A large percentage of the vehicles requiring repair of a passenger airbag inflator also require repair of a driver airbag inflator. As a result, the total affected vehicle population is less than the sum of all affected components reflected in this table. In addition, the population of affected vehicles in recall 14V-700 will be drawn from the population of affected vehicles in the prior passenger side airbag inflator recalls listed in this table, so that the sum of all affected components (and the population of all affected vehicles) should not change overall. We anticipate that the affected population for 14V-700 will be ascertained in the next several weeks, after registered owner information is pulled from the motor vehicle agencies in all 50 states and analyzed.			

Please let me know if you have any questions with regard to these updates or any related issues.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



Jay Joseph
Assistant Vice President
Product Regulatory Office