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From	Parts, Service & Technical Division						
Subject	Airbag Inflator Recall Update - May 3, 2016						

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PARTS, SERVICE & TECHNICAL DIVISION



This video from Honda Senior Vice President Bruce Smith provides the latest update on the airbag inflator recall.

Click here to view [video](#).

Hi everyone, Bruce Smith here with another update about recall inflator availability. We continue to get you replacement inflators as quickly as possible and I'm very pleased to inform you that Honda has met our shipment goal in the month of April, shipping over 39,100 inflators to dealers last month. As I explained in an earlier video, there are two different inflator types and 5 different part numbers for this most recent recall of Takata driver inflators. By the end of April, we were able to ship some quantity of each part number. So, we're off to a good start and are meeting all non-Takata replacement inflator production and delivery plans with the exception of one model, the Ridgeline. Our engineers have completed their investigation and understand the cause of the fitment issue. We are actively working with our suppliers to make the necessary modifications to the Ridgeline inflator kit. As soon as we have parts availability information, I will inform you.

In the original customer mailing we made during the last two weeks of March, we told customers we'd make a second mailing once parts became available for recall repairs. Customers that took the initiative to visit their dealership immediately are now being contacted and their vehicles are being repaired. However, most customers are waiting for the second mailed notifications to be sent, and we will begin that mailing when we have a sufficient inventory of inflators of each type to satisfy anticipated demand.

Our plan is to receive about 70,000 non-Takata replacement inflators from our suppliers in the month of May, 140,000 inflators during June and 175,000 inflators in the month of July. We plan even higher quantities after July, but I'll share that information with you once production quantities are finalized.

I know that you have used vehicles on your lots that need inflators replaced. Please understand though, that we must fix existing customer vehicles first. When you input a parts order for a replacement driver inflator pursuant to this most recent recall, please use UPO orders for customer vehicles and DSO orders for any used car inventory repairs.

We still have many customers coming in with older vehicles that need repair. Please, keep focused on repairing these vehicles too. All inflator ruptures in the market have occurred in vehicles affected by recalls announced before February 2016, emphasizing the urgent need to remain focused on these repairs. We have plenty of inventory of replacement inflators in our distribution centers. Again, inventory of replacement inflators is currently a concern only for models listed under Honda Service Bulletin 16-016 and Acura Service Bulletin 16-010, issued in February of this year.

In closing, I'd like to remind you of a couple of important operational procedures. If a customer comes to your store, you must do a VIN look up and advise the customer if there's an open recall on their vehicle. Do this for any reason a customer comes to your store, including vehicles that come in for an appraisal or car wash.

Additionally, please pay close attention to your missed opportunity report. This tool helps you locate vehicles that came to your store and left without a repair. I cannot overstate the importance of this report.

At any point, if no replacement parts are available and the customer leaves with their vehicle, a notation must be made on the repair order. We've provided suggested text for you to use and if in doubt, contact your DPSM.

Lastly, I'd like to thank you and your team for your outstanding support. All your efforts are noticed and appreciated. Thank you.

Bruce T Smith
Senior Vice President
Parts, Service, Technical, Export and Auto Operations