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| From | Parts, Service & Technical Division |
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| Subject | Takata Airbag Inflator Recall Update - April 18, 2016 |
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## PARTS, SERVICE & TECHNICAL DIVISION



This video from Honda Senior Vice President, Bruce Smith provides an update to current replacement parts availability.

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Hi everyone, Bruce Smith here with an update about airbag inflator recall replacement parts availability. But before I get into those details, I want to thank all of you for your efforts to repair vehicles that were recalled before February 2016. You've now repaired about 3.4 million of those vehicles. Just last week, dealers averaged about 7,500 inflator replacements per day nationwide. We're still seeing high volume for the repair of the older vehicles and I ask that you **please** keep a high priority on these older vehicles, and support all efforts to get these vehicles into your dealership for repair.

As part of our ongoing efforts to get the remaining customers back to your stores for inflator replacements, we will add yet another method to contact owners of certain older vehicles. Starting this week and working into July, we will send out about 400,000 text messages to these customers. That's about 10,000 messages per day. Based on testing and recent repair volume, we don't expect an increase in response rate that would cause dealer capacity concerns, but you should be prepared for more customers as a result of these messages. So please, be prepared.

Regarding the newest recall of certain driver inflators... in my last video I said we planned to ship about 35,000 inflators in the month of April. Through yesterday, we've shipped about 25,000 inflators to dealers. So we're meeting our plan objectives. Based both on what the DPSMs are telling me and on calls coming to our customer relations department, we're seeing a significant decline in owners asking for loaners. And this trend should continue.

Parts are flowing and as I said before, we expect to receive another 70,000 inflators in the month of May. Once we have a sufficient inflator inventory of replacement inflators for this latest recall, we will begin mailing notifications to customers asking them to come in for their repair. I'll give you plenty of notice before the mailing begins to help you prepare for the anticipated increase of customers. In the meantime, keep up the great work you're doing, and please continue to update your DPSMs and me on the situation at your dealerships. Thank you.

Bruce T. Smith

Senior Vice President, Parts  
Service, Technical, Export and Auto Operations