



## Takata Non-Desiccated Front Passenger Airbag Inflator Recall Update 6/14/16

June 14, 2016

Please take a moment to review this important video message from Senior Vice President Bruce Smith with updated information regarding the Takata non-desiccated front passenger airbag inflator recall.

Hi everyone, Bruce Smith here with an update to the recall expansion of Takata non-desiccated front passenger airbag inflators. I first gave you details about these recalls in my May 4th video and again in last week's update.

We're working to make the VINs available for view in the near future. Once that happens, you will see these VINs when you check customers' cars for open recalls. The service bulletins will be posted at this time, too. For now, you'll need to know what to tell customers and how to manage their concerns until we have parts, so, let me give you some information.

First ... the vehicles recalled for this Takata expansion are for non-desiccated front passenger inflators ... those without the moisture-absorbing material. There are approximately 4.5 million vehicles in this most recent expansion. No driver's inflators are involved with this expansion. In fact, all non-desiccated driver's inflators have already been recalled by American Honda in earlier actions. In addition, I would like to affirm that, in the U.S., no new Honda or Acura vehicles currently in production are equipped with non-desiccated Takata airbag inflators.

The customer mailings for this front passenger inflator expansion are scheduled to begin in July and we will have them completed by about the 22nd of July. So, if you check a VIN at your dealership prior to that time and find that one of these vehicles is under recall, the customer may not have received their mailing. Of course, if the customer goes to our web site to check for an open recall after the posting, this recall will show up there. Again, the mailings have not yet occurred.

One important change to understand is that for customers whose vehicles are covered only by a front passenger inflator recall, the process for administering and approving loaner and rental vehicles is changing. For Takata airbag inflator recalls up to this latest front passenger expansion, dealers have been fielding customer concerns and placing customers into loaners and rentals as appropriate.

However, starting with this front passenger inflator expansion, our loaner vehicle request procedure will change. For customers whose vehicles are covered only by a front passenger inflator recall dealers now will be asked to refer customers directly to contact American Honda Customer Service for a review of their request. American Honda will work with the customer and, if necessary, contact the dealer with the approval for a customer loaner or rental vehicle.

When a customer has a vehicle that is covered only by a front passenger inflator recall there is only one situation in which a dealer will be able to self-authorize a loaner as necessary ... and that is during the time when the vehicle is undergoing the recall repair itself.

Please note that for the vast majority of vehicles affected by these recalls, the front passenger airbag is designed so that it is automatically deactivated when no one is seated in that seat. So, for these vehicles, maintaining the empty front passenger seat will allow a customer to retain the use of their own vehicle while the dealer awaits a replacement part ... which we know they prefer ... and it will significantly reduce the potential of a passenger airbag inflator deployment and rupture during a crash while the vehicle is awaiting a replacement inflator.

Based on this, for owners of vehicles that require replacement of only the front passenger inflator, your staff should advise them to avoid seating anyone in the front passenger seat until the recall repair can be completed on their vehicle. We will provide you with a list of the vehicles currently included in the front passenger airbag inflator recalls that automatically deactivate the front passenger airbag when no one is seated in that seat. Customers may also call American Honda's Customer Relations Group if they have further questions about whether their particular vehicle contains this feature.

Let me be clear that this procedural change will not affect Takata inflator recalls already being managed in the market. There is no procedural change for these earlier recalls.

Now, let me update you about the parts supply.

First, for this expansion, we will not be using Takata airbag inflators as replacement parts except as needed while we ramp up supply from an alternative supplier. In fact, for some vehicles we already have some limited quantity of parts. We'll receive some limited additional supply of parts by the end of this month and expect to have close to a million parts on hand by about the end of July. As I've been doing, I'll keep you updated about the details of parts availability.

I've asked for a summary of any changes to be made and this will be sent out to you through our iN system. Look for this in the near future and I'll make sure our DPSMs are up to speed to assist you, too.

Again, I thank you for all your work repairing the affected vehicles. Let's take care of our customers and do all that we can to fix every vehicle in customer hands as quickly as possible.

Bruce T Smith

Senior Vice President

Parts, Service, Technical, Export & Auto Operations