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## Takata Airbag Inflator Recall Update 6/3/16

JUNE 3, 2016

Please take a moment to review this important video message from Senior Vice President Bruce Smith with updated information regarding the Takata Airbag Inflator Recall.

Hi everyone, Bruce Smith here with an update regarding the recall of Takata airbag inflators.

Last week, American Honda announced the latest recall expansion in accordance with the consent order between NHTSA and Takata. As you're aware, there have been multiple recalls and expansions over the past few years, resulting in a multi-layered and complicated situation.

To help clarify these various recalls, in this video I'd like to talk about each of these recalls and what we're doing to support our customers and dealers, as well as the availability of replacement parts for each recall.

First, we have the inflator recalls that date into last year. These recalls are for about 6.28 million older model vehicles and include both driver and passenger front inflators. You've been working on fixing these cars for some time and we've repaired about 57% of these vehicles. That's pretty good for these older model cars, but we still need to repair about 2.7 million more vehicles. Keep in mind; the inflators in these older vehicles have a greater risk of rupture according to NHTSA's recent announcement, making it even more important to keep up our repair efforts. The good news is that, for these vehicles, we've got all the parts we need right now to make the necessary repairs.

We announced the next recall I'd like to talk about in February, and mailed initial notices to customers in the month of March. This recall affects driver front inflators. The parts for this recall will come from a different supplier and preparing these parts has taken some time. In the customer mailing we said we'd contact customers again once we have parts. Of course, some concerned customers came in right away and we've put them in loaners or rentals as we waited for parts.

I previously provided you with parts delivery schedules for April and May. We exceeded the delivery plan, and at the end of May had received just over 120,000 replacement inflators from our supplier. Looking forward, we expect to receive 114,000 more in June, with another 187,000 scheduled for July. That's 420,000 inflators received or about 20% of the required driver side inflators to repair these vehicles. When we reach this goal, we plan to make our next customer mailing. We haven't set the exact date but expect the next mailing to occur sometime in late summer. I'll let you know the date once we set it.

Finally, I'd like to update you on the most recent Takata expansion that was announced last week by American Honda. This expansion is for non-desiccated passenger side inflators that I detailed in my May 4th video. The VINs aren't available on our web site yet, but we are working to have it ready for both dealers and consumers to search. It's important to note that NHTSA's application of this recall will be done in a series of stages with a different schedule for three separate regions of the country.

The administration of this most recent recall can be confusing and I'll be sending out another video message within the next two weeks to explain this schedule in greater detail. We just announced the recall and probably will not notify customers until sometime in July. So, I'll get you detailed information in plenty of time before the customers are formally notified.

I know there's a lot of information to understand related to vehicle recalls so please make sure to check the VIN of every vehicle arriving at your store for any open recall.

This isn't just a best practice; it's a Service Operations Manual requirement. To support your efforts, we'll keep all service bulletins updated, so you can refer to the specific bulletin for additional details.

As always, keep up the good work and continue your focus on repairing vehicles. As soon as I can get more information to you, I'll send you details. I know we're focused on the same result, and your efforts are greatly appreciated.

Thank you,

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



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