Next Unread Message

View Message

Sent on	06	28	2019	Expires on	08	01	2019
From	Yoshi T	akatsuka	a, Senior V	ice President of	America	n Honda	's Parts, Se
Subject	Takata	Airbag R	ecall Upda	te 6/28/2019			

Please take a moment to review this important video message from Yoshi Takatsuka with information regarding the Takata airbag inflator recalls.

Click <u>here</u> to watch the video or refer to the post titled, <u>"Takata Airbag Recall Update 6/28/2019</u> on the Parts, Service, Sales, or Executive Management landing pages on *iN*.

Below is the script for your reference:

Hi, I'm Yoshi Takatsuka. Today, I'm going to provide you with an update regarding the final phase of the Takata non-desiccated Airbag Inflator recall.

As you know, this recall is the largest and most complex in U.S. history, affecting 19 automakers and approximately 70 million inflators. For Honda and Acura, we have recalled around 20 million inflators and we have replaced more than 14.7 million of them.

None of this would be possible without the strong support of our dealers. For that, I sincerely thank you. American Honda appreciates your commitment to working through this most difficult situation and most importantly, for taking care of our customers.

Last September, Bruce Smith provided you with details on NHTSA's phased recall of all Takata non-desiccated phase stabilized ammonium nitrate airbag inflators. Based on this schedule, affected automakers are required to launch the fifth and final phase of NHTSA's planned Takata inflator recalls by the end of this year. The parts identified in this phase of the recall are non-desiccated Takata inflators that were originally used as replacement parts in the early stages of the Takata recall. These replacement parts are also referred to as like-for-like replacement parts.

Together, we are making good progress through each phase, and we have a sufficient parts supply from alternative suppliers, not Takata. As a result, we have decided to launch this final phase of NHTSA's planned recalls ahead of schedule. We will begin this final phase at the end of June.

I want to stress a very important point. The parts in this recall are Takata non-desiccated inflators used as replacement parts. Therefore, most of these customers have already been to your dealerships several years ago for an inflator replacement. This means these customers may be confused since they believe they have already completed the necessary recall repairs. To minimize this confusion, please take advantage of all resources available to you, such as referencing your eResponsibility report and VIN inquiry to identify affected vehicles. We will also provide updated service bulletins with step-by-step instructions for repair, parts ordering and claim submission. Please make sure dealer personnel follow instructions carefully to ensure proper completion of recall repairs.

Finally, again, I want to express my appreciation for your efforts to repair these vehicles and make our customers safety the #1 priority. Thank you.