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Sent on	04	04	2018	Expires on	06	30	2018
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From	Bruce Smith
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Subject	Takata Airbag Inflator Recall Update 4/5/18
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Please take a moment to review this important video message from Bruce Smith with information regarding the Takata airbag inflator recalls.

To view the video, please refer to story titled "Takata Airbag Inflator Recall Update 4/5/18" on the Parts, Service, Sales, or Executive Management landing pages on *iN*. Below is the script for your reference:

Hi everyone, Bruce Smith here with a brief update on the Takata inflator repairs.

During the month of March, we averaged over 11,000 inflator replacements per day, bringing our total inflators replaced to about 12.5 million. Overall, we're about 70% of the way through the combined recalls, leaving us with over 6 million more to go.

As you know, we have put a lot of emphasis on the alpha inflators, or those with up to a 50% chance of a rupture. We started with about 1.1 million Alpha inflators to replace, and we've taken care of about 95% of them, including repairs, those scrapped or just no longer on the road.

Our field staff of 550 canvassers continue to visit homes and do all that they can to get these cars repaired. To date, they have made over 600,000 visits to customer homes, and yet, we still have about 60,000 more Alpha inflators to replace. So please, keep up your efforts.

Recently, Bryan Morris, who oversees our field operations, gave me an update on training completion. Reports inform us that there are dealer personnel that have not taken the required inflator training. This could possibly be due to staff turnover, but never the less, you have to stay on top of this. Do not take a chance that someone in your operation does not have a full understanding of how to manage these repairs and our customers. Do not take a chance that someone comes into your store and the VIN isn't checked for an open recall, or that one of your technicians makes a mistake with the repair. It's dangerous to the customer and leaves you vulnerable.

Finally, I sent out an *iN* message on March 22nd about the recent Senate hearing in which Honda testified. Honda's representative, Rick Schostek, Executive Vice President of Honda North America, gave a well deserved thanks to you, our dealers, at the senate hearing. If you haven't had a chance to read my *iN* message, I encourage you to do so.

Thanks again for all your efforts. As always, should you have any questions or concerns, please feel free to contact me. Thank you.

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