

View Message

Sent on	01	22	2020	Expires on	03	24	2020
From	Yoshi Takatsuka						
Subject	NEW Takata Airbag Recall Update 1/22/2020						

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

Click [here](#) to watch the video or refer to the post titled, "**NEW Takata Airbag Recall Update 1/22/2020**" on the Parts, Service, Sales, or Executive Management landing pages on *iN*.

Below is the script for your reference:

Hi everyone. I'm Yoshi Takatsuka.

I would like to provide you with an update on the Takata Airbag situation. Together, through the end of last year, we had replaced approximately 14.9 million Takata inflators of the 21 million Takata airbag inflators currently under recall. I want to express my sincere appreciation for your hard work and commitment to take care of customers affected by Takata recalls.

I would also like to provide you with details of a new Takata recall.

Late last year, Takata informed NHTSA of a recall affecting their Non-Azide Driver's Inflators – due to an issue that occurred in Takata's manufacturing process. In Takata's report to NHTSA, Honda was named as one of five automakers that purchased these inflators. Based on Takata's report, on Friday, January 17th, Honda notified NHTSA of a safety recall for the Takata Non-Azide driver's inflators that were used on a number of 1996 to 2003 model year Honda and Acura Vehicles.

It is very important to note that these are not the same Phase Stabilized Ammonium Nitrate (PSAN) inflators previously recalled. The inflators included in this new recall action are non-azide driver's inflators. They contain a different propellant than ammonium nitrate. In fact, this recall is not due to a failure of the propellant. Again, it is the result of an issue that occurred in Takata's manufacturing process.

Since the affected vehicles are over 20 years old, we do not have remedy parts at this time. Please rest assured that we are working diligently to prepare parts as soon as possible. However, in compliance with federal law, we will mail the safety recall notification to affected owners by mid-March. In this communication, we will instruct owners to await further instructions.

Once replacement inflators are available, we will send another communication to owners instructing them to schedule an appointment with their dealer. We will keep you informed of any future developments and activities via *iN* message.

Customer handling will be extremely important and we will have to work together to resolve each individual customer's concerns. You have received an *iN* message and Service Bulletin providing handling instructions for customers that come to your dealership for service. In addition, please refer any customer with questions or concerns to American Honda's Customer Support & Campaign Center at 1-888-234-2138.

Again, please accept my sincere appreciation for your support and commitment to ensure our customers safety. And please continue to show exceptional customer care throughout the recall repair process. Thank you.