Takata Airbag Inflator Recall Fact Sheet

Current as of May 5, 2023

This document provides customers and other stakeholders with current, factual information about the Takata airbag inflator recalls as it pertains to Honda and Acura in the United States. Unless otherwise noted, all information concerns the U.S. market only.

Key Facts for Owners of Unrepaired Vehicles

- Defective airbags can KILL or seriously injure you or your passengers.
- Owners of affected vehicles should immediately schedule a FREE repair at authorized Acura and Honda dealers.
- Honda has replacement parts for ALL recalled Acura and Honda models.
- FREE rental car available to the vehicle owner for the day of the recall repair or longer if a replacement part is temporarily unavailable.
- Click here to determine if your vehicle is affected recalls.honda.com or recalls.acura.com.
- Call NOW for help 1-888-234-2138.

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Honda's Commitment to Recall Repair Completion

Honda's is committed to replacing or accounting for all of the recalled Takata airbag inflators installed in Honda and Acura vehicles in the United States.

Total Vehicles Recalled

Approximately 12.9 million Honda and Acura vehicles in the U.S. have been or now are subject to a recall related to ruptures of Takata airbag inflators with phase-stabilized ammonium nitrate (PSAN) propellant. Because certain, specific vehicles are subject to more than one recall (for example, both a driver and passenger airbag inflator recall) approximately 21 million total Takata airbag inflators have been recalled (un total aproximado de 21 millones de infladores de bolsas de aire Takata han sido retirados del mercado).

Recall Repair Completion Rate

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In the early stages of the expanded Takata recalls, Honda and Acura dealers were replacing upwards of 20,000 Takata airbag inflators on a daily basis. This pace of repairs was unprecedented in Honda's history. Despite a diminishing population of unrepaired vehicles, approximately 1,000 repairs continue to be made each day, nationwide. In total, approximately 16.8 million Takata inflators have been replaced (En total, se han reemplazado aproximadamente 16.8 millones de infladores Takata). Considering the scale of the recall and the age of the vehicles involved, Honda is making steady progress.

Repair Completion Rate as of (Tasa de finalización de la reparación a partir del) 5/5/2023	
National	93.8%

To compare this completion rate with other industry recalls, Honda analyzed 14 unrelated automotive recall campaigns, with a combined volume of more than eight million vehicles. While Honda found completion rates of up to 80 percent for vehicles in the first year of ownership, the company also found that the completion percentage declines with each passing year, to around 33 percent in the 9th and 10th year of ownership. A significant number of vehicles affected by the Takata airbag inflator recalls are now or soon to be more than 15 years old.

"Alpha" Inflators at High Risk

As Honda continues its extensive and unprecedented efforts to replace defective Takata airbag inflators in Honda and Acura vehicles, the company, along with the National Highway Traffic Safety Administration (NHTSA), is focusing on a subset of these inflators that are especially worrisome. These so-called "Alpha" inflators, found in certain 2001 – 2003 Honda and Acura models, have an alarming rupture rate of as high as 50 percent, according NHTSA and Takata. In addition to original Takata manufacturing defects, which prompted the first inflator recalls in 2008 and 2009, the passage of time and exposure to hot and humid conditions makes these older inflators particularly vulnerable to ruptures, which can cause serious injury or death to vehicle occupants. Honda recommends that owners of vehicles containing recalled Takata "Alpha" driver airbag inflators stop driving their vehicles until the free recall repairs have been made. Owners can arrange free towing or mobile repair (where available), with free loaner/rental vehicles also available by contacting Acura client relations, Honda customer service or their local authorized dealer.

Summary of 2001-2003 vehicles that may be equipped with recalled Takata PSDI "Alpha" driver airbag inflators (Vehicle owners should check by VIN):

2001-2002 Honda Accord
2001-2002 Honda Civic
2002 Honda CR-V
2002 Honda Odyssey
2003 Honda Pilot
2002-2003 Acura 3.2TL
2003 Acura 3.2CL

High resolution photographs of these specific models, including current images of the 2002 Civic and 2001 Accord at a Honda Service Center, are available for download by media here: http://www.hondanews.com/channels/psdi-recall-models/photos

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Injuries & Deaths

Honda has confirmed 17 deaths and more than 200 injuries in the U.S. related to ruptures of driver's front airbag inflators supplied by Takata. All of these events occurred in vehicles now covered by recalls. Honda sincerely apologizes to all individuals impacted by this issue, and extends our deepest, heartfelt sympathies to the families of those who have lost loved ones.

Date of Crash	Location of Crash
5/27/09	Oklahoma
12/24/09	Virginia
9/3/13	California
9/7/14	California
9/29/14	Florida
1/18/15	Texas
4/5/15	Louisiana
7/22/15	Pennsylvania
3/31/16	Texas
6/18/16	Florida
9/30/16	California
7/10/17	Louisiana
7/19/17	Florida
6/8/18	Arizona
8/20/20	Arizona
1/9/21	South Carolina
2/2/22	Kentucky

In addition, three automakers other than Honda have experienced a total of six fatalities in the U.S. due to the rupture of Takata airbag inflators. So, the industry as a whole has experienced 23 fatalities in the U.S.

Outside the U.S., Honda has confirmed seven deaths in Malaysia, one in Brazil and one in Mexico related to ruptures of single-stage Takata driver's front airbag inflators, which are a different type of inflator that was never utilized in Honda or Acura vehicles in the U.S.

In addition, Honda Australia is currently investigating a potential rupture in Australia that may have contributed to the death of the driver. No official determination has been made regarding that event.

Dealer Repair & Rental Policy, and Support

Authorized Honda and Acura dealerships will make appropriate repairs for free – there is no cost to the customer. If an owner requests alternative transportation for the day of the recall repair or longer if a replacement part is temporarily unavailable, Honda and Acura dealers are authorized to provide a free loaner or rental vehicle.

Dealers may now loan vehicles to teenage drivers, who are generally prohibited from renting or borrowing vehicles due to insurance policies. Honda has also increased associated reimbursement rates to dealers, and empowered them to loan and rent vehicles to registered owners of vehicles for the day of the recall repairs without seeking pre-approval from Honda.

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To support dealers, Honda management and field operations staff are in constant communication with dealership principals and employees to ensure they are aware of the latest information and policies concerning the recall, and have the capacity to repair customer vehicles promptly.

Replacement Parts Are Available

Starting in late 2014, Honda worked to secure an increasing supply of replacement inflators from alternative suppliers: Daicel, Autoliv and TRW. At this time, we are only replacing recalled inflators using inflators from these other suppliers, and Honda has no replacement inflators on backorder for any of the models currently subject to recall. Thus, there should be no significant parts-related delay for any vehicle owner seeking repair.

Ongoing Customer Notification Efforts

In total, Honda has made over 316 million individual owner outreach attempts related to Takata airbag inflator recalls thus far, and the effort continues. Honda has distributed at least one mailed notification letter, and in many cases several, to each and every registered owner of affected Honda and Acura vehicles for which actionable information exists in state registration records and other sources, including vehicles with salvage titles.

Honda pulls current addresses from state registration records for registered owners when we send initial recall notification letters, and if there is a change of ownership noted in registration records, Honda is notified and can quickly notify the new owner. In total, Honda has distributed more than 219 million mailed notices pursuant to Takata airbag inflator recalls since 2008.

We have supplemented mailed notifications with the following actions:

Centralized Web Resource

- Honda established a dedicated website (http://hondaairbaginfo.com/) for affected owners and stakeholders to view information, news and updates concerning the recall. A prominent display ad has been placed on Honda.com, directing visitors to the site.

Phone Calls

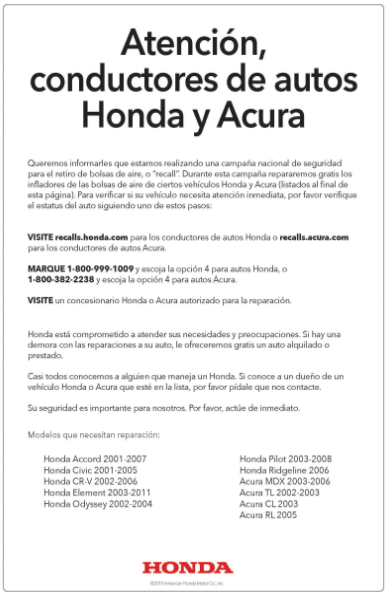
- Honda has more than doubled the size of its Customer Relations team, which has made millions of direct and automated phone calls to affected owners. To encourage recall repair, the phone calls are direct and clear about the risk of injury and death associated with inflator ruptures.
- Phone calls have proven to be among the most effective means of driving recall repair completion, and it is now Honda's practice to use automated calls to alert customers in advance of mailed notifications.
- Honda notifies potentially affected customers via SMS and MMS messages where a valid mobile phone number can be linked to the owner of a recalled vehicle. We have sent more than 4.5 million text messages to owners of affected vehicles since December 2015.
- Honda has enlisted the support of over 1,100 Acura and Honda dealers in the U.S. to reach out to owners of unrepaired "Alpha" vehicles in their local communities through their Business Development Centers

(BDC). With their knowledge of the local communities and a local phone number to call from, the BDCs are often able to engage with owners that Honda has been unable to reach by other means.

Targeted Advertising – Call to Action

- In March 2015, Honda conducted a multi-million dollar advertising campaign in Spanish and English that included full-page, color advertisements in more than 120 newspapers, and 30-second radio announcements in more than 110 markets. The campaign targeted 9 southern states that have been identified as representing the greatest risk to affected owners.

- In October 2015, Honda ran a subsequent round of print, digital and radio advertising in select markets. In February 2016, Honda targeted Florida's Miami-Dade and Broward counties with a similar campaign.



Atención, conductores de autos Honda y Acura

Queremos informarles que estamos realizando una campaña nacional de seguridad para el retiro de bolsas de aire, o "recall". Durante esta campaña repararemos gratis los inflladores de las bolsas de aire de ciertos vehículos Honda y Acura (listados al final de esta página). Para verificar si su vehículo necesita atención inmediata, por favor verifique el estatus del auto siguiendo uno de estos pasos:

VISITE recalls.honda.com para los conductores de autos Honda o **recalls.acura.com** para los conductores de autos Acura.

MARQUE 1-800-999-1009 y escoja la opción 4 para autos Honda, o **1-800-382-2238** y escoja la opción 4 para autos Acura.

VISITE un concesionario Honda o Acura autorizado para la reparación.

Honda está comprometido a atender sus necesidades y preocupaciones. Si hay una demora con las reparaciones a su auto, le ofreceremos gratis un auto alquilado o prestado.

Casi todos conocemos a alguien que maneja un Honda. Si conoce a un dueño de un vehículo Honda o Acura que esté en la lista, por favor pídale que nos contacte.

Su seguridad es importante para nosotros. Por favor, actúe de inmediato.

Modelos que necesitan reparación:

Honda Accord 2001-2007
Honda Civic 2001-2005
Honda CR-V 2002-2006
Honda Element 2003-2011
Honda Odyssey 2002-2004
Honda Pilot 2003-2008
Honda Ridgeline 2006
Acura MDX 2003-2006
Acura TL 2002-2003
Acura CL 2003
Acura RL 2005

HONDA

Full page ads in English and Spanish newspapers are designed to grab readers' attention and urge them to get their vehicles repaired.



A recall message was displayed on the stadium video board at the 2016 Honda Battle of the Bands, an event attended by **63,000+** in Atlanta, Georgia.

- At the 2016, 2017, 2018 and 2020 Honda Battle of the Bands in Atlanta, Georgia, Honda displayed a recall notification message on the stadium's main video screens and on monitors throughout the stadium with more than 60,000 fans in attendance each year. The message also appeared on the event's livestream webcast. Honda displayed the same safety message during the livestream webcast of the 2016 and 2017 Honda Campus All-Star Challenge National Championship Tournaments.

- Honda also displayed a recall notification message on arena video boards at eight stops during the 2016 Civic Tour, highlighting this important issue to over 70,000 young music fans.



A recall message was displayed on the video boards at multiple Civic Tour music events, including this one in Houston, TX on 9/29/2016.

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Social Media Engagement

- Honda has run sponsored, customized Facebook posts that target specific individuals who own affected vehicles. The posts mention the make and model of the vehicle in question. To implement the campaign, Honda leveraged Facebook's Custom Audiences feature, which provides the ability to target a brand's first party data on the Facebook platform. To reach specific owners of affected vehicles, encrypted email addresses associated with recalled VINs are matched to Facebook UserIDs. When a customer logs into Facebook, they are presented with a custom message regarding the recall.



Honda Customer Service is using **social media**, including Twitter and Facebook, to respond to the concerns of customers affected by Takata airbag inflator recalls.

- Honda's Customer Service Twitter account (@HondaCustSvc) changed its banner image to raise awareness of Takata airbag inflator recalls, and pinned a Tweet explaining how to quickly check a vehicle for open recalls online. In addition to responding to customer concerns regarding the airbag inflator recall, Customer Service social media staff seek to identify Honda & Acura customers that are engaged in unrelated discussions online to encourage them to check their vehicles for open recalls.

Employees' Friends & Family Campaign

An idea by a group of Honda associates (employees) has become a campaign that now provides all of Honda's U.S. associates (nearly 30,000) with materials and information to help them raise awareness among their own friends and family – and pass the word to others. Materials include social media messaging, business cards directed at customers who own vehicles potentially affected by the recalls and a visual guide with information on Alpha models. This grassroots campaign has resulted in a number of repairs to date.

Industry & B2B Engagement

- Honda has been working with CARFAX - the most comprehensive vehicle history database available in North America - to improve recall efforts and add open recall alerts to the CARFAX history for affected vehicles.

- Honda has engaged the auto insurance industry to explore opportunities to raise awareness of the recall among shared customers.

- Millions of older-model Honda and Acura vehicles are brought to independent repair facilities (IRF), rather than authorized dealers, for mechanical repairs. Honda has provided posters and call-to-action letters to more than 160,000 IRFs. In addition, Honda has run advertisements and published videos in IRF industry publications and newsletters encouraging IRF employees to check customer VINs and encourage recall completion.

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Unique Efforts

- To prevent the possibility that an affected Takata airbag inflator can ever be used as a replacement part, Honda has been searching salvage yards nationwide to find and secure (purchase) recalled inflators. This voluntary effort has successfully removed over 521,000 inflators from salvage yards, and the effort continues. Honda also has requested that major online auction sites prohibit and stop the sale of affected airbags.



Honda purchased over 521,000 airbag modules containing recalled airbag inflators from salvage yards, preventing them from being reinstalled in vehicles.



- Honda has applied graphics about the recall to more than 300 American Honda Parts & Service trucks, transforming them into rolling billboards that encourage affected owners to take immediate action. These trucks cover more than 100,000 miles per day, all across the country.

- The HondaLink smartphone app has been updated to alert owners that their registered vehicle is subject to any open recall when they use the app.

- Targeting owners of vehicles with unrepaired “Alpha” inflators and other older high risk vehicles, Honda has sent teams of Honda representatives to physically knock on owners’ doors nationwide to assist them with scheduling recall repairs.



Honda associates have gone door-to-door in the effort to reach owners of older vehicles with recalled high risk “Alpha” airbag inflators.

Takata Data Manipulation and Guilty Plea for Wire Fraud

- In spring 2015, Honda became aware of evidence that Takata had falsified and manipulated test data for certain airbag inflators. Honda expects its suppliers to act with integrity at all times and we remain deeply troubled by this behavior by one of our suppliers.
- In response to concerns about the performance and quality of Takata’s airbag inflators, Honda took the following actions:

- On a global basis, no new Honda and Acura models currently under development will be equipped with a front driver or passenger Takata airbag inflator. (As of late 2016, no new Honda or Acura vehicles produced for sale in the U.S. featured Takata airbag inflators.)
- No replacement inflators now being used to repair Honda and Acura vehicles are supplied by Takata. All replacement inflators are now manufactured by alternative suppliers.
- At Honda's request, Takata retained the services of a third party to conduct a thorough audit of all Takata dual stage frontal airbag inflator test data and related information that was supplied to Honda. The first phase of this audit was completed in September 2016 and phase two is now underway.

- On January 13, 2017, Takata Corporation pled guilty to criminal wire fraud charges brought by the United States Department of Justice and agreed to pay a total of $1 billion stemming from the company's fraudulent conduct in relation to sales of defective airbag inflators to multiple automakers, including Honda.

Honda is deeply saddened by the harm Takata's wrongdoing has caused to our customers. Honda remains focused on our urgent efforts to prevent additional injuries from the rupture of Takata airbag inflators. We urge owners of affected vehicles to complete the required recall repairs immediately. These repairs are free at all authorized Honda and Acura dealerships throughout the country.

Summary of Affected Honda & Acura Models (certain specific vehicles only)

Model Year(s)	Model
2001-2012	Honda Accord
2001-2011	Honda Civic
2001-2011	Honda Civic GX (CNG)
2003-2011	Honda Civic Hybrid
2002-2011	Honda CR-V
2011-2015	Honda CR-Z
2003-2011	Honda Element
2010-2014	Honda FCX Clarity
2007-2014	Honda Fit
2010-2014	Honda Insight
2002-2004	Honda Odyssey
2003-2015	Honda Pilot
2006-2014	Honda Ridgeline
2010-2011	Honda Accord Crosstour
2012-2015	Honda Crosstour
2003	Acura 3.2CL
2002-2003	Acura 3.2TL
2013-2016	Acura ILX (early '16 production only)
2003-2006	Acura MDX
2007-2016	Acura RDX (early '16 production only)
2005-2012	Acura RL
2009-2014	Acura TSX
2009-2014	Acura TL

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2010-2013	Acura ZDX
2006-2016	Honda Gold Wing Motorcyle

Takata NADI Airbag Inflator Recall Not Related to Other Takata Recalls

On January 21, 2020, American Honda announced a new recall involving a different kind of Takata inflator than those involved in the prior recalls referenced on this fact sheet. Takata notified NHTSA in November 2019 that they had determined certain production lots of the Takata non-azide driver inflator (NADI) installed in multiple automakers vehicles to be defective.

According to NHTSA's website:

"The air bags that are part of this new recall have defective inflators that could explode or cause the air bag to not inflate properly when it deploys. A faulty seal on the inflator is believed to cause the problem. If the inflator is not sealed properly, moisture can get into the propellant used to inflate the air bag and cause the inflator to malfunction. This could lead to the air bag deploying slowly during a crash, which means it won't protect you as it's designed. Or, it could also lead to the inflator deploying aggressively and even exploding. The metal parts from the exploding inflator could injure or kill someone."

For media information about Honda's portion of this new and unrelated recall, please visit: https://hondanews.com/en-US/honda-corporate/releases/release-0bbc009838e0b24882489e7843003c25-statement-by-american-honda-regarding-nadi-airbag-inflator-recall

A Note to News Media Covering this Issue

Many in the news media have joined us in urging the public to continuously check their vehicles for open recalls, and if necessary, take immediate action to complete the repair. We sincerely appreciate the support. We continue to encourage you to include the following information in your story, in addition to the list of affected Honda and Acura models listed above:

Honda continues to urge owners of Honda and Acura vehicles affected by the Takata airbag inflator recalls to get their vehicles repaired at an authorized dealership as soon as possible. Replacement parts are now available for all recalled Honda and Acura models. The authorized dealership will make appropriate repairs for free. If requested, Honda and Acura dealers are authorized to provide a free loaner or rental vehicle to the registered owner for the day of the free recall repair. Honda and Acura owners can check their vehicles' recall status at www.recalls.honda.com and www.recalls.acura.com or by calling (888) 234-2138.

Honda continues to encourage the creation of state and federal legislation that would require any outstanding safety recall to be completed before a vehicle could be legally registered in a state, which would increase the completion rates for all safety recalls and undoubtedly save lives.