

CL-11064693-7020

[REDACTED]

Fairmont, West Virginia [REDACTED]

January 15, 2019

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear National Highway Traffic Safety Administration:

Please see attached letter regarding an incident from 2018. I also submitted a report to your database which I have attached. I would appreciate feedback regarding our case.

Thank you,

[REDACTED]

Enclosure

EA
2.7.19
W

[REDACTED]
Fairmont, West Virginia [REDACTED]

January 15, 2019

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop: 100-5E-8A
1919 Torrance Boulevard
Torrance, CA 90501 - 2746

Dear Honda Customer Service:

January 9th marked one year since my husband's 2006 Honda Ridgeline spontaneously caught on fire. The fire started above the glove compartment and consumed the cab in minutes. Thankfully, my husband and his passenger's life were spared from the flames.

We had liability insurance on the vehicle. This decision was based on the age of the vehicle, my husband's excellent driving record and limited problems we experienced with Hondas in the past.

After this event, we pursued the support of the Honda Motor Co. to identify a possibly fatal safety issue. We had difficulty but finally communicated with a lady named Marion who demonstrated little concern, denied liability and did not directly connect us with other helpful resources to seek investigation for such a life altering situation.

I have attached pictures of the effects of the fire on the vehicle. In general, we hope Honda Motor Co. will look deeper into this issue we experienced and prevent it from happening to someone else. My family and I have owned many Hondas in the past and had good experiences. Unfortunately, this experience led us to have a negative view of the company and its regard for customer safety.

Here are details of the vehicle and our case:

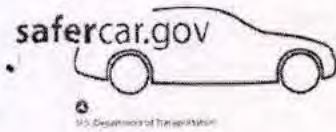
2006 Honda Ridgeline - VIN 2HJK16436H [REDACTED]

Honda case number [REDACTED]

If you have any questions, contact me via phone [REDACTED] or by email at [REDACTED]
[REDACTED] or my husband [REDACTED] at [REDACTED] or via email [REDACTED]

I would appreciate a written response following your investigation. Thank you for considering our situation and the safety of others.

[REDACTED]
CC: National Highway Traffic Safety Administration

**Complaint Number: 11064693**

Vehicle Identification Number: 2HJYK16436[REDACTED]

Your Vehicle's Make Model and Model Year: HONDA RIDGELINE 2006

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Unknown or Other

What happened?

On 1/9/18, while my husband was driving on a local road in Fairmont, WV the dashboard on the passenger's side started smoking. My husband and his friend, stopped the car and exited the car immediately and called 911. Within minutes the smoke turned into a flame. The first responder was a police officer who did not have a fire extinguisher. It took ~10-15 minutes from the call for the fire truck to arrive and the cab of the car was consumed by the fire. It was put out but the entire cab was destroyed and hood and top of car were burned. We have notified Honda corporate. They documented our complaint but nothing else has been done. Please see video below after the fire was put out:

[REDACTED] view?usp=sharing Concerning recall: [REDACTED]
honda-ridgeline-electrical-fire-issue.html

Files you uploaded.

Honda#1.jpeg

Honda#2.jpeg

When did this happen? 01/09/2018

Was there a Crash? No

Was there a Fire? Yes

Was there an injury or fatality? No

How fast were you going? (in mph) 40

About how many miles were on your vehicle at the time of the incident? 190000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1 [REDACTED]

Address 2 [REDACTED]

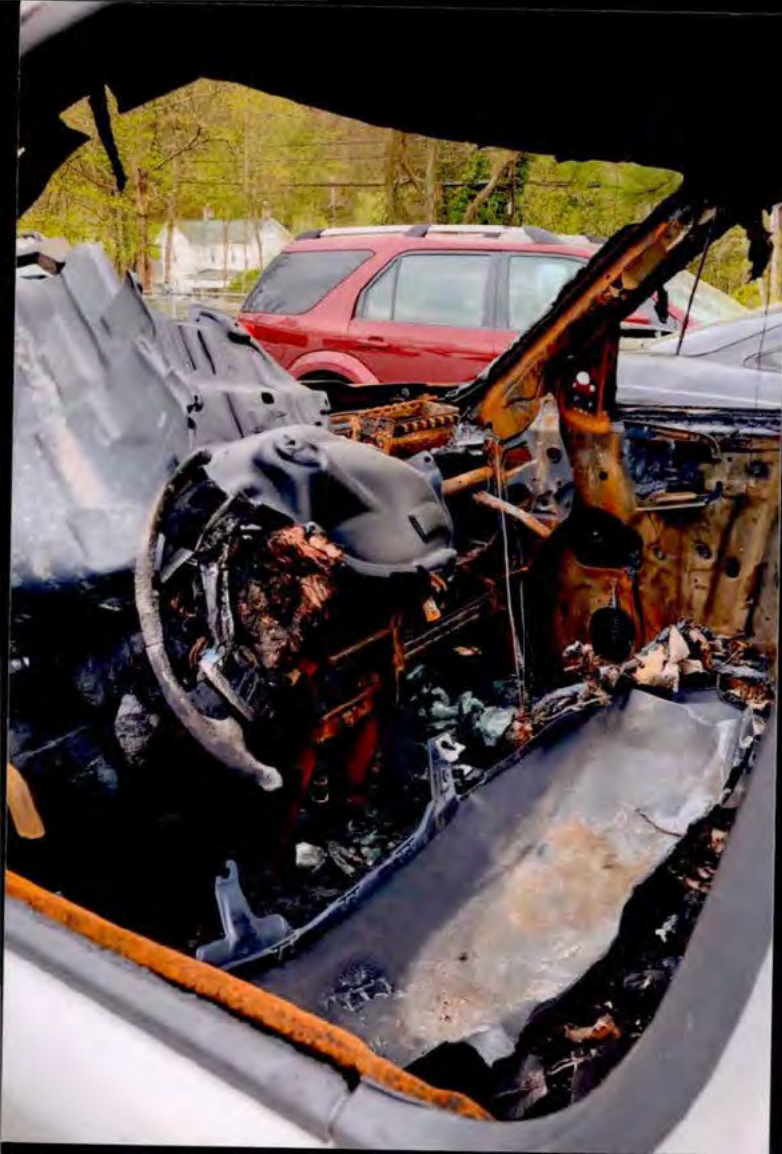
City: Fairmont

State : WEST VIRGINIA

ZIP Code [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone:











Fairmont, West Virginia



PITTSBURGH PA 150

18 JAN 2019 PM 4 FOREVER



National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

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