

From: [Ann Marie L Ambrose](#)
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: Fwd: Honda Case # [REDACTED] NHTSA Complaint #: 11234274
Date: Tuesday, August 20, 2019 1:36:53 PM

NHTSA Complaint #: 11234274

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Aug 19, 2019 at 5:56 PM
Subject: Honda Case [REDACTED]
To: <auto_customer_service@ahm.honda.com>, <eric.thompson@openroad.com>, <steven.park@openroad.com>

Dear Sir/Madam,

We would like to call your attention to the incident that took place on July 18, 2019 at around 6:30pm in the South Brunswick Township of New Jersey.

Our 2009 Honda Odyssey [REDACTED] caught on fire while driving at the intersection of [REDACTED]. The Police and Fire Department were needed to redirect traffic while the raging fire was put out! The extensive damage rendered the vehicle unusable and was towed away. Subsequently, the insurance company deemed it a total loss.

Upon reporting to your customer service department, representative Maryann looked into the matter and got back to us that there will be no further investigation into the cause of this fire!! This totally shocked us.....how can a running vehicle suddenly turn into a fireball in the middle of a busy rush-hour highway AND Honda is not even interested in investigating into the cause!! Instead, we were told to get a fire investigation either at our own expense or through our insurance company-----appalling indeed!

A vehicle fire should never occur unless there is a collision accident or the vehicle is poorly maintained.

We expect Honda Motor Company, a car manufacturer of your repute, to be keenly interested in getting to the bottom of this fire, even without a precedent (as told by Maryann). This could be a first incident, caused either by a major manufacturing glitch OR poor workmanship at the dealership who undertook every maintenance routine, as we were maintaining the van as per Honda recommendations at the same dealer where it was purchased.

We sincerely request you to look into this matter seriously and we look forward to a favorable response from you directly, at the earliest.

Best regards,
[REDACTED]

Ann-Marie Ambrose
Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22102

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