

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 11421717.pdf
Date: Monday, August 16, 2021 8:10:39 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, August 14, 2021 10:07 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 11421717.pdf

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please Note that the Service Department of Honda of New Rochelle, NY, 25 E. Main St., New Rochelle, NY, has replaced four alternators within three years with genuine Honda factory alternators. This is the fifth alternator to fail causing the motor vehicle to completely lose all power while driving. The last two incidents, including May 22, 2021, nearly resulted in high speed motor vehicle collisions on public highways that may have resulted in serious physical injuries and deaths in New York and New Jersey, respectively. The New Jersey State Police responded to the May 22, 2021 incident and had to have the vehicle towed on an emergency public safety basis based on the location and circumstances of the motor vehicle's power failure.

The Dealership publicly misrepresented facts and fabricated lies regarding the repair and maintenance of vehicle. Said Dealership was recently convicted of fraud and deception by the NY State Attorney General's Office and was sentenced to pay out millions of dollars in restitution and fines.

The American Honda Corporation has opened and arbitrarily and capriciously closed complaints regarding this matter without investigation or even inquiry.

[REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

21-JUN-2021

Repository Reference No.
11421717

OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City Bronx	State NY	ZIP Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5fmr15h60dt [REDACTED]		MAKE HONDA	Model ODYSSEY	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cy inders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City New Rochelle	STATE NY	ZIP Code 10801	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM	Failure Mileage 56432.0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2013 Honda Odyssey. The contact stated that while driving at various speeds the vehicle's gauges would begin to fluctuate, the electrical systems would begin to malfunction, and the vehicle would display all icon options on the instrument panel. The vehicle had been taken to the dealer a total of 5 times where they could not successfully identify the exact cause of the failure. The contact was told that the alternator may be at fault. The vehicle had not been repaired. The manufacturer was made aware of the issue and opened a case regarding the matter. The approximate failure mileage was 56,432.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.