

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



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

May 7, 2024

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: American Honda Motor Company
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

Consumer Resource Specialist
Consumer Resource Center
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

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COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Seattle, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

59+

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

American Honda Motor Company

Address:

Honda Automobile Customer Service
1919 Torrance Blvd MS 500-2N-7A
Torrance, CA 90501-2746

Phone:

(310) 783-2000

Email:

acs@ahm.honda.com

Names and contact information of any other businesses involved in your complaint:

About Your Complaint

Amount in Dispute:

2021 CRV

Transaction Date:

02/2021

Explain your complaint in detail:

Honda issued a safety recall on 12/13/2023 for 2020-22 CR-V Hyb 12V Pos. Battery Cable Safety wherein, if the vehicle is involved in a crash to the left front fender area under certain circumstances, a short circuit to the power circuit can occur and the battery cable can overheat, increasing the risk of a fire and/or injury. I have been on the waiting list with my Honda Service Center for over 60 days and my Honda Service Center has been repeatedly told by American Honda Motor Co., Inc. that the item needed to correct this issue is not available at this time.

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 04/29/2024

Received via the Internet

City and State where signed Seattle, WA



ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188

SEATTLE WA 980

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