

12/11/24

American Honda Motor Co.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd
Torrance CA 90501

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

Re: Case #: [REDACTED]
VIN: 7FARW2H75ME [REDACTED]
2021 Honda CR-V 1.5T

Dear American Honda:

On 8/31/2024 my 2021 Honda CR-V engine caught fire while I was crossing the border from Nebraska to Colorado on I76. The reason for my letter is to find someone at Honda that cares that this happened to a vehicle with low mileage, was well maintained, and only 3 years old. No one seems to care that this would just happen. Insurance did not care enough to obtain a cause of origin. By the time I actually found a way to contact someone with Honda the vehicle had been sold at auction. So even if Honda thought they might care to obtain a cause of origin it, was already too late. I was told by insurance and Honda that, if there is no recall on the vehicle the cause of origin doesn't matter. It seems to me that since there had been no recall that would be an even greater reason to find out why this happened. Would that not be how a recall might be determined?

Two thoughts have come to mind. One, I found that some 2020-2022 Honda CR-V hybrid vehicles had been recalled due to a potential fire risk. I get it, that they are 2 different vehicles, but I think it is very coincidental. Two, my vehicle would have been built during a time when there were very great supply chain issues.

Did insurance pay me? Yes, they did. But a person cannot buy their same car with insurance money. I knew my car, I knew the mileage was low, there were no creaks or whistles or rattles in my car, I had purchased Honda seat covers and paid to have them installed. There were also additional expenses from this fire. Extra night at a hotel, U-haul rental, car rental. Not to mention loss of work from anxiety attacks.

I don't believe there is any way I can sue American Honda, and probably wouldn't even if it was a possibility. I have been a loyal Honda customer. You can make the decision if I will continue to be one. I do believe that American Honda owes me a brand-new vehicle.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Pueblo West CO [REDACTED]

cc: National Highway Traffic Safety Administration (NHTSA)
US Department of Transportation
Washington D.C. 20590

Consumer Reports
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Yonkers NY 10703

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