

**MG hector fire incidents**

2 messages

**Divyaman Ramawat** <divyaman.ramawat2@gmail.com>

Tue, 21 Jan, 11:13 PM

To: Piyush Mishra &lt;piyush.mishra@mgmotor.co.in&gt;, Rajeev Chaba &lt;rajeev.chaba@mgmotor.co.in&gt;

Hello Mr Chaba,

I wanted to reach out to you for couple of videos that shows mg hector catching fire in the middle of road.

See these videos

<https://youtu.be/5-OCvaLo98><https://youtu.be/etoYYz5flrA>

It is shocking to see a 20 lakh rupee car catching fire like this! Honestly, looking at these videos I'm quite concerned about the safety of my family while traveling in hector. I currently own a diesel hector.

It would be quite appreciated if the company can come up with honest reasons for these incidents, and if a manufacturing fault is found the cars should be recalled. Looking forward to hearing from you on this matter.

**Rajeev Chaba** <rajeev.chaba@mgmotor.co.in>

Wed, 22 Jan, 11:25 AM

To: Divyaman Ramawat &lt;divyaman.ramawat2@gmail.com&gt;

Cc: Piyush Mishra &lt;piyush.mishra@mgmotor.co.in&gt;, Gaurav Gupta &lt;gaurav.gupta@mgmotor.co.in&gt;

Dear Mr Ramawat

Thanks for reaching out and I really appreciate it.

We are shocked too to note this incident. By the way, The customer, Mr Gupta is fully safe and is quite OK and is satisfied with our handling of this issue so far.

We have sold more than 17000 Hector so far and this is the only freak such incident and to be honest we are not able to find out any cause so far. We are not ruling out any thing at this stage, including wrong accessories fitment, pilferage attempt on something resulting into such damage etc. There is NO evidence of batch failure, manufacturing defect or part defect at this stage but team is fully on top and we would continue doing root cause analysis.

I can assure you that SAFETY is the top most priority and value system for us and we won't put anyone to risk due to any errors from our side.

Pl be rest assured. Have a safe and pleasant drive.

Best Regards

Rajeev

[Quoted text hidden]



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