

Jimenez, Alberto

From: [REDACTED]
Sent: Tuesday, March 22, 2005 10:05 AM
To: [REDACTED]
Cc: Doernberg, David; Jimenez, Alberto
Subject: RE: Follow up on complaint

*Qad to
10107183*

Dear Mr. [REDACTED]

I received your email dated Thursday, March 10, 2005 @ 4:13 pm and tried to contact you via telephone on Friday, March 11, 2005 @ 10:47 am. I spoke with your son and left my work number for you to contact me directly.

Your complaint was received by our agency on 1/11/05 and the Ref. # is 10107183. There is no need to reissue your current complaint. If you are/have experiences some additional issues/problems please feel free to provide us with that information and we will add it to your original complaint.

Please accept our apology for any inconvenience and delay you may have occurred. We hope this information has satisfied your inquiry.

Sincerely,

-----Original Message-----

From: Doernberg, David **On Behalf Of** TIS
Sent: Tuesday, March 22, 2005 9:32 AM
To: [REDACTED]
Cc: Doernberg, David
Subject: FW: Follow up on complaint

Hello [REDACTED]

Here is a third e-mail about a complaint follow-up. Does the Hotline get involved with this or Al Jimenez and ODI?

Thank you,

David

-----Original Message-----

From: [REDACTED]
Sent: Thursday, March 10, 2005 4:13 PM
To: TIS
Subject: Follow up on complaint

I am following up on a complaint to see if it has been processed. My name is [REDACTED] and I sent in the complaint about two months go. It was complaint on my door hinges on my 2000 Mitsubishi Mirage. I wrote out a lengthy complaint and do not see it yet on the site. If it has not yet been received, I would like to reopen or reissue the complaint. I have just followed up on a complaint with the BBB regarding this issue and want to insure that this complaint is documented as well. My car is currently being serviced and I cannot find anythin in my records with the VIN number. Please let me know if you can research this by my

*Wad
and
4/25*

3/22/2005

name, if not i will follow up with more info when I have it.

Thank you,

[REDACTED]
Salem, MA
[REDACTED]

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