

Jimenez, Alberto

From: [Redacted]
Sent: Monday, October 24, 2005 4:53 PM
To: Jimenez, Alberto
Subject: Re: FW: Escalate: August 1, 2005 Complaint

*Call to
10/34/532*

I apologize for this automatic reply to your email.

To control spam, I now allow incoming messages only from senders I have approved beforehand.

If you would like to be added to my list of approved senders, please fill out the short request form (see link below). Once I approve you, I will receive your original message in my inbox. You do not need to resend your message. I apologize for this one-time inconvenience.

Click the link below to fill out the request:

[Redacted link]

[Redacted]

*Call me
and provide the
file number (10/24/05)*

*OK
Answered by phone
10/25/05*

10/24/2005

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Monday, October 24, 2005 4:55 PM
To: [REDACTED]
Subject: FW: Escalate: August 1, 2005 Complaint

[REDACTED] There is no record that we have responded to you. Your report concerning your 1997 VW Passat and door lock problems has been received. The file number assigned to your report is ODINO 10134532. You may view your report on NHTSA's Web site at nhtsa.dot.gov/cars/problems. Select Consumer Complaints and follow the instructions to view the record. Your personal identifiers have been redacted on public records in accordance to the Privacy Act. However, they appear on our internal file.

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

From: [REDACTED]
Sent: Wednesday, October 19, 2005 5:51 PM
To: Jimenez, Alberto
Cc: Washington, Sandy
Subject: Escalate: August 1, 2005 Complaint

Al,

[REDACTED] was contacted by Latha for clarification on his email below. This is what he stated:

He filed a complaint by mail without using a VOQ form. He simply wants to know if the ODI has his report, if so, will they be providing him with an ODI number or copy of his complaint by mail. He actually submitted this complaint on two occasions, the dates are listed below.

Contact information:

[REDACTED]
 Palm Desert, CA
 [REDACTED]

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

From: Melissa Sowders On Behalf Of nhtsa.vsh
Sent: Wednesday, October 19, 2005 11:51 AM
To: [REDACTED]
Subject: RE: August 1, 2005 Complaint - Cathy - 1-2158082

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email and it has been forwarded to the appropriate NHTSA subject matter expert.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not

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constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, Office of Defects Investigation, NSA-10.01, 400 7th Street, SW, Washington, DC 20590.

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

From: [REDACTED]
Sent: Monday, October 17, 2005 11:22 PM
To: nhtsa.vsh
Subject: August 1, 2005 Complaint
Importance: Low

From: [REDACTED]
Comments:
I wrote a complaint to you on 8-1-05 concerning Volkswagen America. I did not use email as I had an attachment. I contacted your employee, "LATHA" on 9-19-05, who assured me that she would immediately contact your research center concerning my complaint and that someone would be in touch with me within one week. Please correspond--I will resend if necessary. The original correspondence, and a 8-29-05 follow up letter were sent from me, [REDACTED] South, Palm Desert, CA [REDACTED]. The above email was given as was phone, [REDACTED]

From NHTSA Web Site.

"This email and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to which they are addressed. This communication may contain material that is privileged or otherwise protected from disclosure. If you are not the intended recipient or the person responsible for delivering the email to the intended recipient, be advised that you have received this email in error and that any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error, please immediately notify Datatrac Information Services at 703.817.9700."

10/24/2005