

**Claiborne, Catonia <NHTSA>**

CL-10177643-9793

**From:** Glass, Cynthia <NHTSA>  
**Sent:** Thursday, April 19, 2007 4:40 PM  
**To:** Claiborne, Catonia <NHTSA>  
**Subject:** FW: QUESTION ~21231

Assign a writer.

CGlass  
202-366-2920/5211

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

**From:** hotline-inquiries, NHTSA <NHTSA>  
**Sent:** Thursday, April 19, 2007 11:25 AM  
**To:** Glass, Cynthia <NHTSA>  
**Subject:** FW: QUESTION ~21231

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

**From:** NHTSA.HotlineTelesis  
**Sent:** Wednesday, April 18, 2007 10:04 AM  
**To:** hotline-inquiries, NHTSA <NHTSA>  
**Subject:** Re: QUESTION ~21231

TL- THE ODI # IS [REDACTED] 1997 DODGE RAM TRUCK.

[REDACTED]  
SHREWSBURY, MA [REDACTED]  
[REDACTED]

> TL - THE CONTACT FILED A COMPLAINT IN DECEMBER, RE: THE SAFETY LATCH NOT HOLDING ON HIS HOOD, AND HE HAS SENT THE REQUESTED INFORMATION. HE WANTS TO KNOW WILL HE GET A RESPONSE TO HIS COMPLAINT, BEYOND THE REQUEST FOR MORE INFORMATION. I EXPLAINED THE COMPLAINT PROCESS HOWEVER, HE WOULD LIKE TO SPEAK WITH SOMEONE. HE WOULD ALSO LIKE A TELEPHONE NUMBER SO HE CAN CALL THE PERSON WHO RESPONDS TO THIS INQUIRY. KG

>

> [REDACTED]

> [REDACTED]

ET  
4/19/07  
CC