

CL-10263822-3450

Jackson, Norris CTR (NHTSA)

From: NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]
Sent: Wednesday, June 24, 2009 1:44 PM
To: hotline-inquiries, NHTSA (NHTSA)
Subject: Case Escalation
Importance: High

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: LEGAL ACTIONS - 2 VEHICLE COMPLAINTS FILED
Case Number: 112636

Escalation: NHTSA **Status:** Closed
Date: 2009-06-24 **Time:** 13:44:39
Creation Date: 2009-06-24 **Creation Time:** 10:19:23

Description:

Entered on 06/24/2009 at 13:44:39 EDT (GMT-0400) by Renee Kearse:

TL - The contact has filed 2 complaints, ODI# 10263822 and 10272207. He was disgruntled with me and the CSR that transferred him to me. He also used profanity and stated that he will not wait 6 months for NHTSA to decide to open an investigation or initiate a recall that might include his VIN. He refused to let me get any detailed information to assist him.

He is on his way to court and stated that he will file a lawsuit against NHTSA for \$25,000 and he will mail a summons to Ronald Medford at NHTSA. If Mr. Medford would like, he can write him a check for \$25,000. The

contact disconnected the call after making that statement. I also made the project manager aware of this call and agreed that it should be escalated. rk

Entered on 06/24/2009 at 11:52:43 EDT (GMT-0400) by Renee Kearse:

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Entered on 06/24/2009 at 10:19:23 EDT (GMT-0400) by Courtney Curtis:

the contact wanted to know why his complaint did not lead to an investigation. I advised the contact that every complaint did not constitute an investigation but was carefully analyzed. He began to express anger so he was transferred to supervisor rk. The contact's information was not taken.

Contact Information:

Last Name:	██████████	First Name:	██████████
Country:	United States	Phone:	██████████
NHTSA ID:	98065	ODI #:	10263822