

From: Wells, Cynthia CTR (NHTSA)
Sent: Monday, August 17, 2009 1:04 PM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: ODI # 10280472 -- Consumer sent additional info (photo attached)

Attachments: IMG_0370.JPG

From: Montanari, Robert CTR (CSC) (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Monday, August 17, 2009 1:01 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Younger, Oris CTR (NHTSA); Adapa, Kiran CTR (CSC) (VOLPE)
Subject: FW: ODI # 10280472 -- Consumer sent additional info (photo attached)

Hi Cynthia.

Hi Cynthia,

Cynthia, a consumer sent the attached jpg image to the server that sends out Safety Complaint Confirmation emails – donotreplyodi. I'm sending it to you because last month, Oris said that you would take care of a similar situation – hooking up an image with a complaint that was filed earlier.

It goes to ODI Number [10280472](#) involving a 2008 Honda Civic Hybrid.

Very scary photo!

Thanks|



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

From: Son M. Nguyen [mailto:Son.M.Nguyen@noaa.gov]
Sent: Friday, August 14, 2009 5:42 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Hi all,
Here is the attach photo for your viewing. See attachment

US DOT NHTSA wrote:

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10280472](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

