

Jackson, Norris CTR (NHTSA)

From: hotline-inquiries, NHTSA (NHTSA)
Sent: Tuesday, January 12, 2010 8:24 AM
To: Reid, Randy (NHTSA)
Subject: FW: Case Escalation
Importance: High

From: NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]
Sent: Mon 1/11/2010 1:57 PM
To: hotline-inquiries, NHTSA (NHTSA)
Subject: Case Escalation

Notification of Case Escalation (All times are GMT-0500)

Project: NHTSA Hotline Center
Case: ODI 10296902
Case Number:220130

Escalation: NHTSA **Status:** Closed
Date: 2010-01-11 **Time:** 13:57:46
Creation Date:2010-01-09 **Creation Time:**10:21:08

Description:

Entered on 01/11/2010 at 13:57:45 EST (GMT-0500) by BOL:

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

The U.S. Department of Transportation provides you assistance and information regarding vehicle safety, recalls or defects of motor vehicle equipment. We have received your request, but need further clarification on your issue.

Please provide us with additional information so that we can better assist you.

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 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, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 01/09/2010 at 10:21:07 EST (GMT-0500) by odiwebuser@www-odi.nhtsa.dot.gov:

FULL NAME: [REDACTED]

EMAIL : [REDACTED]

SUBJECT : ODI 10296902

WEB USER COMMENTS:

This car was repaired and returned to me. I drove it for the first time on Jan 5th. The transmission again failed as I was leaving a traffic signal. Again at a very busy intersection I88 and Rt 59 in Naperville Ill at the peak of rush hour. Again I called police for assistance and the car was towed. I am very concerned about my personal safety in this vehicle. The car is at the dealership Patrick Jaguar in Naperville illinois

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

Contact Information:

Last Name: [REDACTED]

First Name: [REDACTED]

Email Address: [REDACTED] **NHTSA ID:** 182809

ODI #: 10296902