

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Gee-walford CTR, Tameika \(NHTSA\)](#)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint
Date: Wednesday, April 07, 2010 11:44:14 AM

DO NOT ASSIGN

From: Reid, Randy (NHTSA)
Sent: Wednesday, April 07, 2010 11:43 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

Cynthia, disregard the letter I will send the consumer an email.

From: Wells, Cynthia CTR (NHTSA)
Sent: Wednesday, April 07, 2010 8:57 AM
To: Reid, Randy (NHTSA)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint

Do you want to email this consumer?

From: Montanari, Robert CTR (CSC) (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Tuesday, April 06, 2010 2:46 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint

Cynthia, we received this email as a reply to a consumer's Safety Complaint Acknowledgement letter. Mr. [REDACTED] has submitted a Complaint ([10322409](#)) – he believes that his 2001 Volvo S60 is covered under Recall 09V483. And, at least on the surface, it would appear that it is ... unless it's excluded because of perhaps production dates or chassis numbers.

He said that the "local dealer" would not replace it under the Recall.

Thanks,
Bob

Summary:

I HAVE A 2001 S60 VOLVO, WITH 190,000 MILES ON IT. FUEL HAS BEEN LEAKING FROM THE REAR OF VEHICLE. I FOUND OUT THAT VOLVO HAS A RECALL ON THE PROBLEM-- NHTSA(09V483000). THE LOCAL DEALER SAID THE CAR WAS OUT OF WARRANTY AND THEY WOULD NOT REPLACE THE CRACKED FUEL PUMP HOUSING UNDER THIS RECALL. IS THERE A TIME LIMIT OR MILES LIMIT ON A SAFETY RECALL.

From: [REDACTED]
Sent: Monday, April 05, 2010 8:05 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Its has been 10 days and I haven't had any response except the confirmation of the complaint. I need to get this car fixed as soon as possible. I can't keep driving it like it is.

On Fri, Mar 26, 2010 at 6:59 PM, US DOT NHTSA <donotreplyodi@dot.gov> 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: [10322409](#)

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.

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