

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) EQ-10425762-4249

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Log ID 16458 - FW: COMPLAINT - 10425762
Date: Tuesday, November 08, 2011 11:00:51 AM

Report Vehicle Safety Defects!



www.safercar.gov

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Tuesday, November 01, 2011 7:36 PM
Subject: Log ID 16458 - FW: COMPLAINT - 10425762

I don't know if [REDACTED] intent is merely to inform NHTSA that she no longer has the vehicle ... or if she is basically saying that she was expecting more help.

Her problems apparently began in September of 2010, but she never filed a Complaint until 45 days ago ... 9/16/2011. Also, she refers to a Recall, but taking a quick look, I do not see any Recall in Artemis for a 2010 Dodge Caravan that involves "cutting off" (stalling).

Anyway, it's all yours for whatever action, if any.

Thanks,
Bob

From: [REDACTED]
Sent: Monday, October 31, 2011 8:35 AM
To: donotreplyodi (VOLPE)
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

just wanted to let yall know we no longer have this vehicle. we felt unsafe driving it and had no luck w/ chrysler/dodge on coming up w/ a resolution. just wanted yall to know that we complained that vehicle was cutting off prior to any recalls, then recall came out and we were told ours was not one of the recall. eventually, ours was recalled and that fixed the recalled part, supposedly? it cut off several time after part replaced and we were the only ones concerned for our safety. thanks. [REDACTED]
[REDACTED]

Date: Fri, 16 Sep 2011 14:46:18 -0400
From: donotreplyodi@dot.gov
To: [REDACTED]
Subject: Acknowledgement from NHTSA/ODI of your safety complaint

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: **10425762**

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)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the Safercar.gov website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

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