

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Consumer comments -- ODI #10459965
Date: Monday, June 04, 2012 11:52:26 AM

10459965 - 1938

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Monday, June 04, 2012 11:50 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: FW: Consumer comments -- ODI #10459965

Consumer email/comments for your disposition: 2003 Honda Pilot with nearly 100,000 miles – [10459965](#).

Thanks,
Bob

From: [REDACTED]
Sent: Sunday, June 03, 2012 4:59 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Very disappointed with the fact that a gas leak could have caused my vehicle to explode and NHTSA's only reasonable answer is we'll contact the vehicle manufacture, what if my family was injured or killed as a result of this fuel tubing expansion and vapor release as we had be driving on a trip or highway and the fumes had eiother gotten into vehicle causing driver to black out or spark from some source either inside or outside car made it explode. Seems to me NHTSA is more interested in Manufactures position and interest then public safety. If someone had been smoking or there was a lighted flame anywhere near my vehicle we wouldn't have this conversation, and if my handicap wife and 6 yrs grand child were alone driving what would you tell me sorry we'll look into the incident? Well i keep the parts and hoses for you if you can take the time to either retrieve them or possible run a case investigation at some time in the future please let me know. Thank you for your valueable time and excuse me for not being polite, as i only have one family to serve. [REDACTED] [REDACTED]
lynn haven, florida [REDACTED], [REDACTED] home

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

From: [US DOT NHTSA](#)
To: [REDACTED] [NET](#)
Sent: Tuesday, May 29, 2012 7:33 PM
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: [10459965](#)

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 Monday-Friday, 8:00AM to 8:00PM Eastern
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](http://www.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.