

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

CL-10490156-8112

Subject: FW: Dash near windsheild melting (Orlando) – ODI #10490156 (2008 Nissan Altima)
Date: Wednesday, February 06, 2013 12:43:59 PM

From: Artemis HelpDesk (VOLPE)
Sent: Wednesday, February 06, 2013 11:14 AM

Subject: FW: Dash near windsheild melting (Orlando) – ODI #10490156 (2008 Nissan Altima)

I don't know if or how you handle these issues. The consumer filed an IVOQ – ODI #10490156 – but she is apparently expecting a response. I do not see any related Recalls, Investigations, or VOQs.

We receive these at the Artemis Help Desk because consumers respond to the sender of the Acknowledgement email instead of using the contact link at the bottom of that same email.

The name on the email, [REDACTED], is not the same as the one on the IVOQ [REDACTED] but the email address is the same on both.

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

From: [REDACTED]
Sent: Tuesday, February 05, 2013 10:41 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

WE HAVEN'T HEARD BACK FROM ANYBODY! PLEASE HELP. THE SITUATION IS GETTING WORST.

On 12/26/12, US DOT NHTSA <donotreplyodi@dot.gov> wrote:
> Thank you for filing your safety-related complaint via our Web site or
> our Vehicle Safety Hotline.
>
> Please allow at least two business days for approval and processing
> before trying to view your complaint online.
>
> Your Confirmation number (ODI Number) is: 10490156
>
> 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

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- > 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 email: <http://www-odi.nhtsa.dot.gov/contact.cfm>
- > Indicate your ODI Number in the contact form.
- >
- > Follow these steps to view your complaint online at the Office of
- > Defects Investigation website:
- >
- > Enter in your browser: <http://www-odi.nhtsa.dot.gov/complaints/>
- >
- > Enter your ODI Number in the "NHTSA ODI Number(s):" field.
- >
- > Click the Search button.
- >
- > You will then be able to view it and search any associated documents.
- >
- > 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 at
- > <http://www.safercar.gov/> or call our Vehicle Safety Hotline toll-free

> at 1-888-327-4236.

>

> Our Privacy Policy can be found at <http://www.nhtsa.gov/Privacy>.

>

> If you have questions regarding these emails, please go to our Contact

> Web page at <http://www.nhtsa.gov/Contact>.

>

>

> This is a system-generated email. Do NOT respond to the sender of this

> email.