

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 submitted additional info -- ODI #10508850
Date: Wednesday, May 15, 2013 8:41:35 AM

EQ-10508850-9250

From: Reid, Randy (NHTSA)
Sent: Tuesday, May 14, 2013 10:41 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: RE: Consumer submitted additional info -- ODI #10508850

[CRD will not respond to this complaint](#)

From: Wells, Cynthia CTR (NHTSA)
Sent: Tuesday, May 14, 2013 10:22 AM
To: Reid, Randy (NHTSA)
Subject: FW: Consumer submitted additional info -- ODI #10508850

[Will you respond to this person?](#)

From: Artemis HelpDesk (VOLPE)
Sent: Monday, May 13, 2013 6:47 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: RE: Consumer submitted additional info -- ODI #10508850

Hi Cynthia,

We received this email from [REDACTED] ... he also filed an EVOQ in April – ODI #[10508850](#) . He erroneously replied to the Safety Complaint Acknowledgement that is automatically sent from NHTSA/ODI when a VOQ is submitted. I don't know whether he meant to send this to the dealer, or if he already did and is also sending it to us just as an fyi – probably the latter.

There is nothing I can do ... I'll leave it for you if you want to respond or if you want to file it in the ACMS as additional info.

Thanks,
Bob

From: [REDACTED]
Sent: Monday, May 13, 2013 4:56 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

To acura of bellevue,WA

I came twice to your dealership about reporting excessive noise and boom sound on my 2013 ILX while driving on freeway. It is a unbearable sound and is causing me deafness and

11/11/2019

Error! Filename not specified.

Your Confirmation number (ODI Number) is: **10508850**

If you have any questions regarding this complaint, please contact ODI:

- Thank you,

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](tel: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.