

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Nelson, Carla CTR \(NHTSA\)](#)  
**Subject:** FW: Consumer comment with reference to ODI #10564925 (Recall repair issues)  
**Date:** Tuesday, February 25, 2014 8:48:27 AM

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**From:** Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)  
**Sent:** Monday, February 24, 2014 9:08 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Cc:** Yon, Scott (NHTSA); Reid, Randy (NHTSA); Hailu, Yenenesh CTR (NHTSA)  
**Subject:** FW: Consumer comment with reference to ODI #10564925 (Recall repair issues)

Hi Cynthia,

We received this email from a consumer relative to a recent EVOQ – ODI #10564925. He was having a problem getting his vehicle repaired in accordance with Recall 12V527, which is the subject of his Complaint. He was notified of the Recall over a year ago. Evidently, he has since obtained a repair date.

I don't see any need for further action, but I thought you might want to enter this into the file for ODI #10564925.

Thanks,  
Bob

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

**From:** [REDACTED]  
**Sent:** Wednesday, February 19, 2014 11:11 AM  
**To:** donotreplyodi (VOLPE)  
**Subject:** Re: Acknowledgement from NHTSA/ODI of your safety complaint

I called corporate and they said they now have the parts. I called a dealership in Raleigh, NC and have set up a date for Wednesday the 26 at 9am. Hopefully this will be the end of a long problem. If not, I will be getting in touch with you again. Thank you.

On Wed, Feb 19, 2014 at 10:47 AM, US DOT NHTSA <[donotreplyodi@dot.gov](mailto: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: 10564925  
>

> 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 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.