

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

10565260-4630

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Case Escalation  
**Date:** Tuesday, February 25, 2014 12:06:25 PM

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**From:** Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)  
**Sent:** Tuesday, February 25, 2014 11:56 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Cc:** Yon, Scott (NHTSA); Reid, Randy (NHTSA); Hailu, Yenenesh CTR (NHTSA); Rajanala, Gopal CTR (VOLPE)  
**Subject:** FW: Case Escalation

Hi Cynthia,

This request requires a response. I believe you have somewhat of a standard response for consumers who ask to have their Safety Complaint removed from the system because the issue was resolved. Basically, we can't do that. The system is also used to assist in determining trends and to alert other consumers as to possible problems – whether or not some are resolved by dealers with or w/o a Recall.

Thanks,  
Bob

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**From:** hotline-inquiries, NHTSA (NHTSA)  
**Sent:** Tuesday, February 25, 2014 11:37 AM  
**To:** Artemis HelpDesk (VOLPE)  
**Subject:** FW: Case Escalation

Please see the email below.

*Entered on 02/24/2014 at 11:36:13 EST (GMT-0500) by [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov):*

Sender Name: [REDACTED]

Sender Email: [REDACTED]

Subject: (ODI Number) is: 10565260

Comments: Hello, I would like to remove my safety complaint, as my issue has been rectified. Thanks!

**Contact Information:**

**First Name:** [REDACTED]

**Email Address:** [REDACTED]

**Contact Source:** Owner