

Subject: FW: Consumer inquiry -- ODI #10582859 (1 fatality)
Date: Thursday, December 04, 2014 12:02:15 PM

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Monday, November 10, 2014 9:03 PM

Subject: FW: Consumer inquiry -- ODI #10582859 (1 fatality)

From: [REDACTED]
Sent: Monday, November 10, 2014 2:50 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Re: ODI #[10582859](#)

I am pleased that your office has been reviewing information related to the 2007 Cadillac CTS single car crash that led to the death of my sister in 2012.

I have reviewed the attachments that were forwarded. Thank you for the information. **One primary question that I have is whether someone would actually examine the demolished vehicle and retrieve the recorded data from the black box. I believe it is reasonable to assume that information is essential in drawing any final determination regarding potential safety problems.** There is an incredibly inhumane history of brake failure/sudden acceleration/collapsed electrical systems in the General Motors Cadillac model. With these thoughts in mind, I would like to know if your investigation will or has included an evaluation of the wreckage that remained.

I appreciate the complexities of the work that your office handles. I look forward to learning your final determination.

Sincerely,
[REDACTED]

ET
12414
SMD

On Tuesday, April 15, 2014 12:24 PM, US DOT NHTSA <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: [10582859](#)

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.