

Subject: FW: Log ID 20836 - FW: Consumer inquiry - ODI #10608731 / Recall 09V351
Date: Monday, August 11, 2014 11:16:03 AM

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)

Subject: Log ID 20836 - FW: Consumer inquiry - ODI #10608731 / Recall 09V351

In this case, the consumer's complaint is more of an inquiry about a Recall (she has a 2008 Chrysler Town & Country):

SUMMARY:

I HAD TO INSTALL NEW BRAKES AT 24,000 AFTER TAKING MY VEHICLE TO THE DEALER BECAUSE THERE WAS SUPPOSED TO BE A RECALL AND THE DEALER TOLD ME IT HAD EXPIRED . I JUST HAD TO REPLACE MY BRAKE PADS AND INSTALL NEW ROTORS AT 53,000 MILES I HAVE MY RECEIPTS AND WOULD LIKE TO BE REIMBURSED AND INVESTIGATE WHY THE DEALER TOLD ME THAT THE RECALL HAD EXPIRED . OBVIOUSLY THERE IS A PROBLEM WITH THE BRAKES ON MY VEHICLE

From: [REDACTED]
Sent: Thursday, August 07, 2014 9:48 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

hi

ET

81414

SMD

it has been a month now and I have heard nothing

On 07/07/14, 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: **10608731**

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.