

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

EQ-1065174 3-8119

Subject: FW: Consumer requests to be contacted - ODI #10651743
Date: Thursday, November 06, 2014 6:46:03 AM
Attachments: [image001.png](#)

From: Reid, Randy (NHTSA)
Sent: Wednesday, November 05, 2014 3:32 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: RE: Consumer requests to be contacted - ODI #10651743

Sent: Wednesday, November 05, 2014 1:20 PM
To: Reid, Randy (NHTSA)
Subject: RE: Consumer requests to be contacted - ODI #10651743

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Wednesday, November 05, 2014 11:39 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA)
Subject: FW: Consumer requests to be contacted - ODI #10651743

This consumer is requesting that someone contact her about her IVOQ – [10651743](#).

130,000 miles

Date Complaint Filed: 10/31/2014		Date of Incident: 10/31/2014
Component(s): ENGINE , STRUCTURE , UNKNOWN OR OTHER		NHTSA ID Number: 10651743
All Products Associated with this Complaint ▲		
Vehicle Make	Model	Model Year(s)
VOLKSWAGEN	BEETLE	1998
Details ▲		0 Associated Documents 
Crash: No	Fire: Yes	Number of Injuries: 0
Number of Deaths: 0		
Manufacturer: Volkswagen Group of America, Inc.		
Vehicle Identification No. (VIN): 3VWBB61C6WM...		
SUMMARY:		
DAUGHTER WAS DRIVING TO SCHOOL, CAR STALLED, RESTARTED CAR THEN SAW SMOKE AND FIRE UNDER PASSENGER SIDE DASH. CAR BURNT COMPLETELY, TOTALED. HAVE BEFORE AND AFTER PICTURES.		
☐ Request Research ?		

Thanks,
Bob

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

From: Silletti, Andrew CTR (VOLPE)
Sent: Wednesday, November 05, 2014 8:26 AM
To: Artemis HelpDesk (VOLPE)

Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint

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

From: [REDACTED]

Sent: Wednesday, November 05, 2014 8:14 AM

To: donotreplyodi (VOLPE)

Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

could someone please contact me on this matter, I am very disturbed by this happening to my child. This could of been fatal. I need answers . Thank you!

[REDACTED]

On Fri, 10/31/14, US DOT NHTSA <donotreplyodi@dot.gov> wrote:

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

To: [REDACTED]

Date: Friday, October 31, 2014, 9:06 PM

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: 10651743

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.