

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

Subject: FW: Log ID 22573 - FW: Consumer's second inquiry - 10689487 (2014 LINCOLN MKX roll-away / 14V393)
Date: Tuesday, September 08, 2015 2:11:47 PM

Subject: RE: Log ID 22573 - FW: Consumer's second inquiry - 10689487 (2014 LINCOLN MKX roll-away / 14V393)

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From: [REDACTED]
Sent: Monday, September 07, 2015 1:36 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Good Day I have been trying to followup on this complaint. Its been sometime since I heard from your Office. Kindly advise. Thank-you for a response

Respectfully, [REDACTED]

On Thu, Feb 19, 2015 at 10:40 PM, US DOT NHTSA <donotreplyodi@dot.gov> wrote:

NAM
9915
SMD

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: **10689487**

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.