

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: Thanks for Letting Us Know About Your Vehicle
Date: Wednesday, September 23, 2015 2:08:59 PM

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Tuesday, September 22, 2015 7:33 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA)
Subject: RE: Thanks for Letting Us Know About Your Vehicle

Hi Cynthia,

I don't believe that a response is necessary, but you might want to, in some manner, make a note of this email and [REDACTED] comments as part of his IVOQ #[10761781](#).

Thanks,
Bob

From: [REDACTED]
Sent: Tuesday, September 22, 2015 11:52 AM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: RE: Thanks for Letting Us Know About Your Vehicle

I would like to infor you of two additional GM trucks both are 2003 Tahoe and a full size pickup, that belong to two different friends, that have had a main break line rust out and cause a loss of breaks. Both of those happened in 2015. I also, stopped in at a junk yard in Traverse City, Michigan to look at 2002 and 2003 GM trucks and found that most of them had very badly rusted breal lines located on top of the frame just under the master cylinder. This is very concerning, since there must be millions of these trucks still out on the road.

Please look into this!

[REDACTED]

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: "U.S. DOT National Highway Traffic Safety Administration"
<donotreplyodi@dot.gov>
Date: 09/05/2015 12:58 PM (GMT-04:00)
To: [REDACTED]

Subject: Thanks for Letting Us Know About Your Vehicle

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [10761781](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <http://www.nhtsa.gov/Contact>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit SaferCar.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)