

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Log ID 24837 - FW: Consumer email - Pictures for ODI #10979934 / 2016 HONDA CIVIC (oil leak)
Date: Monday, April 24, 2017 10:37:52 AM

From: Artemis HelpDesk (VOLPE)
Sent: Monday, April 24, 2017 9:48 AM

Subject: Log ID 24837 - FW: Consumer email - Pictures for ODI #10979934 / 2016 HONDA CIVIC (oil leak)

I'm forwarding this email to you for possible uploading of the attached pictures for IVOQ #[10979934](#) .
I don't believe any response to the email is necessary.

Thanks, – Bob

From: [REDACTED]
Sent: Sunday, April 23, 2017 1:24 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

Thank you for helping us! Please see attached pictures, i believe this car has engine issue and it may cause fire and they should not sell to me. I bought a new car yesterday, for only 11 months i lost \$9000.00. I hope Honda should give me a fair answer.

Sincerely,

[REDACTED]

2017-04-22 17:07 GMT-04:00 U.S. DOT National Highway Traffic Safety Administration
<donotreplyodi@dot.gov>:

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 [10979934](#). 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](tel:888-327-4236), Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: [888-424-9153](tel:888-424-9153)
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(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.](#)

Jacksonville FL

USA

Call:

















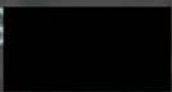








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