

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

To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Consumer email - ODI #11082537 / awaiting email form from NHTSA
Date: Wednesday, April 18, 2018 2:46:51 PM

From: Artemis HelpDesk (VOLPE)
Sent: Wednesday, April 18, 2018 11:06 AM

Subject: FW: Consumer email - ODI #11082537 / awaiting email form from NHTSA

Apparently, someone phoned [REDACTED] about his IVOQ, and he is expecting a release form so his Complaint may be shared with VW. He never received the email.

If it was sent, you might want to have him check his spam folder, or sent it again by postal mail.

Thanks, – Bob

From: [REDACTED]
Sent: Tuesday, April 17, 2018 10:49 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

Hi... I received a phone call yesterday from the NHTS about this issue and the fellow that I spoke with (I missed his name) requested if it was OK to share my information with the auto manufacturer and I said yes. He was going to send me an email that I would reply back to stating it was OK to share it with Volkswagen and I never received the email. I would really, really, really like for this to happen. I also informed the fellow that I wanted to edit my initial report and add a very, very important safety issue. My car died at the intersection of Hoagland Blackstub Road & Route 5 (Elm Road) in Cortland right in front of Walmart and Quaker Steak & Lube restaurant. My son attempted to restart the car after the engine stopped and sat at the intersection for cycle of green to red lights. With no success of restarting the engine with the broken timing chain, he had his two friends get out of the car and push it into the Quaker Steak & Lube parking lot. Needless to say, if you check, that Walmart in Trumbull County is one of the busiest Walmart's in the Country.... not county, Country. That is a big safety issue with all the people texting and driving, that's all I would have needed was to have someone rear end my sons car while his two buddies are trying to push the car off the main road. Well, hopefully you can add that information to my initial report, because I could not find anywhere to edit my initial report.

Thank you,
[REDACTED]

On Apr 2, 2018, at 4:18 PM, U.S. DOT National Highway Traffic Safety Administration

<donotreplyodi@dot.gov> wrote:

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 [11082537](#). 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: <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.](#)