

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Case Escalation
Date: Wednesday, September 12, 2018 9:38:19 AM
Importance: High

From: NHTSA.HotlineTelesis
Sent: Wednesday, September 12, 2018 9:37 AM

Subject: Case Escalation
Importance: High

Notification of Case Escalation (All times are GMT-0400)

Workspace ID: 12
Case: COMPLAINT
Case Number: [REDACTED]

Escalation: Resend EVOQ **Status:** Closed
Date: 2018-09-12 **Time:** 09:36:20
Creation Date: 2018-08-14 **Creation Time:** 14:46:47

Symptom:

Entered on 08/14/2018 at 2:46:46 PM EDT (GMT-0400) by Justin Williams:

TL-THE CONTACT OWNS A 1997 SATURN Z TYPE. THE CONTACT STATED THEY WERE DRIVING 40 MPH WHEN THE CONTACT GOT TO AN INTERSECTION THEY APPLIED BRAKES BUT THE VEHICLE KEPT MOVING. THEY TRIED TO APPLY THE EMERGENCY BRAKE AND THE EMERGENCY BRAKE DID NOT WORK EITHER. IN RESULT THE CONTACT CRASHED INTO A JEEP. THE AIR BAGS DID DEPLOY, THE CONTACT SUSTAINED BRUISES AND BUMPS, HOWEVER, THE PASSENGER DID SUSTAIN INJURIES, THE PASSENGER DID RECEIVE MEDICAL ATTENTION AND A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT DIAGNOSED, THE VEHICLE WAS NOT REPAIRED AND THE VEHICLE WAS DESTROYED. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND THEY ARE PROVIDING ASSISTANCE. THE FAILURE WAS NOT RELATED TO A RECALL. THE FAILURE MILEAGE IS UNKNOWN. JW

Case Information:

Did you contact the manufacture: Yes

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Address:

City: ST. ANNE **State/Province:** MO Missouri
Zip: **Country:** United States
Phone: **Contact Source:** Owner
ODI #: 11119896