

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Cc: [REDACTED]
Subject: FW: Email from VOLPE
Date: Wednesday, January 27, 2021 2:44:31 PM
Attachments: [REDACTED]

[REDACTED]

Please add these pictures to the customers VOQ. #[11389077](#)

Thanks,
[REDACTED]



[REDACTED]
Safety Defects Program Specialist
Office of Defects Investigation
U.S. Department of Transportation
[National Highway Traffic Safety Administration](#)
NEF-109 Room W53-444
1200 New Jersey Avenue SE., Washington, DC 20590
Office: [REDACTED] Email: [REDACTED]

From: [REDACTED]
Sent: Monday, January 25, 2021 6:37 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Thank you. I just want to include the pictures I took. And I still have the defective tire.

On Wed, Jan 20, 2021, 19:35 U.S. DOT National Highway Traffic Safety Administration
<donotreplyodi@dot.gov> wrote:

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: [11389077](#)

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)

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



