Gmail

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

[redacted]

[redacted] Cancel my reported claim

1 message

NHTSA Service Desk <noreply@telesishq.com> Thu, Oct 7, 2021 at 2:17 PM
Reply-To: NHTSA Service Desk <4me+nhtsa@telesishq.com>
To: [redacted]

CL-11435610-8000

Dear [redacted]

A Ambrose mentioned you in the following request:

Request [redacted] Cancel my reported claim Remove

[redacted]

Diagnostic revealed it was a broken front axel. Still a hazard

Good [redacted]

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

To make corrections, additions or withdraw your complaint it must be done by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected/updated information to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

https://nhtsa.4me.telesishq.com/requests/457296

Gmail [redacted]

Thanks for Letting Us Know About Your Safety Problem

1 message

NHTSA-OEM-Communication@service.govdelivery.com <NHTSA-OEM-Communication@service.govdelivery.com> Tue, Oct 5, 2021 at 2:50 PM
Reply-To: ArtemisSupport@dot.gov
To: [redacted]

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 **11435610**. 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 NHTSA.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, tire or child seat.

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 NHTSA.gov, and follow us on Facebook and Twitter.

Review our Privacy Policy.

[redacted]
Kent, WA [redacted]

SEATTLE WA 980
9 OCT 2021 PM 2 L

Thinking

USA

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE West Building
Washington, DC 20590