

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint --11534035
Date: Wednesday, November 1, 2023 2:19:19 PM

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.

I spoke with the customer again today (11/1/2023 Chaney Enterprises) and they are currently not willing to part with the broken parts. The claim that Mack truck wants the broken parts and are waiting for Mack's direction on those parts. I do not know how to get the parts if they are not willing to part with them at this monument.

Thanks,

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, September 21, 2023 7:46 AM
To: [REDACTED]
Subject: Follow up to ODI Complaint --11534035

You don't often get email from evoq@dot.gov. [Learn why this is important](#)

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint --11534035
Date: Wednesday, November 1, 2023 2:25:53 PM
Attachments: [REDACTED]

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The vehicle owner's information

[REDACTED]
[REDACTED]
Gambrills, MD [REDACTED]
[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, September 21, 2023 7:46 AM
To: [REDACTED]
Subject: Follow up to ODI Complaint --11534035

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U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

Dear Consumer:

NEF-109

Thank you for contacting the National Highway Traffic Safety Administration's (NHTSA) Vehicle Safety Hotline (VSH). The information from your report was entered into our complaint database with NHTSA ID # 11534035. Any information you provide in the future should include this ID number. Your complaint will be reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. You can review a copy of your report on our website at <https://www.nhtsa.gov/recalls> by entering your eight-digit Reference Number into the NHTSA Safety Issue ID field.

Thank you for your cooperation.

Sincerely,

Randy Reid
Chief, Consumer Engagement Division
Office of Defects Investigation Enforcement
Enforcement

