

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Correction to complaint.  
**Date:** Wednesday, November 1, 2023 11:34:30 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, November 1, 2023 10:56 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Correction to 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.

This should read passenger side headrest deployed.

Thank you you,

[REDACTED]

Sent from my iPhone



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 #11544516. 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