

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11545544  
**Date:** Friday, October 6, 2023 5:11:39 PM  
**Attachments:** [REDACTED]

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**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.

[REDACTED]  
Yesterday

Subject: ID ODI11545544  
To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

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.

Hello,

Hoping you can help me. I sent the attached email and have not heard anything. Do I have the correct email address?

Also, I took videos of the issues that are going on and they are too large to send. I am not sure how to get them to you for the ID ODI11545544 that was provided to me during the phone call on 9/20/2023.

Any assistance will be appreciated.

Thank you,

[REDACTED]  
Amsterdam, NY  
[REDACTED]  
[REDACTED]

Thank you,

Ann-Marie Ambrose  
ASRC Federal Holding Company  
[AAmbrose@asrcfederal.com](mailto:AAmbrose@asrcfederal.com)  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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**From:** [REDACTED]  
**To:** [vsafetyh@dot.gov](mailto:vsafetyh@dot.gov)  
**Subject:** RE: ID ODI11545544  
**Date:** Sunday, October 1, 2023 10:39:38 AM

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**From:** [REDACTED] >  
**Sent:** Friday, September 22, 2023 5:43 PM  
**To:** 'vsafetyh@dot.gov' <[vsafetyh@dot.gov](mailto:vsafetyh@dot.gov)>  
**Subject:** ID ODI11545544

Hello,

I called a few days about about an issue with the electrical components of the screen that controls hidden menu and system menus. The bottom right corner does not work. I took video's but they are too large to send, and I don't know how else to get them to you. I am hoping there is a way we can figure this out.

If I do figure it out in the next day or so will send another email with them attached.

Thank you,

[REDACTED]  
[REDACTED]  
Amsterdam, NY [REDACTED]  
[REDACTED]