

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#); [Rosales, Denise](#); [Rosales, Denise CTR \(NHTSA\)](#)
Subject: ODI- 11572247
Date: Wednesday, March 13, 2024 2:27:58 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.

From: [REDACTED]
Sent: Tuesday, March 12, 2024 11:30 AM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - NHTSA Complaint Help 11572247

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.

Please send a detail email to our webmaster at nhtsa.webmaster@dot.gov to have the name redacted from the complaint with your complaint number : 11572247 in the subject field.

Please remove my name from the complaint, it is [REDACTED] and is in the body of the complaint, I sent in a letter form and was unaware that the entire message including my name would be available. I attached my other correspondence and this webmaster address was given to me as the resolution. If you could please let me know when it is done so that I may confirm. Also in my clean in my complaint I attached emails that have mine and my husband's personal information on them as well as our personal email addresses these do not show up in the public available information but if there is a way to do so now even though after the fact I would like to be assured that this information will also not be made available to the public or to the manufacturer since the complaint the manufacturer is refusing to attempt to repair the vehicle and I believe it's in direct retaliation for the complaint

----- Forwarded message -----

From: **HOTLINE, DOT-OIG** <HOTLINE@oig.dot.gov>
Date: Tue, Mar 12, 2024, 06:59
Subject: [REDACTED] - Re: {From External} NHTSA Complaint Help
To: [REDACTED]

Thank you for contacting the U.S. Department of Transportation (DOT), Office of Inspector General (OIG) regarding your concerns. The hotline is designed to report allegations of fraud, waste and abuse, regarding DOT programs and DOT federally funded projects or grants. Based on our review of the material provided we have determined that we do not have primary oversight over your concerns and the appropriate venues may lie with the DOT's Chief Privacy Officer (CPO) and DOT's Cyber Security Management Center (CSMC). You may contact the CPO via its web site at <http://www.dot.gov/privacy> and the CSMC Watch Officer

at 9-AWA-CSMC@FAA.GOV or call 1-866-580-1852 for further assistance. In addition, the National Highway Traffic Safety Administration (NHTSA) is the appropriate venue regarding all vehicle defect concerns. You may contact NHTSA's Office of Defects Investigations via telephone at (888) 327-4236 or its web site at [Report a Vehicle Safety Problem, Equipment Issue | NHTSA](#) for further assistance. We anticipate no further action from our office regarding this matter and thank you for bringing this information to our attention.

Sincerely,

US DOT/OIG, Complaint Center Operations

This e-mail is from the U.S. Department of Transportation, Office of Inspector General, and may contain information that is "Law Enforcement Sensitive" (LES) or "For Official Use Only" (FOUO) or otherwise subject to the Privacy Act and/or other privileges that restrict release without appropriate legal authority.

From: [REDACTED]
Sent: Monday, March 11, 2024 2:12 AM
To: HOTLINE, DOT-OIG <Hotline@oig.dot.gov>
Subject: {From External} NHTSA Complaint Help

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.

To: Director

National Headquarters
1200 New Jersey Ave SE, 7th Floor
Washington, DC 20590
Phone: 202.366.1959

Subject: Request for Removal of Personal Information from a Complaint and Guidance on Reporting Additional Concerns

Dear Sir/Madam,

I am writing to seek your assistance and guidance regarding a complaint I previously filed with the National Highway Traffic Safety Administration (NHTSA) concerning a vehicle manufactured by Jeep. The Vehicle Identification Number (VIN) associated with the complaint is 1C4SJVGP1PS [REDACTED]. This complaint contains my full name in the body of the publicly available information as well as was provided to the FCA.

Since lodging the complaint, I have come to believe that both the manufacturer and the dealership involved have engaged in retaliatory actions against me. These actions have raised significant concerns about my privacy and well-being, prompting me to request the removal of my personal information from the associated complaint record. NHTSA ID Number: 11572247

Incident Date November 1, 2023

Consumer Location CATLETT, VA

Vehicle Identification Number: 1C4SJVGP1PS [REDACTED]

I kindly request your guidance on the necessary steps to have my name and any other identifying details expunged from the complaint filed with the NHTSA. My primary goal is to ensure my privacy is protected while still allowing the issue with the vehicle to be addressed appropriately.

Furthermore, I have additional concerns related to the same vehicle that I believe need to be reported and investigated. I would greatly appreciate it if you could provide me with information or contact details on how best to proceed with submitting this additional information to ensure it is reviewed and addressed appropriately and if possible anonymously to the extent allowed.

Your assistance and advice on these matters would be invaluable to me during this challenging time. Please let me know the best course of action or any specific procedures I should follow to ensure my concerns are addressed while maintaining my privacy.

Thank you very much for your time and assistance.

Sincerely,

[REDACTED]

Thank you

Ann-Marie Ambrose

Quality Analyst

ASRC Federal Holding Company

aambrose@asrcfederal.com

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

asrcfederal.com | Purpose Driven. Enduring Commitment.

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