

From: [Artemis HelpDesk \(NHTSA\)](#)
To: [Reid, Randy \(NHTSA\)](#); [Mohammed, Irfan \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#)
Cc: [Artemis HelpDesk \(NHTSA\)](#); [Vadlamudi, Muralidhar CTR \(NHTSA\)](#); [NHTSA ODI CED](#); [EVOQ \(NHTSA\)](#)
Subject: Artemis HelpDesk Inbox - VOQ# 11580600, [REDACTED] - Add Additional Photos to Complaint - Thanks for Letting Us Know About Your Safety Problem.
Date: Wednesday, April 3, 2024 10:37:21 AM
Attachments: [REDACTED]

Hello Randy, Irfan, Murali & Bob,
Sorry, I was out sick yesterday. I get a couple of these emails each week in the "ArtemisSupport" inbox which I have been tasked to monitor.
Consumers will sometimes reply to the email which sent them their complaint number & contact info (it also tells them not to reply to the email but some do anyway). I've been instructed to forward these email to NHTSA.ODI.CED@dot.gov, EVOQ@dot.gov, attention CRD Inbox with subject line formatted as above, which I have been doing for several years now. I have no idea who receives these emails as there are no members listed in either group and I've never received a response. anyway, I will forward this email to them.
Randy, are you included in either of those groups?

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: Reid, Randy (NHTSA) <randy.reid@dot.gov>
Sent: Wednesday, April 3, 2024 8:30 AM
To: Mohammed, Irfan (NHTSA) <irfan.mohammed@dot.gov>; Robertson, Faithia (NHTSA) <Faithia.Robertson@dot.gov>
Cc: Artemis HelpDesk (NHTSA) <Artemis@dot.gov>; Vadlamudi, Muralidhar CTR (NHTSA) <m.vadlamudi.ctr@dot.gov>
Subject: RE: ARTMODHD - FW: ID 11580600 Re: Thanks for Letting Us Know About Your Safety Problem

Hi Irfan,

CED can take care of this request.

From: Mohammed, Irfan (NHTSA) <irfan.mohammed@dot.gov>
Sent: Tuesday, April 2, 2024 5:29 PM
To: Robertson, Faithia (NHTSA) <Faithia.Robertson@dot.gov>; Reid, Randy (NHTSA) <randy.reid@dot.gov>
Cc: Artemis HelpDesk (NHTSA) <Artemis@dot.gov>; Vadlamudi, Muralidhar CTR (NHTSA) <m.vadlamudi.ctr@dot.gov>
Subject: RE: ARTMODHD - FW: ID 11580600 Re: Thanks for Letting Us Know About Your Safety

Problem

Hello,

Do you know who can update the VOQ with picture attachments for the consumer who submitted them via email below.

Thanks,
Irfan

From: Vadlamudi, Muralidhar CTR (NHTSA) <m.vadlamudi.ctr@dot.gov>
Sent: Tuesday, April 2, 2024 4:27 PM
To: Mohammed, Irfan (NHTSA) <irfan.mohammed@dot.gov>
Cc: Artemis HelpDesk (NHTSA) <Artemis@dot.gov>
Subject: FW: ARTMODHD - FW: ID 11580600 Re: Thanks for Letting Us Know About Your Safety Problem

Hello Irfan,

Evidently, this consumer would like the attached 5 photos added to his VOQ 11580600.

Thanks,
-Murali



Murali Vadlamudi

Cell: 617-320-3376 | Email: m.vadlamudi.ctr@dot.gov
(HQ)1568 Spring Hill Road, Suite 300, McLean, VA 22102
Inc. 500 Honoree & Virginia's "Fantastic 50" Awardee
CMMI level 3, ISO 9001, ISO 20000, ISO 27001
Certified SBA 8(a), WOSB

From: [REDACTED]
Sent: Tuesday, April 2, 2024 3:07 PM
To: Artemis HelpDesk (NHTSA) <Artemis@dot.gov>; Webmaster, NHTSA (NHTSA) <NHTSA.Webmaster@dot.gov>
Subject: ARTMODHD - ID 11580600 Re: Thanks for Letting Us Know About Your Safety Problem

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 find attached photos as addition to the earlier ones







On Tue, Apr 2, 2024 at 9:33 AM <NHTSA-ODI-Consumer-Communication@service.govdelivery.com> wrote:

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 [11580600](#). 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](https://www.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](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

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