

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10725506-----  
**Date:** Thursday, July 30, 2015 6:34:00 AM

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**From:** EVOQ (NHTSA)  
**Sent:** Wednesday, July 29, 2015 2:54 PM

**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10725506-----

**From:** [REDACTED]  
**Sent:** Wednesday, July 22, 2015 11:52 AM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: ----10725506-----

I received a copy of what I originally sent to you today and have finally given up on your agency as far as help goes for the American consumer on recall complaints and or an agency that has any ability to make sure we have compliance by automobile manufacturers to sell us safe vehicles. I wrote to a company that produces a daily report called Consumer Report and they did a story about the same situation I have. I am getting ready to write to 60 minutes to share with them the same story. What this amounts to is that it seems like vehicles have been invented in the last couple of years due to the amount of recalls. Some of these recalls are big safety issues and the dealerships have more interest in selling additional services than any interest in fixing the recall. It amounts to an extra profit stream as they are getting many more customers in their dealerships that would normally never come in due to the extreme scare tactics as worded in some of these recalls. I can see that you are understaffed and don't really reply to complaints as is witnessed by my complaint so your can just drop me from the complaint and I will continue to get the word out that we just have another Federal agency that employees people at tax payers expense that is bogged down with bureaucracy.

Regards,

-----Original Message-----

**From:** EVOQ <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**To:** [REDACTED]  
**Sent:** Wed, Jul 22, 2015 9:06 am  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10725506-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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

