

Subject: FW: Case Escalation
Date: Tuesday, January 28, 2014 9:22:25 AM

From: hotline-inquiries, NHTSA (NHTSA)
Sent: Monday, January 27, 2014 3:20 PM
To: Reid, Randy (NHTSA)
Subject: FW: Case Escalation

Please see the email below.

Entered on 01/09/2014 at 02:31:08 EST (GMT-0500) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED]

Sender Email: [REDACTED]

Subject: 2008 ZAP Xebra Recall/Repurchase Program

Comments: This recall issue has been going on since May 2009, maybe even longer, and ZAP has been dinking us around since then. Per ZAP, they have an agreement with you, the NHTSA, to pay eligible claims by December 31, 2013. That agreement has not been honored. Now they claim that they are discussing with you the possibility of a revised schedule for repurchasing vehicles from eligible owners. Please do not allow them any more time. Enough is enough! If they are having a problem with available cash funds, make them replace our recalled vehicle with a new model instead. That would actually be fair. The repurchase amount of \$3100 was insufficient anyway. Keep in mind that we are still obliged to pay for insurance and registration while the recalled (and unusable) vehicle is still in our possession. Additionally, I have been spending money on gas all this time, which would not have been necessary if I had been able to drive the Xebra. Please consider what would be fair to us as consumers. Thank you.

Contact Information:

Last Name: [REDACTED]

First Name: [REDACTED]

Email Address: [REDACTED]

Contact Source: Owner