

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [EVOQ \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10701447-----
Date: Monday, April 27, 2015 7:40:09 AM

EQ-10701447-7637

From: [REDACTED]
Sent: Friday, April 24, 2015 6:47 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: ----10701447-----

I was not able to open the attached documents. I recently contacted the dealership about two weeks ago and was told that the part was still not available. I called the 1-800 number and was still not able to get through. When you call the 1-800 number and try to get info about recall P25 you get the same recording over and over which basically tells you that your call will be answered by the next available representative. Come August it will be 1 year that they disconnected my rear windows so that I can't open them. What rights do we have as a customer?

From: EVOQ@dot.gov
To: [REDACTED]
Sent: Friday, April 24, 2015 8:45:32 AM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10701447-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(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

