

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

From: [EVOQ \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#) EQ-10733065-1851
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10733065-----
Date: Wednesday, September 30, 2015 10:02:43 AM
Attachments: [image002.gif](#)

From: [REDACTED]
Sent: Friday, September 25, 2015 3:37 PM
To: EVOQ (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: ----10733065-----

thank you for the information.

I have to say the accident was reported to USAA which my ex who was a army soldier court order to pay debt in part USAA tried to debt collect over \$6000 when they spent two years blaming the NC transportation on highways saying it was their fault and in return I submitted the damages to them a DAVID who replied by letter in 2013 taking forever to respond would not pay the damages stating it was country area of damages responsibility. So I submitted a report to them and filled out their forms never heard back. So I was basically scammed by insurance and gov. It was a constant frustration dealing with local and state governments while serving and was abused in process in many areas I feel are very disturbing and harmful to military families during war time in our country. Yet I was sent info about the class action dealing with ignition switch and never compensated and then the accident happened. I have kept all my repairs from the shops and will attach copies of repairs to the letter if that is what you are asking. But so far USAA will not pay the \$6000 and tried to pawn it on us.

I am not responsible for this I was under sponsorship of the army and they pay for expenses and protection. USAA is and should of been responsible but told that from abuse of my ex to me that he had illegally changed or such when the courts had restraining order on him not too and orders to pay debt. He told the courts he did and to this day hasn't the name is SCott Shoop a major of us army artillery at ft bragg, nc. So whom ever is responsible I know I am not and this vehicle was the only thing I had after abandoned out her homeless from my service. I am lucky. But who cares right facts are important. I am not sure why I am sending this to you. Are you filing for compensation for us to be recovered?

From: EVOQ@dot.gov
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10733065-----
Date: Fri, 11 Sep 2015 19:01:21 +0000

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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation