

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: Read report : FW: FW: NHTSA: Follow up to ODI Complaint: ----10744752-----
Date: Monday, September 14, 2015 2:36:34 PM

Questionnaire.

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From: [REDACTED]
Sent: Saturday, September 12, 2015 11:21 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Fw: Read report : FW: FW: NHTSA: Follow up to ODI Complaint: ----10744752-----

I could not edit the form, but I wish to add the following;
Dealer's name: Lochmondy Motors, Elkhart Indiana
Follow up Narrative: Upon completion of the rework they did, I noticed slipping in the rear end. I immediately returned the truck once again and found them very unwilling to listen and accusatory that I had done something to cause damage. The result was that they had put the wrong differential fluid in the rear end. Upon completion, the truck performed normally. This dealership appears to be very incompetent to perform complex repairs or the quality assurance program is non-existent. That is of course, just my opinion.

[REDACTED]

On Tuesday, September 8, 2015 10:39 AM, [REDACTED] " [REDACTED] t> wrote:

Recipient: [REDACTED] t
Time of reading : 09/08/2015 10:39 AM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10744752-----

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 compl