

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ---- 11267337----
Date: Tuesday, December 10, 2019 8:11:23 AM

This is completely inaccurate:

I never received a recall. In fact the recall was sent (along with a warning letter) after I filed this report.

The part did fail.

I was going 60 miles an hour on the highway and it ripped out my transmission.

They refused to cover a rental when they couldn't source the parts.

They had the car for over six weeks.

I did not get a rental until I filed notice under Massachusetts Consumer Protection Law notifying them of my intent to sue for treble damages.

> On Dec 10, 2019, at 8:06 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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> 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

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> <11267337.pdf>