

INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint — 11309799 —
Date: Saturday, June 27, 2020 2:54:23 AM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Just following up on my complaint. I contacted Fiat of Burlingame in Burlingame California and still no replacement part in for recall from Fiat with no date known as to when the replacement part will be in for fix. I just wanted to see if there is any update/explanation you may have received from Fiat. Since this concerns the drive shaft I am concerned if it fails while I'm waiting for replacement. I had been over a year since recall was issued...is this normal?

Thank you for looking into this matter,

[REDACTED]
[REDACTED]
Belmont, CA [REDACTED]
[REDACTED]

Sent from [REDACTED] iPhone

> On Mar 24, 2020, at 2:45 PM, [REDACTED] wrote:

>

> I still have not received notice part available and still waiting for replacement. I don't understand the delay and not sure what to do. If you have any information for me please let me know.

>

> [REDACTED]

>

> Sent from [REDACTED] iPhone

>

>> On Mar 24, 2020, at 6:02 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

>>

>> 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

>>

>>

>> [REDACTED] >