

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [DataQuality](#); [DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11330185-----
Date: Thursday, July 30, 2020 1:40:03 PM
Attachments: [REDACTED]

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Hi,

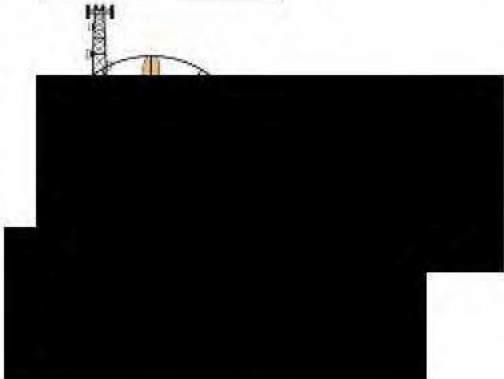
Hereby is the changes/revisions to the form received.

1. Date of Purchase: March 16, 2018
2. Dealer Name: MotorCars of Georgia Tel 877-411-3593
3. Engine No: Cylinders 3.8 L Twin Turbo V8
4. Fuel Type: Gasoline
5. Original Owner: (me) Purchased Brand New
6. Dealer City: Atlanta
7. Description: TL* THE CONTACT OWNS A 2017 MCLAREN 570GT. THE CONTACT STATED THAT HE BECAME AWARE OF COOLANT LEAKING FROM THE VEHICLE WHILE PARKED IN THE GARAGE. THE VEHICLE WAS TOWED TO MOTORCARS OF ATLANTA (7865 ROSWELL RD NE, SANDY SPRINGS, GA 30350) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE COOLANT LEAKED FROM A DEFECTIVE HOSE CLAMP. THE VEHICLE WAS REPAIRED UNDER WARRANTY. FEW MONTHS LATER, THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC (EUROFED AUTOMOTIVE ATLANTA) IN 3900 N. PEACHTREE RD ATLANTA GA 30341 TEL. 470-349-8135 FOR AN OIL CHANGE AND THE CONTACT WAS INFORMED THAT THE OTHER END CLAMP OF THE SAME COOLANT HOSE HAD STARTED TO LEAK COOLANT AND HAD FRESH OIL DRIPPING SIGNS. THE VEHICLE WAS TAKEN BACK TO MOTORCARS OF ATLANTA TEL 877-411-3593 AND THE CONTACT WAS INFORMED THAT THE LEAK WAS CONSIDERED TOO SMALL TO BE REPAIRED UNDER WARRANTY. THE MANUFACTURER WAS NOTIFIED BY THE DEALER AND BASED ON THE SERVICE ADVISOR THEY DID NOT APPROVED THE REPAIR UNDER WARRANTY. THE CUSTOMER ASKED FOR THE COST OF THE REPAIRS AND FEW DAYS AFTER CUSTOMER WAS CALLED TO PICKUP THE CAR AND THE DEALER CHANGED THE DEFECTIVE HOSE CLAMP AND CHARGED THE CUSTOMER WITHOUT AUTHORIZATION TO MAKE THE REPAIR AS IT SHOULD BE COVERED BY WARRANTY. THE FAILURE MILEAGE WAS 6,100.

Thanks for you help,

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



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From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, July 16, 2020 4:56 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ---- 11330185-----

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