

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: Follow up to ODI Complaint ----- 11403144-----
Date: Friday, April 16, 2021 12:28:55 PM

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I can not get the manufacturer or the dealership to resolve and pay for a new hatch and glass for this vehicle. The dealership replaced only the glass leaving glass at the bottom of the tailgate/hatch. Their service manual states that if the glass breaks, the entire glass and hatch need to be replaced. again, there is a design flaw, and this could happen again. There was also a brakes issue and all the brakes needed to be replaced at 10000; they put the wrong brakes on the vehicle at manufacture. There are also several electrical issues with the vehicle. Defective speaker connections shorting out and draining the battery. Sunroof/moonroof issues with knocking the switches out of place and into a recalibration mode and disabling it; told it is a design issue again. And today the speaker for the phone is not working.

Any questions e-mail me.

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Wednesday, April 7, 2021 5:46 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11403144-----

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