

INFORMATION REDACTED PURSUANT TO THE FREEDOM

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 ---- 11407024-----  
**Date:** Tuesday, April 20, 2021 4:17:47 PM

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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.

As an FYI I did contact Subaru of North America who offered a \$500 credit for this repair if you went through an official Subaru dealer. Since the overall cost to me was about the same, I went directly to the glass repairer.

[REDACTED]

> On Apr 20, 2021, at 12:40 PM, 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](mailto: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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> [REDACTED]