

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint ----- 11408055-----
Date: Friday, April 30, 2021 2:13:32 AM
Attachments: [REDACTED]

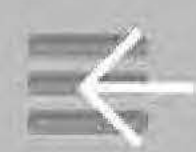
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I will be sending your request for date of purchase do you have the record of recall on file initiated Bty NHTSA. BUT as i stated i will gather. paperwork of replace ment of new transmission September 17 2020 bruse lowlery Chevrolet corner of hemphill and 20 s firwy fort worth Texas thank you for the prompt response as it is crucial to make a agreement with the manufacturers GM st [REDACTED] Sofia GM SPECIALIST FOR GM (866-970-5600 Ext 5922477. Vehicle id # KL8CB6598EC [REDACTED]. I AM ASKING FOR THE BUY BACK WHICH WAS A OPTION.

On Thu, Apr 29, 2021, 4:46 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



repair or replacement fails to solve the problem? Does the car owner have any additional recourse?

The Initial Recall

A recall warning usually goes out to the owners of certain products that possess defects that could cause harm. In the warning mail or email, the individual has the option to take the item to the manufacturer or a retailer that will fix or refund the price of the purchase. For vehicles, the recall usually provides a free of charge repair for the defect due to possible injurious functions with the defective part. The manufacturer will repair or replace the issue and then let the owner take it back. The recall usually resolves the issue with little complication during or after the repair.

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Recall Remedy Rights of the Owner

It is through the federal laws that the