

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: FW: Follow up to ODI Complaint ----11408340 ----
Date: Tuesday, April 27, 2021 9:55:38 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.

Good morning,

My passenger side front and rear door locks actually failed to open. Team Hyundai of Southern Maryland replaced the actuators in both doors. Because I had bought an extended warranty on my car, I had to pay \$100. deductible for the repairs. This was a safety hazard, and I believe the actuators should be a recall.

Thank you ,
[REDACTED]

On Tue, Apr 27, 2021 at 9:29 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

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[REDACTED]

This email account is not monitored 24 hours a day. If you are trying to get help for a child who has expressed a desire to harm himself/herself, please call 911. Other resources that are helpful include: calling 211, texting 741741 or calling the local crisis center hotline number at 410-535-1121 or the national teen help line at 1-800-422-0009.

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