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From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Reply: Follow up to ODI Complaint -----11419165
Date: Wednesday, July 21, 2021 12:25:32 PM

From: [REDACTED]
Sent: Wednesday, July 21, 2021 11:04 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Reply: Follow up to ODI Complaint -----11419165

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I received the .pdf file of the complaint and I see there needs to be some edits.

The car WAS seen by a mechanic and has now been seen by a GM dealership.

The first mechanic stated that control arms do not usually break like this and common sense would suggest that rubber bushings and rubber control arm links would be worn before the control should just break apart from rust. The amount of rust is not typical, because it would cause catastrophic events if they normally broke like this one did. Hence the recall that was originally done, but the "fix" at the time they say they did was coat the arm with wax. -

I sent it to the GM dealership and they say this is "normal" - Which makes zero sense. How can it be normal, when they specifically did a recall on this EXACT issue?

GM has been awful to deal with in the entire scenario. Not returning calls, not following up, I've been passed around to multiple people, all of whom keep trying to say "they repaired the issue", that I can obviously prove wrong, because my control arm exhibited the exact symptom the recall was initially done for.

I still have not gotten the car repaired, but can include the final receipts when I have them.

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[REDACTED]