

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint —11422132 —
Date: Thursday, August 12, 2021 1:22:02 PM

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.

The dealer called me the following week after I contacted you and had the part and installed it the following week.

Thank you for your assistance

Too often these companies comply with a recall order, but take their sweet time resolving the issues

We had three cars with Takata air bags and got rid of two of them before they were replaced and the VW had them replaced and I was later contacted by the dealer that one of the units the just replaced was defective also and they did replace it quickly

Thank you for your service, we all need you doing your jobs as you truly save untold lives

[REDACTED]

Sent from my iPhone

On Aug 11, 2021, at 15:18, 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

<[REDACTED]>