

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11441273 -----
Date: Thursday, February 10, 2022 3:10:07 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 information contained in the document is sufficient as a bare minimum of information necessary to state my case. Thankfully, I have not had a crash. The defective instrument cluster also prevents the owner of these cars not knowing when the vehicle air shocks can and will suddenly drop without warning like the rear air shocks completely dropped on me. Thankfully, it was the rear shocks that dropped where I didn't lose control of the car and not the front shock/s that could have been catastrophic for me and all the other drivers of these cars when critical information necessary for driving safety is not known because of a defective instrument cluster that goes blank that the manufacturer has known about since at least 2006. It is nice to have advanced technology in vehicles that up the price to \$100,000.00 or more but not at the expense of absolute basic functionality of safety in vehicles like on a part as critical as the instrument cluster is to the driver that the instrument cluster should be redundant and ruggedly built to be one of the last parts to fail on any vehicle getting permission from the U. S. government to be driven on the highways in this country regardless of the age of the vehicle. My vehicle Vin# is clearly included in NHTSA recall campaign 06VO28000 as well as was included in the recall campaign by the manufacturer where it attempted to not abide by the original NHTSA campaign 06VO28000 by offering an extended 10 year warranty instead of replacing the known by the manufacturer that the instrument clusters were defective for whatever reason. The honorable thing to have done would have been for the dealer to replace the failed instrument clusters any time an owner brought in a vehicle with a blanked out instrument cluster rather than having the owner go through a process like this when the recall has been in effect since 2006.

[REDACTED]

On Thu, Feb 3, 2022 at 8:25 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](tel:(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