

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED] (mailto: [REDACTED])  
Date: Tue, 17 Oct 2012 13:30:38 -0400

Hi [REDACTED],  
I'm sorry to hear you're having trouble with your [REDACTED].

Thank you for contacting us. I'll get you the information you need as soon as possible.

---  
From: [REDACTED]  
Sent: Tuesday, October 16, 2012 10:53 AM  
To: [REDACTED]  
Subject: [REDACTED]

CAUTION: This email is sponsored by the Department of Transportation (DOT). Do not click on links or open attachments in an email from an unknown sender.

I'm sorry to hear you're having trouble with your [REDACTED].

On the 12/16/2012 10:53 AM, [REDACTED] wrote:  
> I'm sorry to hear you're having trouble with your [REDACTED].  
> I'm sorry to hear you're having trouble with your [REDACTED].  
> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

> I'm sorry to hear you're having trouble with your [REDACTED].

[REDACTED]