

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11458448
Date: Wednesday, March 30, 2022 2:20:16 PM

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[REDACTED]

Subject: RE: 11458448

To: nhtsa.webmaster@dot.gov

Hello, my name is [REDACTED] & I am writing with additional information regarding the above reference # provided by the NHTSA. The Kia service department referenced in the complaint will not respond when called, they say leave a message & won't return our calls. This vehicle has been there since 03/18/22 & it's 03/29/22. They have refused us a rental & we are without a vehicle. My [REDACTED] year old husband has been walking to work so our daughter can get to college. I am hoping that your organization can follow up with the dealership where the car was purchased, under warranty & has been sitting at the service station for 11 days with no progress or communication. The vehicle is at Keffer Kia at 271 west plaza drive Mooresville NC 28117. The phone number is [REDACTED]. The service advisor is Dave Taylor. I would greatly appreciate your inquiry. Thank you very much!!

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

[REDACTED] Purpose Driven. Enduring Commitment.

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