

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11463189
Date: Tuesday, May 17, 2022 5:54:21 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.

[REDACTED]

Subject: Tracking 11463189 - VW Clockspring
To: nhtsa.webmaster@dot.gov

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.

Good afternoon,

I am just checking into the report I filed on May 3, 2022 regarding the clockspring on VW vehicles. The failure of these parts leaves the vehicle with no airbags, horn or hands free controls on the steering wheel. There are thousands of us out here with unsafe and disabled vehicles and we can get no response at all from VW. My local dealership says the part is on indefinite backorder and I have already been without airbags, horn, etc for more than 6 months now.

I believe VW should authorize loaner vehicles until ours can be made safe to drive or purchase our vehicles to get them off the road. Right now, we can't sell them, can't pass state safety inspections and are unfortunately left to take a chance and drive them. I am on VW online chats and this is a big problem. People are talking about contacting the media to try to get something done before people start getting hurt because we are being ignored at every level.

I hope there is something you can do to cause VW take this seriously.

Thank you for your time.

[REDACTED]

This message, and any of its attachments, is for the intended recipient(s) only, and it may contain information that is privileged, confidential, and/or proprietary and subject to important terms and conditions available at [REDACTED]. If you are not the intended recipient, please delete this message and immediately notify the sender. No confidentiality, privilege, or property rights are waived or lost by any errors in transmission.

[REDACTED]
ASRC Federal Holding Company

[REDACTED]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.