

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#) [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11503378
Date: Friday, January 27, 2023 10:35:25 AM

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[REDACTED]
Subject: Claim 11503378
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.

Hello,

We found out that the issue was caused by an oil plug that was improperly tightened by the dealership after maintenance service. It worked itself loose and the oil drained out causing the engine to fail.

Thank you,

[REDACTED]
[...](#)
Sent from my iPad

Thank you,

[REDACTED]
ASRC Federal Holding Company

[REDACTED]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
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