

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CED](#); [REDACTED]
Subject: ODI-11506115
Date: Friday, February 24, 2023 8:15:00 PM

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[REDACTED]

Subject: NHTSA Tracking #11506115.

To: nhtsa.webmaster@dot.gov

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Following up with additional information RE: NHTSA Tracking #11506115.

The Honda Civic in this case has been taken to Hilton Head Honda.

They immediately took the vehicle off of the road and gave us a loaner.

We were then told that it could take, up to, 5 months for the parts to come in to make the needed repairs.

We offered to trade the car in but were given such a ridiculous offer that we said no.

After driving the loaner for several days and debating if we wanted to leave or car set on their lot for 5 months, we decided to buy a Toyota.

We went back to Hilton Head Honda to give them a last opportunity to make us a fair offer. We were left to sit in the lobby for nearly an hour without any indication of being assisted.

We went to the service desk, gave them back their loaner, got the keys to our (admittedly unsafe) vehicle and headed to the Toyota dealership.

Thank you,

Thank you,

[REDACTED]
ASRC Federal Holding Company

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

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