

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@NHTSA)  
**Subject:** Re: Follow up to ODI Complaint --11515663  
**Date:** Monday, October 16, 2023 7:18:49 PM

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**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.

This was one of the electronic issues and I was told by West Broad Volkswagen & Audi <[mak.samad@pageauto.com](mailto:mak.samad@pageauto.com)> as he quoted "You know how before you go to the doctor you are sick but then when you get to your doctor you become better well that's like vehicles " when I said this and shown him the information because it will come and go. I will be changed for every and anything.

I will 98 % time go to my sale rep. West Broad Volkswagen & Audi <[FRANKB@PAGEAUTO.COM](mailto:FRANKB@PAGEAUTO.COM)> to be heard as a concern customer because Mak will bypass me off. I once had to travel miles to redo a service to confirmed with another advisor at VW:

Advisor:  
Michale Altizer  
Loyalty Volkswagen  
16300 Loyalty Way  
Chester, Virginia 23831  
(804) 518-9319 Appointment Scheduled: Loyalty Volkswagen appointment on Dec 10, 2021 1:00:00 PM

On Mon, May 1, 2023, 8:40 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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Inspection in  
6 days.

64 °F

mi

23817

trip

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