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From: [ArtemisSupport](#)
To: [NHTSA ODI CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# ? [REDACTED] Thank you
Date: Thursday, September 28, 2023 6:50:20 PM

Hello CRD Inbox,
Consumer does show or mention a VOQ number but wants to thank you
for your support and good work getting her windshield fixed. (see below)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

-----Original Message-----

From: [REDACTED] >
Sent: Saturday, September 23, 2023 12:24 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Re 11545197

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.

Update, the Subaru Customer Advocate called me and they have agreed to foot the bill for the windshield replacement. They sent an e-mail to the dealer to replace the windshield when I have time to bring it in for service. They are doing out of the goodness of their corporate hearts as "I have only had the vehicle 3 months and it has low mileage" according to the Advocate. I am sure it is because I voiced my issue and concerns to Subaru Customer Service and was assigned a "case number."

Since this is not a "warranty item" or a "core charge" item, I plan on requesting the return of my original windshield in accordance with Maryland law.

Thanks for your support and good work. Let me know if you receive similar correspondence regarding "diamonds in the windshield" in the direct sun.

My windshield is Carlex made in Nashville TN. Has anyone else had issues with the Carlex glass?

Regards, [REDACTED]