

From: [The White House \(jmailagent\)](#)
To: [DOT Exec Sec \(OST\)](#)
Subject: [REDACTED] New Case Assignment (Intranet Quorum [REDACTED])
Date: Monday, May 2, 2022 3:32:27 PM
Attachments: [Workflow Related Mail Incoming Attachment \[REDACTED\].pdf](#)
[IOFormatFile.txt](#)



May 2, 2022

The following case has been assigned to you.

Contact Name [REDACTED]

Case #: [REDACTED]

The Office of Presidential Correspondence received the attached correspondence requesting assistance, which appears to fall within the jurisdiction of your agency. **It is the White House's expectation that your agency will take prompt and effective action to assist, and respond to, the constituent on this casework.**

Process for Responding to Constituent Casework

You have 21 business days to complete this casework and respond to the constituent beginning tomorrow morning. If your agency is unable to respond within that window, you must follow the steps listed below:

- Issue an interim response to the constituent, indicating that their correspondence has been received by your agency and that a final response will be forthcoming shortly.
- Attach your interim response to the case. Do not close the case with this interim response.
- Email OPC's Loren Dent at loren.e.dent@who.eop.gov to confirm you have completed the above steps and to share an updated date by which your agency will complete the casework and close this case.

Please indicate in the final response to the constituent that the correspondence to the President, First Lady, Vice-President, Second Gentleman, or other White House Senior Staff was forwarded by the White House to your agency.

Please use [this link](#) to the web form for your response. Each case assignment has a unique link which must be used when attaching a response to a particular case.

If you need additional information regarding this case, please email OPC's Loren Dent at loren.e.dent@who.eop.gov.

Inability to Respond to Constituent Request

If you believe the issue outlined by the constituent does *not* fall under your agency's jurisdiction, please notify OPC immediately through the casework portal, and select "Agency Redirect" as the Case Status. If a case does fall under your agency's jurisdiction, but you are *unable* to address the writer's concerns and must close the case with no response, please provide a detailed explanation in the Case Notes.

Thank you,

Office of Presidential Correspondence

Hagerstown, MD

AGL-DOT
Lm 4/c

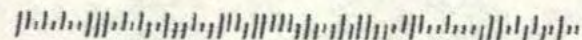
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The President Joseph Biden
The White House
1600 Pennsylvania Avenue NW
Washington, D. C. 20500

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OST-S10-220516-024

[REDACTED]
Hagerstown, MD [REDACTED]

February 17, 2021

The President Joseph Biden
The White House
1600 Pennsylvania Avenue NW
Washington, D. C. 20500

Sir:

This letter is regards complaint No. 11426678 No. I filed July 27, 2021 with the U. S. Department of Transportation, National Highway Traffic Safety Administration, Office of Defects Investigation (NVS-210) re: a 2019 Hyundai Sonata SE 4 DR SED I bought from Massey Hyundai of Hagerstown, MD November 5, 2019. I heard nothing from this department. March 8, 2021 I was sitting waiting at a red light to change to continue my way to my home. A [REDACTED] old male driving a 2005 Ford Escape sport utility vehicle hit the rear of my car. He told the officer and me his brakes did not work. I have no idea how fast he was moving because I was not looking in my rear view mirrors. The impact of his vehicle with mine threw my head forward suddenly and backward. I heard and felt my spine crunch in the back of my neck. I felt my body being drawn toward the dash and windshield. I threw my hands up toward the windshield because I thought my head was going to hit it. I felt my rump and right hip was being drawn or sucked toward the dash. My right knee hit the dash first. The left one hit but not as hard.

When I saw the driver who hit my car back up and started coming along the driver's side of my car, I grabbed my cell phone from my purse and called 911. The other driver said he was sorry and said his brakes did not work. While I was talking with 911, I started having strange feelings in my head. Being [REDACTED] years old and having had two whiplash injuries from ones who hit my car while I was sitting still I agreed to an ambulance to come. The crew checked me out and offered to take me to the ER. After a while I started feeling OK and declined, my mind was also focused on where my car was going to go while I was at the ER and how I would get it after going to the ER.

I came to Hagerstown in 1965 to work and do not have family here. I sold my home and moved into a church run senior community with independent units and assisted living and nursing facilities. December 1, 2021, the church organization sold this place to a for-profit organization in Delaware.

The auxillary officer said my car was drivable, so I decided to go home. After I ate some lunch, I started not feeling well and my hip, ankles, and knees started hurting, so I went to the ER. I have my mother's osteoporosis and my bones are at high risk for fracture. The hospital only x-rayed my knees. I got home after nine p.m. My right hip kept hurting, so my doctor's nurse practitioner ordered a hip x-ray (It showed a crack in the trochanter of the femur next to the tip.) and physical therapy. I thought the one physical therapist was too aggressive. My feet and legs started hurting and swelling. I have had three ER and one urgent care visits, cellulitis three times, and three rounds of antibiotics plus extraction of a tooth that had a root canal years ago plus some other medical issues.

Add to that the repair of my car which has been a continuing nightmare and the reason for this letter. The Hyundai dealer from whom I bought my car doesn't have a body shop, so it referred me to one. It had my car eleven days. Supposedly due to Covid, there was difficulty getting some parts. While

I was there making repair arrangements, the owner started talking about the 2020 election results he did not like and started praising the loser. I asked him how he could support a man who told a reporter with a camera recording what he was saying that he could grab the private parts of a woman and nothing could be done about it. He just stared at me and started saying "Well" several times. Several times he asked me to have dinner with him and his girlfriend with whom he lived in West Virginia. I said, "No." This was during the time restaurants were supposed to be shut down. They or I would have had to cross the state line. Neither he nor his employees who came into his office had masks while I was there. I did. I left my car at his garage. A rental company came and got me to get a rental car. He had my car eleven days. When I went to pick up my car, he said I could leave the rental there. Its company could come to get it. I replied it was not necessary as the rental company brought me. He asked why I did that. I said I took it back where I got it. I always did that so the rental company okayed the car's condition on return.

A few weeks later I took my car for service to the Hyundai dealership re: a date set by a service contract I was pushed into when I bought the car in November 2019. I asked that the driver's seat belt be checked. It didn't act like the one on my previous car. I was told it was not working properly. When I said I thought it was acting like that before the accident, but I didn't think to say anything about it because it was so long between service dates. Service said it was due to the accident and I would to go back to the collision garage. I went and talked with the collision guy. When I told him I thought it was not working before the accident and I was going to write to Hyundai Corporate, he got hyper and didn't want me to write because it might mess up his relationship with the dealer Massey. He said he would call my insurance company and order and install a new belt.

In August 2020, I got a letter from a California law firm that had a class action lawsuit against Hyundai because the engine could catch fire. The dealership told me it had two "warranties re: the engine in its computer, but I could only have a copy of one. Not being sure what to do, I consulted a local lawyer whom I paid sixty-five dollars to tell me just drive the car.

I wrote my letter to the Chief Safety Officer Brian Latouf of Hyundai in California. When I had gone to the library (I don't have the Internet in my home.) to get an address, I saw that Hyundai had been having seat belt problems for years. In July 2014 there was a federal investigation re: seat belt pre-tensioners to get Hyundai to do anything. December 5, 2014 a seatbelt warranty was extended fifteen years. In January 2022 cars were being recalled due to windshields possibly popping out. I also found Hyundais to avoid: Sonatas 2011, 2017, and 2018.

I decided to read my owner's manual re: seat belts. It had that whenever my Hyundai was in an accident, the seat belts had to be replaced, and installation had to be done by a dealer's technician. I showed this to the dealer's service director and the collision shop owner. Neither was happy. The body shop owner said he had ordered the new belt and would give it to the dealer and pay for its installation because he had the money from my insurance company who was paying my repairs and collecting from the company of the man who hit me whose company told me he did not have enough coverage to pay the repair of my car. Massey's service director told me I had to drive my car to the collision shop owner who would drive it to the dealership. He did not like it when I asked why since I live about four miles or so from the dealership. The collision shop is more mileage to the opposite side of town north and west of town beyond the city limits and west of Interstate 81, a high accident interstate between West Vir-

ginia and Pennsylvania. The county has been trying to get money to widen and improve it. It is a high volume and speed, north-south tractor trailer, camper route between Canada and the South. An accident pushes its traffic into Hagerstown onto old two-lane Route 11. When I asked the collision shop owner why he had to drive my car to the dealer and what was I to do, he said he didn't know and he would talk to the dealership. He followed me to the car and asked me again to go to dinner with him and his girlfriend. My response was, "No. I will tell what my mother answered when I suggested we got out to eat in the summer so she didn't have to stand by a hot stove. She did not have AC. Her answer was 'If you ever worked in a restaurant, you would think twice about eating in one.'" He said that was what his girlfriend said. As I was driving away, he said, "I just want to give you a hug." He phoned and said I could drive my car to the dealership.

When I was at the dealership, I showed the service manager that a crack had appeared on the left back side back of my car below the door to the gas tank cap and between the part that is below the bottom of the trunk lid that is between the two rear tires. The manager said I would have to take it back to the collision guy. I was too upset with him when I showed him. He said he didn't know why it was like that and I would have to leave my car there again for eleven days and something about having to bake it. What was I to do re: transportation? My insurance company paid for a rental car for me when he had my car. I don't have family here. I live in a senior village, and some don't drive. Cab fare is eight dollars and higher if one goes over a certain distance. Another concern was I only saw one of his workers. His garage is in an area that fed a high school in which I taught. Many years ago a fellow teacher had problems with a mechanic in a shop who was a student with whom he and I had difficulty. I didn't feel I could say anything to the dealership due to the way its staff was acting. The day the service manager told me I had to go back to the collision guy I had gone to the dealership and asked a woman (?a receptionist?) who was in charge or the boss? She didn't really answer me and went and got the finance man. When I tried to explain, he said he would get the service manager. I said I had already spoken to him, but he went and got him. The service manager looked like he could explode. A new seat belt was installed July 23, 2021. The new one did not latch.

I contacted the Consumer Protection Division of the Attorney General's Office of Maryland and was told I could file a complaint. There was back and forth between the Attorney General's Office and the dealership and Hyundai corporate. Arrangements were made to install a new belt December 28. A new female service advisor signed me in, but a young male service advisor who has the same last name as the service manager came with my paper work and said my car was ready. I checked the belt before I left and discovered it still did not latch. I went in and asked him to come out and see. I went back to my car and waited. I started feeling uncomfortable due to the cold. I went back in and stood in the parts counter area and could hear male voices talking about my car. After a while a male behind the counter came from behind and went into an area where I had talked with the service manager. I could hear parts of a conversation that I realized was about my car. I went back to my car. Eventually the young male service adviser came with another young male whom he did not identify, I guess he was the technician who supposedly installed a new belt. I showed them how the belt was acting and how the belt acted on the front passenger seat. I could pull the belt to the front passenger seat, and it latched, the driver's seat would not. Their response was that belt was to hold a child's safety seat or to hold a child.

I said I thought a child's safety seat had to be in a rear seat. I left and went to the Maryland State Police barracks and asked a man who let me in the door about the proper place to put a child's safety seat. He said he was not sure, and he would have to check the law but just stood there. I left. A friend told me, "Ask a parent. It belongs in a rear seat, preferably behind the driver."

Next I was told a Hyundai engineer was coming to test my car January 12. The service line manager offered me a car to drive until the engineer came. I felt he was suggesting I buy a different Hyundai model like an SUV or an Elantra. I said I did not like SUV's and had always had a sedan. I went out and sat in an Elantra. The top of the steering was directly in front of my eyes. I would have had to have a booster seat to see over the steering wheel. I took my car to the dealer January 12. I was told my car acted the way it was designed. The engineer had driven my car twice and stepped on the brakes and the car stopped and the seat belt worked as designed. I again said that was not the circumstances of my accident and asked to speak to the engineer. I was told he was gone and that ENGINEERS DO NOT TALK TO CUSTOMERS! I had asked a female service advisor who had waited on me before I would like to talk to the engineer re: two issues I had had re: the windshield and another item. She said okay. The invoice re: the testing of my car had 17,923 for mile-age in and 17,926 out. The mileage on my dash as I was driving away from the dealer-ship was 17,924. How could the mileage on my dash be 17,924 when I the time in on the invoice I was given was 17,923 and time out 17,926? Did an engineer come and drive my car? Would the same have been done to a man? Was my age a factor? I am [REDACTED] Was it because my car was paid off? I felt pushed into financing my car through Hyundai and paying \$2896 for a car care service contract and a mechanical failure service contract. The service contract indicates service is to be done by elapsed time or mileage. Massey has insisted it be mileage. August was the last oil change and service. I have not been driving as before because I am still having problems with my feet and legs. I had intended to finance the car with my former employment credit union. I was stressed and fatigued at the time due to someone stealing my house and car keys from my front door handle when I had come home from Frederick after driving through horrible rain both ways to have a root canal done. Between this happening and getting a new car, each night I parked my car a different place several blocks from my home. I was very fatigued and stressed. Massey also has the Ford dealership which it has had for years. It has a collision shop on site. Why isn't the Hyundai one there? One was on site with the Chevrolet dealership I dealt with. My second car was Chevrolet and everyone since. My last one had eight recalls. A male driving a FORD and blaming his brakes started this.

The Maryland Attorney General office suggested I contact the National Highway Traffic Safety Administration. I said I had done that last July first by phone and then by completion of a form it sent me. I only knew it was received because I saw what I wrote on the form on a library computer. My name was not with the comments. This past week I saw Hyundai was recalling cars whose windshields could pop out. I saw another report where Hyundai and Kia were advising owners of their cars not to park them inside a building due to a possibility of them catching on fire. I know a police chief whose motorcycle caught on fire due to a wire short-circuiting in the seat when he was not home. His house burned to the ground. He lived in a rural area. Suppose he and his family were in bed sleeping. Some things cannot be replaced or fixed.

Almost thirty years ago while I was at work, my [REDACTED]-years-old mother was hit by a car as

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she was crossing street two blocks from my home to go to a grocery store to get a loaf of bread. The officer in charge of the investigation insisted she fell off the curb despite a clerk in a store across the street who ran to her aid said she was lying almost on the center lane. Ones working in other businesses there said the same. An officer went to the hospital that night about eleven and did not ask her injuries. The police learned her injuries two days later when my brother went and asked what was being done. She laid in intensive care for six days before she died. The local coroner an elderly man who only spoke with the officer did not do the autopsy my brother requested supported what the officer said. Apparently he did not look at her medical records re: her injuries: facial fractures R-side, cerebral contusion (R-temporal lobe posteriorly), L-hip bone, and L-arm bone between elbow and wrist. It would take surgery to put the bone in place. A hunk of flesh in this area was pasted to the inside of her sleeve. She was hit from the left and thrown to her right. The cop said she had no marks on her legs but a doctor in the ER noted contusion about her L-knee. There was damage to her coat on the left side. I wrote a letter to the state medical examiner in Baltimore who months later came to Hagerstown and questioned ones in the businesses in the shopping plaza along the street. When I showed him my mother's coat, he said there was the proof a car had hit her. The hunk of flesh missing from her arm was pasted inside the sleeve. He changed the cause of death on her death certificate. During the time frame of all this, the city police was picketing City Hall for a larger than 3% pay raise and calling in sick that the newspaper labeled "blue fever." There is more to this story. I could scream, "Defund the police." But the police are necessary because there are unfortunately ones who take advantage of or hurt and/or kill others. I guess I have part of my father's Irish, Scottish, American Indian ancestry. My mother tried to keep him quiet when something riled him. He would say: "It's the principle of the thing." It may also be my twelve percent Jewish, Palestinian DNA. He was an old father. His father was born the year and month the Civil War began. My mother was young but had a grandfather who was [REDACTED] when he witnessed Richmond's burning at the Civil War's end. Some glide through life with little or no bumps. Others face challenges. Why?

The Covid situation has made life more difficult. Your hands are overly full especially trying to keep us out of war or other things life is throwing at us. I can't get a detergent Oxydol I've used since a child re: skin issues. I paid twelve dollars a box at the market, but can't find any except on the Internet. I saw sites asking thirty, forty, and fifty some dollars. I won't pay that. Trying others. Price gouging! It's taking advantage of others! Greed! Similar behavior after World War I caused government reaction.

I do not want others to have to go through what I have or worse. I do not know what the U. S. Department of Transportation, National Highway Traffic Safety Administration is doing re: my complaint. In my world and experience and others, twenty-some thousand dollars for a car is an investment. My starting teaching salary was \$4,800; my older brother's, \$3,900. Ten months only. Now the starting salary here is \$56,000 plus. Our mother and her sisters in the late twenties and early thirties got a dollar for a twelve-hour day as waitresses. A tip was rare, maybe a nickel. She had eight years of school. My father finished high school and had various jobs until he studied bookkeeping by correspondence school and started a tax preparation and bookkeeping business for a variety of small businesses and individuals with his office in our home. He was proud his children got college educations.

Yours truly,

[REDACTED]