

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

From: [REDACTED]  
To: [EVOQ \(NHTSA\)](#); [REDACTED]  
Cc: [NHTSA ODI CRD](#); [REDACTED]  
Subject: ODI-11466640  
Date: Wednesday, September 14, 2022 10:38:43 AM

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Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED] [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com) [REDACTED]  
[REDACTED]

Good Morning [REDACTED],

I sincerely apologize I missed your call. I just called and left you a voicemail just moments ago. I had my car towed to Winchester Hyundai in Winchester Virginia. I would prefer to have the engine replacement done with this dealership instead of Massey Hyundai in Hagerstown MD. I appreciate the news you have given me and look forward to having this issue taken care of as soon as possible. The dealership information and owner name is below and you can contact him directly.

CMS's Hyundai of Winchester  
Darrell Kirby  
Service Advisor/Owner  
2934 Valley Ave  
Winchester VA, 22601  
Phone# (540)665-0144  
Fax# (540)665-1815  
Email: [dkerby@winchester.cmacars.com](mailto:dkerby@winchester.cmacars.com)

We will only deal with Mr. Darrell Kirby in replacing the engine and I will attach this email to him as well as to the WV Attorney General's office and NHTSA. I look forward to your return call and email.

Thank You: [REDACTED]

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On Tue, Sep 13, 2022 at 9:27 AM [REDACTED] > wrote:  
Good Morning [REDACTED],

My name is Theia and I have been assigned to assist with the claim that you filed with your state's attorney general's office. We received the paperwork you provided showing that you were indeed married to [REDACTED] at the time the vehicle was purchased. We were able to submit it to the prior authorization department and they have reopened the request for the engine replacement and sent notification to the dealership to have the service manager sign a form so that they can finalize the PA request. As of this morning, I saw that the prior authorization department is still waiting for the signature from the service manager, so I called the dealership. I explained the situation to April, the service adviser that answered the phone, and she said she would let the service manager know to sign and submit the required form. I will continue to monitor the status of the request to ensure that the form is submitted and will let you know once a decision has been made.

Please let me know if you have any questions.

Best Regards,

Theia  
CSS Department

833-462-8722 ext. 65015  
Hyundai Motor America

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