

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Monday, September 26, 2022 7:13:42 PM

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[REDACTED]
Subject: Fwd: Attorney General

To: consumer@wvago.gov

Cc: 4me+nhtsa@telesishq.com, jferretti@wvjusticelawyers.com, dkerby@winchester.cmacars.com, [REDACTED]
[REDACTED]

Dear Mr. Douglas Davis,

We just received your letter along with the response from the Dealership I purchased my 2013 Hyundai Elantra. I first want to sincerely thank you for taking my case against Hyundai Motor America. What I think is interesting that Ken Ganley wrote is not mentioning when purchasing my vehicle and my husband at that time [REDACTED] was told, Hyundai will replace the engine if anything should happen but we stand by our vehicles and you will never have any issues. This is also what I was told when I took my car in for service at this dealership but during that time it was another name.

I did receive a call from Massey Hyundais Service manager Donnie Smith almost 2 weeks ago. He told us that Hyundai Motor America overturned the denial and will pay 90% towards the engine but you will need to pay the 10%. I then told Mr. Smith, while this is good news, I do not understand why they are not paying the entire amount considering they have known since 2011 that my engine (1.8L) is defective since coming off the line in 2011. He agreed and was also confused as to why Hyundai Motor America made the decision. We told Mr. Smith we have had my 2013 Hyundai Elantra towed to another dealership in Winchester Virginia and we will have the work done at this dealership and not Massey Hyundai. We have asked Massey Hyundais General Manager Faith Massey by voicemails and certified letters to respond to us with information and she has not done so to date. Including why it took the service rep Randy 15 minutes to find my car keys as well as not providing the service paperwork telling us what was done to my car from 6-24 until 7-20. Also that my mileage was a little over 127k when I dropped it off on 6-24 and when I picked up my car on 7-20 I had 129k which it was not possible to add an additional 2k before dropping off my car and having service paperwork from an oil change at the end of March with a little over 126k. Till this day we have no idea what Massey Hyundai performed on my car besides diagnostics and we do not know if they took the engine apart as well as my car driving much worse when I picked up my car on 7-20.

Winchester Hyundai owner Mr. Kirby also called us with the news of HMA replacing the engine. He let us know that HMA will pay 90% and we would owe the 10% which again was upsetting because we feel they needed to cover the entire amount. We were told it would be a new engine and will have the short block as well as piston and rod bearings. We did okay the repair but still feel HMA should cover the entire amount. We appreciate everything you are doing and we did want to counter and request the entire cost be paid by HMA but felt we would once again be completely denied the engine if we did so. The HMA case manager Theia emailed me on September 16th that it would take a couple of days for the dealership to place the order for the parts and she would contact me in a couple of days with the ETA at which as of to date I have not received any calls or emails from Theia regarding this which is and has been the case with case managers at HMA for over 4 months. We hope to hear back soon if the parts are in and the engine has been installed.

Unfortunately we are not the only ones having this issue with Hyundai Motor America and case managers including denials. There are well over thousands with this exact issue including oil consumption and being denied. There is a page on facebook called Engine Failure- Kia/Hyundai that has thousands with the exact same problems we have been going through and we hope to bring attention to many State AG's because the vehicles are a danger to countless lives and knowing I was almost killed 3 times when my 2013 Hyundai Elantra acceleration

dropped from 70 to 60 then 50 on I81 is the most scary experience I have ever encountered. I do apologize for my very lengthy email and I am grateful for your help.

Sincerely [REDACTED]

[REDACTED]

----- Forwarded message -----

From: [REDACTED]

Date: Sat, Sep 24, 2022 at 2:25 PM

Subject: Attorney General

To [REDACTED]

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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PATRICK MORRISEY
ATTORNEY GENERAL

PHYSICAL ADDRESS:
1900 Kanawha Blvd., East
State Capitol Complex
Building 6, Suite 401
Charleston, WV 25305

MAILING ADDRESS:
P.O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.gov>



**STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL**

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Consumer Hotline
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Preneed Funeral Services
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Senior Protection Hotline
(304) 558-1155

Facsimile (304) 558-0184

September 13, 2022

[REDACTED]
Falling Waters, WV [REDACTED]

Re: Hyundai Motor America, Inc.

Dear [REDACTED]

Please be advised that your complaint filed against Hyundai Motor America has been referred to me for further review. I have reviewed the file and see that the Massey Hyundai dealership has responded to your complaint. Please find enclosed a copy of a letter sent to us by Ganley Hyundai from North Olmsted, Ohio in response to your complaint.

I am hopeful that Hyundai Motor America will respond to your complaint shortly. Once I have a response, I will contact you with regard to your complaint.

If you have any questions, feel free to call me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Douglas L. Davis".

Douglas L. Davis
Senior Assistant Attorney General

DLD/ldn
Enclosure



Ken Ganley
WESTSIDE IMPORTS



SUBARU



HYUNDAI

RECEIVED

SEP 9 2022

State of West Virginia
Office of the Attorney General
P.O. Box 1789
Charleston, WV 25326-1789

ATTORNEY GENERAL'S OFFICE

08/15/2022

RE: [REDACTED] vs. Hyundai Motor America

Dear Sir or Madam:

I can verify we sold the 2013 Hyundai Elantra in question to [REDACTED] on 02/05/2013. It appears you have copies of all the visits to our dealership.

However, our dealership would not have been able to assume the customer would have an engine failure at this time or at any time. The dealership also has no control over Hyundai Motor America's decision in regarding to paying for any warranty or goodwill repairs.

Hyundai Motor America indemnifies our dealership against any cases brought against the dealership. Our dealership has made Hyundai Motor America aware of this case against them.

Sincerely,

Jason Romanak
Fixed Operations Director
Jason.r@ganleywestside.com