

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: Thursday, January 12, 2023 11:48:11 AM
Attachments: [REDACTED]

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.

Subject: Fwd: Hyundai Consumer Affairs Case#: [REDACTED]
To: consumer@wvago.gov, 4me+nhtsa@telesishq.com, jferretti@wvjusticelawyers.com, [REDACTED]
HyundaiCaseManagement1@hmausa.com, dkerby@winchester.cmacars.com

I received your voicemail and email upon returning home late yesterday. I appreciate your call and email updating me on my case. I will await the offer letter you are speaking of in your email and will respond shortly.

Thank You: [REDACTED]

(Wife of [REDACTED])

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

From: <HyundaiCaseManagement1@hmausa.com>
Date: Tue, Jan 10, 2023 at 1:53 PM
Subject: Hyundai Consumer Affairs [REDACTED]
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting Hyundai Motor America.

We would like to confirm that we have received the documents and we are in the process of reviewing the documents. Today, we will be sending an offer letter.

Thank you for your patience and for being a valued customer of Hyundai Motor America.

Sincerely,

DOLLY

National Consumer Affairs

(877) 864-6006 xX53044

Hyundai Motor America

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Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]
To: HyundaiCaseManagement1@hmausa.com
Cc: consumer@wvago.gov, 4me+nhtsa@telesishq.com, jferretti@wvjusticelawyers.com, [REDACTED]
dkerby@winchester.cmacars.com

I appreciate your timely email. As you can see in your email it states you have attached a copy of the offer letter which is not attached therefore I am unable to view it. Please submit the pdf again in order that I can view the

letter. I am sure since emails are not monitored by you and continue to send me automated responses letting me know you are in receipt of my email and I will not receive an actual response from you for a few days.

Please know, I will not be available on Friday to respond to calls or emails until some time next week as I will be going to Ohio Friday January 13th, 2023. If I receive a response Friday Evening I will not be able to respond back until next week. As I stated in my previous emails I will contact inspector Bill Collins during my time in Ohio for a complete inspection on my 2013 Hyundai Elantra.

Thank You: [REDACTED]

(Wife of [REDACTED])

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On Tue, Jan 10, 2023 at 5:56 PM <HyundaiCaseManagement1@hmausa.com> wrote:

Dear [REDACTED],

Please find attached a copy of our Offer Letter for you to sign. Please reply to this email and attach the signed copy. Once the Offer Letter has been received back, we will submit your request for reimbursement. If you have any questions you can reach me at the number below or by replying to this email thread.

Additionally, when it becomes time to process the reimbursement, please be aware that Hyundai has partnered up with Zelle to provide our customers with direct deposits. Zelle is quick and easy, and already offers services to most banks. Before we start the submission process, please visit [REDACTED] complete enrollment. Please provide me with the email address that you have set up with the Zelle App or the email address that you have set up with your bank that uses Zelle for electronic payments. If you have any questions, please let me know.

Thank you for being a valued Hyundai customer.

Sincerely,

DOLLY

National Consumer Affairs

(877) 864-6006 xX53044

Hyundai Motor America

-Add attached PDF Offer Letter.

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Thank you,

[REDACTED]
ASRC Federal Holding Company

[REDACTED]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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