

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, January 23, 2023 7:28:51 PM

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

Good Afternoon Dolly,

I have yet to date 1-19-2023 @1:26 pm to hear back from you since my last email regarding the offer you submitted on reimbursement. I will be having my 2013 Hyundai Elantra inspected at the NHTSA lab here in Ohio while I am visiting my daughter next week. Please respond in a timely manner as I have continued to respond to you right away.

Thank you: [REDACTED]
[REDACTED]

On Fri, Jan 13, 2023 at 6:35 AM [REDACTED] > wrote: > HMA Case Manager Dolly, > Thank you for sending the pdf containing the letter of offer after not receiving the attachment in your prior email on Tuesday January 10th, 2023. While I appreciate the wording in the letter "In the interest of Goodwill and as a gesture of customer satisfaction" and HMA will agree to settle the claim with an offer of \$708.12, considering the cost from us was exactly \$712.08 I will be countering your Gesture of goodwill and would hope the statement of customer satisfaction is one you will stand by. I will paste below a sentence used in the letter then I will go from there with my counter to HMA. > Included in the letter HMA sent me: > In consideration of the goodwill offer of \$708.12, you release HMA from any liability with respect to > any claim that HMA failed to conform the vehicle to warranty in connection with your concerns and the > vehicle's repair history to date. You also acknowledge that any such concerns have been resolved as of the > date of signing this letter. > > These paragraphs/sentences are asking me to waive all past, recent and future liability in all concerns/issues with my 2013 Hyundai Elantra. I will once more go over the issues with my vehicle from time of purchase on 2-5-2013 to present date 1-13-2023. I purchased my 2013 Hyundai Elantra from Ganley Westside Imports in North Olmsted Ohio and just months after purchasing a brand new Elantra I have had consistent mechanical issues. I have kept all service records at which every one has details I typed in the customer comments when making appointments for service and I have all documentation of emails, voicemails and phone calls during all service repairs. I have had to replace the following since purchasing my 2013 Hyundai Elantra which I was told by the salesman was a safe and reliable vehicle that Hyundai will stand up for customers and make things right if any issues should arise. Including the 1.8l engine is one of the best manufactured engines and has a remarkable powertrain warranty. With that said lets begin, I have had to replace many many sets of tires, brakes, rotors, tie rods, bulbs that continue to present day to blow out, engine payment of 10% (\$1,500) and HMA as a Goodwill covered 90% which class action suit case docket 2:18-cv-11249-SDW-JAD and settled in the spring of 2021 which HMA was required to pay in full for the engine replacement. And now the Shifting assembly which was replaced in 2018. In total for all repairs I have written the cost has so far been: \$6,131.06 out of our pockets. > > Now that I have listed and reminded HMA of all manufacturing issues and repairs I have a counter to present. > My counter is the following: I will release HMA from past and present issues with my 2013 Hyundai Elantra and not join any recent or present including future class actions including seeking legal representation against HMA "IF" HMA agrees to replace my 2013 Hyundai Elantra with a newer model at which time if this is agreed upon I will waive all liability regarding my 2013 Hyundai Elantra. If HMA is not in agreement with my counter offer, I will continue to have NHTSA inspector Bill Collins follow through with inspecting my 2013 Hyundai Elantra including but not limited to pursuing all/any future legal actions against HMA due to driving a vehicle that I feel will cost me my life daily and not knowing if or when the

acceleration will once again drop from 70 mph down to 50 than 40 mph on an extremely busy interstate as it has already before engine replacement and I was almost rear ended many times by tractor trailers and vehicles. I will wait for your decision. > > I will not be available by phone or email until next week and I am on my way to Ohio shortly. > > Thank You: [REDACTED] > CC) NHTSA inspector Bill Collins, WV Attorney General Patrick Morrissey, [REDACTED] and Washington DC Senator Shelly Moore Capito. > > On Thu, Jan 12, 2023 at 12:30 PM [REDACTED] > 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] to 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

-Attached PDF Offer Letter.

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Thank you,

[REDACTED]
ASRC Federal Holding Company

[REDACTED]
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