

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Tuesday, January 24, 2023 12:54:58 PM

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

Attn: NHTSA, WV Attorney General Patrick Morrissey and etc,

I am forwarding the email I received from HMA case manager Dolly in regards to my counter offer on replacing my 2013 Hyundai Elantra in a previous email I received for reimbursement. Please add this to my case as I will be forwarding all correspondence to you as I receive them. Please note, My 2013 Hyundai Elantra is now making screeching noises from the front area of my vehicle and due to being out of state I am unable to take it to Winchester Hyundai at the moment in order to diagnose the issue and will contact NHTSA Inspector Bill Collins here in Ohio today.

Thank You [REDACTED]

(Wife [REDACTED])

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

From: <HyundaiCaseManagement1@hmausa.com>
Date: Thu, Jan 19, 2023 at 8:20 PM
Subject: Hyundai Consumer Affairs Case#: [REDACTED]
To: <[REDACTED]>

Dear [REDACTED]

Thank you for contacting Hyundai Motor America.

In response to your request to replace your vehicle, we will connect you to another department that can assist on your request. They will reach out to you about your request in the next 24 to 48 hours.

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

Sincerely,

DOLLY

National Consumer Affairs
Hyundai Motor America

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attachments.

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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