

## 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, February 2, 2023 4:09:20 PM  
Attachments: [REDACTED]

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Subject: NHTSA ODI# 11466640

To: [consumer@wvago.gov](mailto:consumer@wvago.gov), [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com), [jferretti@wvjusticelawyers.com](mailto:jferretti@wvjusticelawyers.com), [REDACTED]  
[HyundaiCaseManagement1@hmausa.com](mailto:HyundaiCaseManagement1@hmausa.com)

[REDACTED] WV Attorney General Patrick Morrissey.

I have provided the number for Office of Defects in order to apply this in my records and I apologize that I forgot to include it in my prior email. This is the transcript of HMA case manager Dolly's voicemail including the attachment with the voicemail. I never received a call yesterday from Dolly which is a continuous issue with HMA case managers. They are extremely unresponsive and unreliable in all aspects of communication including receiving computer generated emails stating they have received my email and someone will respond within 24 hours which never happens.

HMA case managers are very unprofessional and require that you are too be available on the day of the call at which I have had to cancel very important and sometimes urgent doctor's appointments at which I have never received a call during the days I have been given.

Please add this to my case file with ODI.

Thank you: [REDACTED]  
[REDACTED]  
[REDACTED]

Thank you,

[REDACTED]  
ASRC Federal Holding Company

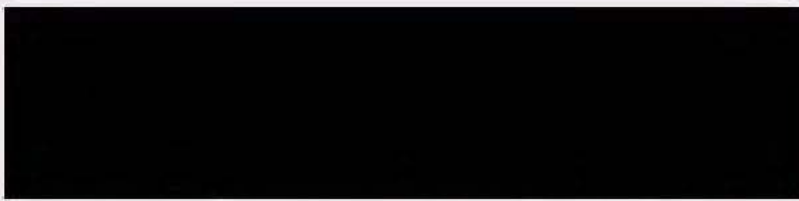
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 Mon 8:19 PM • 00:50

This message is for  This is Dolly from Hyundai Motor America. I did receive a call back request from Arco exams on social department and social media Department. I've actually seen your messages online, and I actually wanted to give you an update that your case will be presented tomorrow with the management team and by tomorrow the same time. I may actually be able to provide you and answer to your request. Okay? First off. I'm really sorry about you not having any call back last week as promised. But rest assured that by tomorrow, we will actually get in touch with you where the termination okay. Thank you so much again for your time, and I hope that you have a great day today. Bye.

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0:00

0:50



Voice call



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