

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: Tuesday, January 24, 2023 12:54:58 PM

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]

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]

...

----- 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

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its

attachments.

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.