

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Cc: [NHTSA ODI CED](#); [REDACTED]
Subject: ODI-11466640
Date: Monday, February 13, 2023 5:15:25 PM

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Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]
To: HyundaiCaseManagement2@hmausa.com, consumer@wvago.gov, 4me+nhtsa@telesishq.com, jferretti@wvjusticelawyers.com, [REDACTED]

Desmond,

I apologize I missed your call as I have been on the phone with National Highway Safety when you called and I will be returning your call shortly. Please also understand my counter did not request or ask for a buyback but asked for a replacement vehicle. This is in the counter in various emails of responses including voicemails left with your case manager Bianca at which she has not replied to any emails since that time including return phone calls. This seems to be normal policy with Hyundai Case managers not responding to owners in a timely manner including scheduling days of call backs at which we have had to cancel urgent appointments for those calls in order to be available and unfortunately those days arrive and case managers do not call, including respond to emails. I will return your call shortly.

Thank You: [REDACTED]
(Wife of [REDACTED])

NHTSA Office of Defects #11466640

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On Fri, Feb 10, 2023 at 9:44 AM <HyundaiCaseManagement2@hmausa.com> wrote:

Dear [REDACTED]

Thank you for contacting Hyundai Motor America.

We appreciate that you took the time to contact us regarding your vehicle concerns. Due to the nature of the concern you are experiencing, it is important that we speak with you by phone to provide further assistance.

We attempted to contact you at the phone number you provided, [REDACTED], but we were unable to reach you. Your case is important to us so we will continue to attempt to reach you by phone. Or, feel free to email an alternate phone number and convenient time to call.

Thank you for being a valued Hyundai customer.

DESMOND
National Consumer Affairs
(833) 462-8722 x65185
Hyundai Motor America

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Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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