

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#) [REDACTED]
Cc: [NHTSA ODI CED](#); [REDACTED]
Subject: ODI-11466640
Date: Monday, February 27, 2023 12:47:12 PM

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[REDACTED]

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

I have forwarded all emails to NHTSA Office of Defects #11466640 Attn: Chief Randy Reid Office of defects enforcement including others attached in previous emails as this is now in the hands of the Office of Defects at this time in regards to my 2013 Hyundai Elantra.

Presently my case is not only with my Attorney General and FTC but to date with a receipt of letter by ODI and communications, will in fact be handled by all the agencies I have mentioned. It is very unfortunate that I have had to go through this awful experience with a company I have put my trust in and in the end you have shown that you do NOT value your customers but instead prefer to cause financial, mental and psychological harm which cause many debilitating issues knowing I have to drive a vehicle that may possible cause me death at any moment or even another health crisis at which again, can cause death just because it is my only form of transportation and I put my faith in your company including my life when I made the purchase. You have shown beyond a bought that the customer whom you continue in each email and voicemail as well as personally speaking with me with the ending of your sentence " Thank you for being a valued Hyundai Customer". And that sentence is one your company does not mean or the fact of valuing me who used to be a faithful customer.

[REDACTED]

...

On Mon, Feb 13, 2023 at 9:44 AM <HyundaiCaseManagement1@hmausa.com> wrote:
Hello [REDACTED]

Your initial request was to have HMA consider a vehicle trade in which in our last conversation it has been confirmed that is not a option we can offer here. If you have an Attorney General involved they will have to keep working their case created on their end in which this case will be resolved and your attorney general will be contacted by the correct department. Unfortunately, the request your asking from HMA cannot be provided and again I do apologize. I still want to thank you for being a valued customer. Have a great rest of the day.

Sincerely,

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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