

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11466640
Date: Tuesday, April 25, 2023 4:45:36 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.

From: [REDACTED]
Sent: Monday, April 24, 2023 11:54 AM
To: consumer@wvago.gov <consumer@wvago.gov>; 4ME <4me+nhtsa@telesishq.com>; Joe Ferretti <jferretti@wvjusticelawyers.com>; [REDACTED]
HyundaiCaseManagement1@hmausa.com <HyundaiCaseManagement1@hmausa.com>
Subject: Fwd: Hyundai Customer Care Case # [REDACTED]

Attn: NHTSA Office of Defects case #11466640, Hyundai Motor America,

I have attached all parties involved in my 2013 Hyundai Elantra. HMA the offer of having me send in for reimbursement is one we have been through months ago with absolutely no resolve. After over a month requesting at that time reimbursement for the Trans assy switch that was replaced at the Hyundai Dealership in North Olmsted Ohio for the same reason and it cost us \$732.12 and your Case manager sent me a letter that you agree to reimburse \$712.32 which I would assume was a typo and number switched. With that you included in the letter a sentence by your law firm that by me signing I will agree to waive ALL Liability against HMA for past, present and future repairs on my 2013 Hyundai Elantra. I emailed the case worker back with a counter and was told I did not qualify for a buy back which was not in my counter but I asked for a replacement newer model considering I purchased my 2013 Hyundai Elantra February 5th, 2013 new and have had documented mechanical failures which began 3 months after purchase and has continued presently and HMA agreeing to replace the engine in October 2022 which I have documentation verifying the ticking noise for many years then knocking including all issues.

I was also told by the HMA case manager by email I had until April

5th, 2023 to make a decision at which the case manager withdrew the agreed date because I refused to sign such a letter releasing HMA from all issues with my 2013 Hyundai Elantra. Presently the California Governor including 17 other Governors have filed suit due to HMA not installing engine immobilisers due to theft including you publicly acknowledging that various models will not be able to have this software update and this is upsetting considering my life savings was used to purchase what I was told in February 2013 that my 2013 Hyundai was top safety rated including HMA backing the powertrain and I would never have anything to worry about because Hyundai will always take care of me as a valued customer. I will be joining any and all suits that will be filed and due to the misleading and factually proven dishonesty of "America's best Warranty" including "Highest safety rating" has violated various federal safety standards. Once more I will counter the reimbursement and see if your policy of "Our customers are valuable" and actually fix this problem by replacing my 2013 Hyundai Elantra you fictitiously sold me on February 5th, 2013 by deceptive practices at which it has been proven you have and are aware my vehicle and thousands are defective.

If HMA agrees to replace my 2013 Hyundai Elantra with a safe and reliable newer model I will at such time release my vehicle to HMA including sign documents releasing HMA from any and all legal actions including waive all liability and not request reimbursement for the many sets of tires, brakes, rotors, tie rods, 10% of new engine, crankshaft position sensor, trans assy switch, ball joints including battery due to corrosion at which my 2013 Hyundai Elantra is documented as corrosion on service records. Also mental anguish, anxiety and more. I will not pursue the things I have mentioned if my counter is accepted. I have not yet attained an attorney therefore do "NOT " send a follow up email telling me since I have attained an attorney that all communication will need to be directed to your legal staff. Again I have yet to attain an attorney however I am extremely fluent in my rights as a consumer as well as Federal safety standards at which you have found various legal loopholes to go through and around. If my counter is accepted on a replacement newer model as I have asked in my last counter, I will at that time release ALL liability

against HMA in full.

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

From: <ConsumerAffairs@hmausa.com>

Date: Fri, Apr 21, 2023, 6:43 PM

Subject: Hyundai Customer Care Case #: [REDACTED]

To: [REDACTED]

Dear [REDACTED]

Thank you for contacting Hyundai Customer Care. We are sorry to hear your having similar concerns with acceleration again.

Is your vehicle currently at a Hyundai Dealership?

We are happy to provide you with information regarding Campaign reimbursement for costs incurred on your 2013 ELANTRA(MD/UD) due to TXXK. Reimbursement requests are handled by the Hyundai Campaign Reimbursement Department and should be submitted online. Please follow the provided steps to submit for a reimbursement request.

1. Visit [REDACTED]
2. Click "Campaign Reimbursement"
3. Enter in your correct contact information
4. Attach required documents:
 - Repair Order
 - Proof of Payment (receipt of payment)
 - Proof of Ownership (Title, Registration, or Sales Contract)

Please note, if the repair was not completed at an authorized Hyundai dealership you will need to submit an Inspection Sheet from a Hyundai dealer along with your repair order.

Once you submit your request, you may check for updates on the status of your claim using the Contact Us page on HyundaiUSA.com, click "Campaign Reimbursement" then click the "Check Status Here" link. Claims may take up to 120 business days to process.

Respectfully,

Hyundai Customer Care

Hyundai Customer Care: (800) 633-5151

Hyundai Bluelink Care: (855) 225-8354

Monday-Friday 6:00 AM-5:00 PM Pacific Time

Saturday 6:30 AM-3:00 PM Pacific Time

Sunday Closed

For open campaign information, please visit: [REDACTED]

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.

-----Original Message-----

From: [REDACTED]
Sent: 4/13/2023 09:04:14 AM
To: HyundaiCaseManagement1@hmausa.com

Subject:

CAUTION: This is an external email! STOP, ASSESS, and VERIFY

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

To report this email as suspicious, please use the Report Phishing Button!

West Virginia Attorney General Patrick Morrissey, NHTSA ODI #11466640,

I have attached videos of my vehicle when leaving the grocery store. When I left the grocery store and tried to start my 2013 Hyundai Elantra it wouldn't start three times. When it finally did my car started shaking and wouldn't accelerate. When I was finally able to get my car to move it was barely accelerating and began shaking as if it was going to stall in the middle of a busy road. The RPM's wouldn't move even though I was able to get up to 20mph. When I stopped at the light my vehicle again began to shake as if it was going to stall and I put my hazards on because there was no where for me to pull off the road. The entire time I was driving it would still not accelerate including the RPM's stayed at 0 and once again there were no warning lights to alert me anything was wrong which has been this way for years and I have reported this constantly.

Due to the other videos being too large they wouldn't attach but one did. I will see if it's possible for me to find a way to attach them in another email. I just had a new engine installed October 11th, 2022 which was 6 months ago at 129,038 K on my odometer and just had an oil change done at CMA's Hyundai of Winchester in Winchester VA on April 3rd, 2023 and have had oil changes prior to this date and service paperwork showing this. I am furious that this is happening again and knowing we will once again be hit with a Diagnostic charge and having no vehicle as I also do not feel safe driving my vehicle since before receiving a new engine the exact same thing happened with drop of acceleration on an extremely busy interstate at which I was almost slammed into by semi's and cars and once again happened today!

I have included Hyundai Motor America case management in this email as well as others. I requested from Hyundai previously to take back my vehicle and replace it with a newer model

since I have had constant mechanical failures since 3 months after purchasing on February 5th, 2013 at which Hyundai has not offered or willing to make this right and continues to mislead me and speak rudely.

I would like this taken care of before I am killed in this vehicle and it's the only vehicle I have and I can't miss extremely important doctors appointments anymore.



From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI- 11466640
Date: Thursday, April 27, 2023 11:56:59 AM

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.

From: [REDACTED]
Sent: Wednesday, April 26, 2023 10:00 AM
To: ConsumerAffairs@hmausa.com <ConsumerAffairs@hmausa.com>; consumer@wvago.gov <consumer@wvago.gov>; 4ME <4me+nhtsa@telesishq.com>; Joe Ferretti <jferretti@wjjusticelawyers.com>; [REDACTED]
Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED] NHTSA office of defects # 11466640.
Attorney General Patrick Morrissey.

Below is the email I sent that you have responded to as stating since I have attained an attorney that my attorney must contact your legal department at which nothing in the below email stated I have attained an attorney as of yet!

I would suggest reviewing the attached email again and respond respectfully and accordingly instead of the threat you have responded with. It is appalling to say the least that the case manager reading such emails are actually skimming through instead of finding a resolution to a known deadly defect in my 2013 Hyundai Elantra and thousands of other models.

Once again I have "YET" to attain an attorney but if this can not be resolved by replacing the 2013 Hyundai Elantra I purchased in 2013 new and mislead on the safety issues at which is why I chose this vehicle then I will in the near future follow through if not lead an extension world wide lawsuit and media attention including many supporting documents which contains photos, videos and documents supporting the engine defects amongst others including the treatment by Hyundai case managers and Hyundai Corporate office which will cause much distrust and loss of sales Nationwide. I suggest paying attention below to my previous email. I am not asking for a replacement vehicle with all the bells and whistles but a newer basic model and I will sign over the 2013 Hyundai Elantra along with waiving all legal rights and reimbursement of all repairs at which I will not have to worry that my life will be in jeopardy each time I am driving a vehicle that has known proven Defects.

Attn: NHTSA Office of Defects case
#11466640, Hyundai Motor America,

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2013 Hyundai Elantra. HMA the offer of having me send in for reimbursement is one we have been through months ago with absolutely no resolve. After over a month requesting at that time reimbursement for the Trans assy switch that was replaced at the Hyundai Dealership in North Olmsted Ohio for the same reason and it cost us \$732.12 and your Case manager sent me a letter that you agree to reimburse \$712.32 which I would assume was a typo and number switched. With that you included in the letter a sentence by your law firm that by me signing I will agree to waive ALL Liability against HMA for past, present and future repairs on my 2013 Hyundai Elantra. I emailed the case worker back with a counter and was told I did not qualify for a buy back which was not in my counter but I asked for a replacement newer model considering I purchased my 2013 Hyundai Elantra February 5th, 2013 new and have had documented mechanical failures which began 3 months after purchase and has continued presently and HMA agreeing to replace the engine in October 2022 which I have documentation verifying the ticking noise for many years then knocking including all issues.

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[REDACTED]

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From: <ConsumerAffairs@hmausa.com>

Date: Fri, Apr 21, 2023, 6:43 PM

Subject: Hyundai Customer Care Case # [REDACTED]

To: [REDACTED]

Dear [REDACTED],

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Is your vehicle currently at a Hyundai Dealership?

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1. Visit [REDACTED]
2. Click "Campaign Reimbursement"
3. Enter in your correct contact information

4. Attach required documents:

- Repair Order
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Please note, if the repair was not completed at an authorized Hyundai dealership you will need to submit an Inspection Sheet from a Hyundai dealer along with your repair order.

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Respectfully,

Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Bluelink Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please
visit: [REDACTED]

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I would like this taken care of before I am killed in this vehicle and it's the only vehicle I have and I can't miss extremely important doctors appointments anymore.

[REDACTED]

On Tue, Apr 25, 2023, 4:37 PM <ConsumerAffairs@hmmausa.com> wrote:

Dear [REDACTED]

Thank you for contacting Hyundai Customer Care. We would like to assist you directly, however since you have retained an attorney, we are therefore restricted from discussing your claim with you.

If you would like to speak with us about your claim, please have your attorney notify our legal department in writing referencing case number [REDACTED].

Authorization can be sent from your attorney to:

Hyundai Motor America
PO Box 20850
Fountain Valley
CA 92728-0850

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care

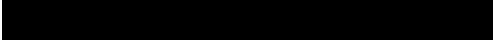
Hyundai Customer Care: (800) 633-5151

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