

From: 4ME
To: EVOQ (NHTSA); Robertson, Faithia (NHTSA); Lewis, Brenton
Cc: NHTSA ODI CED; Marion Strasser-King; AnnMarie Ambrose
Subject: ODI-11466640
Date: Friday, July 14, 2023 7:59:26 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: Thursday, July 13, 2023 5:13 PM
To: HyundaiCaseManagement1@hmausa.com <HyundaiCaseManagement1@hmausa.com>
Cc: 4ME <4me+nhtsa@telesishq.com>; consumer@wvago.gov <consumer@wvago.gov>
Subject: Re: Hyundai Case Management #: [REDACTED]

NHTSA Office of Defects #11466640

Unfortunately each time I call it continues to go to voicemail and I don't receive a return call for days and have back to back appointments and meetings and unable to answer.
As in my previous email regarding the issue I also attached the service paperwork which has the name of the Auto Repair shop "Williamsport Auto Care" and the receipt. The repair was done with original Hyundai parts and I am not exactly sure why you left me a voicemail that you contacted the dealership and they knew nothing when I emailed the service paperwork of where I had the repair. If taken to the Dealership this repair would have cost hundreds of which we do not have considering all the repairs we have had to constantly make of over \$11,000 at which you have all copies of those repairs and receipts. I have requested countless times with your company to replace my vehicle and I will be more than happy to sign over the title of my 2013 Hyundai Elantra that I have had many mechanical failures since 3 months after purchasing in February 2013 from Ganley West side Hyundai in North Olmsted Ohio and I AM the original owner which was proven. If Hyundai replaced my vehicle (I did NOT say or want a buyback) and takes my present vehicle, I will at that time sign all legal documents waving liability against Hyundai at that time.

[REDACTED]
(Wife of West Virginia Delegate [REDACTED])

On Thu, Jul 13, 2023, 1:05 PM <HyundaiCaseManagement1@hmausa.com> wrote:

Dear [REDACTED],

We have tried to contact you by phone to speak with you regarding your 2013 ELANTRA(MD/UD) concerns. If you requires any assist please let us know.

We attempted to contact you at the number provided [REDACTED] but we are unable to reach you.

Your case is important to us so we will continue to attempt to reach you by phone. Please feel free to email us an alternate phone number, or a convenient time to call and we will be happy to reach out.

Thank you for contacting Hyundai Motor America

ALVARO
National Consumer Affairs
(833) 462-8722 xX65495
Hyundai Motor America

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