

August 2, 2022

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Re: Report # [REDACTED] 7/5/2022

National Highway Traffic Safety Administration
1200 Jersey Avenue SE
Washington, DC 20690

Re: Hyundai Motor Company / Lia Hyundai of Enfield / State Attorney General of CT

To Whom It May Concern:

I am very hopeful this letter will get your attention regarding my complaint against Hyundai Motor America, Lia Hyundai of Enfield, and even the State Attorney General's office of Connecticut and the restitution I am seeking as a result of their negligence towards me and the stress they caused me, my family, and even my friends who had to help me during this time.

I began a recall journey with a 2016 Hyundai Veloster that was in perfect working condition on June 16th to its return to me on July 23rd without any repair needed but not in the condition that it was when I brought it in to Lia Hyundai. Worse, the entire five weeks and even up to now, the parties involved have very obviously worked together to either ignore me, not directly answer specific questions, told untruths, caused me to spend money I don't have while seeking work without a car, as well as an enormous amount of stress in my life. I have attached a document that, after you read it, should present to you my journey during this time. My apologies for any spelling errors. I'm exhausted from keeping this writing going all of this time. It is critical that someone in your offices take the time to read through this log and before I contact the local TV news to help me and take it further, if not for myself, but also on behalf of the consumer who has to deal with any of these parties in the future. Please understand. If I can use an analogy, it was like sitting in a circle on the floor between all of these people and trying to catch a ball they kept throwing over my head to one another as I turned and looked at each of them to throw it to me but never did.

Again, I never had any problem with my car, but I want them to buy it from me now as I do not trust my vehicle any longer. I also expect Hyundai and/or Lia to pay for the rental they finally approved after three weeks (close to \$1000) but now expect me to sign a letter to not hold Hyundai liable. Unless I do, they won't pay me what they would. In addition, as you will read in the logm I just paid a NY Hyundai dealer \$600 for a problem that began the day the car was returned to me. I will seek help to have these organizations pay me for my inability to look for

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work while I waited so long to find out that I could rent a car, and that was only after a complaint I made to the SAG.

I am very appreciative for your prompt responses that offers your help. Thank you.

[REDACTED]
North Babylon, NY [REDACTED]

Cc: State Attorneys Blumenthal and Murphy, Governor Lamont.

[REDACTED]
[REDACTED] North Babylon, NY [REDACTED] (temp residence until have a car and job)
[REDACTED] Longmeadow, MA [REDACTED] (previous address)

Car - 2016 Hyundai Veloster VIN # KMHTC6ADXGU [REDACTED]

- (just over 44,000 miles - had no problems with car and no engine light ever came on)

Parties:

Lia Hyundai - 40 Palomba Dr, Enfield, CT 06082 - (860) 265-4496

Hyundai National Consumer Affairs - 1800-633-5151 - Case # [REDACTED]

New Case manager - Shawnita x 65134 (have had several)

Support Parties:

FTC: Report # [REDACTED] 7/5/2022 scams at ftc.gov/scams

To update my report online go to: ReportFraud.ftc.gov/update

To get a refund: ftc.gov/refunds

Better Business Bureau - called and was sent info to file a complaint. Stu called 7/28 to say I still had to fill out a form for complaint even though I sent all the info through an email. Did 7/28. Need to update 7/29 final conversations. Your complaint **case number is** [REDACTED].

State Attorney General of Connecticut contacted Hyundai Manufacturer on my behalf which generated another Case Manager (Shawnita) They contacted the Connecticut Department of Consumer Protection to help me. This contact info is:

Nadira Breault

860-713-6258 Fax: 860-706-1371

nadira/breault@ct.gov

Has been in touch but I do not see how she is helping me and has often ignored my emails or wrote back strange responses.

- Scheduled recall repair with Nicole
- **Thursday, 6/16 am** - Took car into Lia Hyundai in Enfield Connecticut. Told two recalls (only received one notice) two hour wait. This was my second visit because the first time I went, they advised there were two recalls when I got there and would be at least four hours. They couldn't give me a loaner, so I had to reschedule another day to go. Did not know what the second recall was for. Over an hour later, Mike from Service came into the showroom to tell me my engine failed. I was missing a cylinder. I'm sure he saw the surprise on my face, but he asked me if I had any trouble with the car. I was very surprised and advised I had none and that I get it checked regularly with oil changes at Midas in Enfield and no concerns at all. **I also told him that the engine light never went on.**

Mike continued and told me this dealership **had to take at least a day or two to get a report and photos ready for Hyundai to get approval to order me a**

new engine. He said I wouldn't have to pay for it when I asked. I asked how long it would take, but Mike couldn't tell me how long before I'd get the engine in as it was up to the manufacturer to let them order an engine. *Let them if it failed?* I was really concerned and advised that I was moving to New York in a week and a half and needed a car to not only finish moving back and forth but to take care of my family and continue looking for a job when I was in and out of NY this week and a half. I said that timing could not have been worse, but if I could at least get a car, I'd be okay and have to drive back up to get mine. However, Mike confirmed that no loaner was available, though it was just an immediate response, not investigated. I asked about a rental, but Mike couldn't confirm that I'd be reimbursed if I did rent a car.

I then asked what if I took my car off the lot at this point and until they had information/or approval as he said. Mike said "if I did that Hyundai would no longer be responsible for this problem" even though it's a recall. He made me further nervous when he said, "...engine could seize up when I was driving..", so naturally I had no choice but to leave it there and began looking for a ride. *I was confused why I couldn't take it off the lot. I had no problems at all, but telling me Hyundai wouldn't be responsible if I did was the reason that I left it.*

Mike also gave me the 800-633-5151 to call to speak to Hyundai Consumer Affairs. I called from the parking lot and spoke with Katherine at Hyundai National Consumer Affairs who told me my case (# [REDACTED]) would be escalated but that I wouldn't hear from someone for **3 to 5 business days**. This made me more nervous. I asked if it could be sooner because I had no means of transportation and was moving to NY the following week. I had to leave the home I was in. However, I got nowhere with Katherine as she wouldn't tell me if they'd approve a car rental expense, and only that "they'd review the receipts and consider reimbursement if I did rent the car". It was Impossible for me to rent a car not knowing how to under their recall policy and without a job. And all I needed to know was "Where should I rent the car?" "How much would they likely reimburse me?" "Can they set it up as a claim so I could get a better rental price?" "Could she arrange a loaner?" I was completely shut down. *If my car didn't pass the test, then why isn't Hyundai ready to accommodate me with a car until they fix it?*

- **Saturday 6/18** - I've been calling both the dealer and case manager several times hoping to at least rent a car but no one is calling me back. I am stuck. Today, I left a message for service repair to find out status since they originally said it would take a day or two to get the paperwork to Hyundai. I knew it was possible they needed another day since it was Saturday, but I hoped to get some relief as to status and a rental. I also needed to get my registration as I had to get a new license in NY and require it when the car is ready. Again, no one called back.
- **Tuesday, 6/21** I called back Lia (the dealer) again... held on the phone this time, with the receptionist who told me Kay (who was now my service advisor). It was

- now four days later and no one had gotten back to me about the status of my car and whether I could rent a car for reimbursement. By now I thought Hyundai had received my information at least based on what Mike told me the week before. Kay picked up and was immediately defensive and unhelpful. I asked for information and said that I was upset no one was calling me back from either the dealer or Hyundai case manager. She asked me what I wanted her to do. I reminded her that I was moving to NY. Could she tell me when the package for my car would go out? Just ignored the question and was very rude, I assume it was because I kept calling and held on this time. I asked if I could speak to a manager as there was no possible way this conversation was going to help me. She replied very threateningly "Oh you can now speak to two managers" - Mike and Nicole and would have them call me back. Was she trying to intimidate me?
- One of these two managers (Nicole) called me back shortly after and asked me what my problem was. This is how the call began. I was on a speaker. It was upsetting that she was so challenging, but I repeated my questions, but she didn't answer me and instead only said that she was told I was inappropriate to Kay. I was very surprised to hear that and though I knew I was upset, I asked her calmly for specific information as to how I was inappropriate and after a few quiet moments, she rudely said there was no reason to give that information. I responded that was evidence I wasn't inappropriate. But she didn't pursue further. At that point, I heard another voice and asked if there were others listening to the conversation. She hesitated but replied there was herself, Mike and Kay. This manager told me I could speak to the sales manager named Tony for a trade-in as I reminded Mike (who was there) that he did suggest that on 6/16. I asked if Tony was in the room. And yes, he responded at that point, and said he'd be in touch. Very upsetting phone call. Feel like they stole my car!
 - Tony called me back and offered me \$10 K for my car IF Hyundai approved the new engine for the recall. If not, he would offer considerably less. The car is worth more according to Kelley Blue Book (12-13000? Plus I have lower mileage than expected). I said I'd get back to him. But he had to wait for Hyundai, too. In my case, I needed to investigate the value of my car. Up to now, I have had no intention to sell my car. Only brought in for the recall! Asked him to put in an email:

Hi [REDACTED] *For the trade, we are offering \$10,000 for your vehicle with the engine repaired.*

In the event Hyundai does not cover the engine under warranty, I would have to reappraise the vehicle to account for the repair to account for the cost of said repair. Before we can move forward with the trade, we have to wait for my service department to get the definitive answer from Hyundai if the engine is covered under the warranty. At that point if you traded in the vehicle, We would deduct the remaining balance owed on the vehicle from what is offered, and you would receive the difference if there is equity at that point in time.

If you have any questions, please don't hesitate to reach out.

Anthony Arzaga

General Sales Manager

Lia Hyundai of Enfield

860-745-7400 ext 1502

Update at 7/28: Since then, I sent Tony an email and called and left a message with reception on 6/23 for Tony to meet with me. Never responded to email or called me back.

Tuesday, 7/5 - I contacted the Connecticut State Attorney General's office and submitted a complaint online. I also filed a report with the Federal Trade Commission and heard back from them today with a case # [REDACTED]. Spoke with them on the phone. They couldn't help me at this point, but could after the report was submitted they could, if needed.

- **Tuesday, 6/21-** Finally heard from Hyundai National Consumer Affairs. However, the phone call was only an introduction to the case manager. Had no information for me at all. I tried to get more from her, but nothing. Very stressed out. Had to leave MA for NY without my car or a rental. I also had to ask for favors to get to NY and paid for their time.

Note: this email was also sent today but they only called me back this one time, and I called back as soon as I got the message.

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 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.

KOURTNEY

National Consumer Affairs

(833) 462-8722 xX65106

Hyundai Motor America

- **Wednesday, 6/22** - Mike (dealer manager) I met on Thursday and who told me about the problem initially called at 8 this morning to offer me another option. This was yet another nerve-wracking conversation as he was immediately rude to me and wouldn't let me get a word in edgewise. Said he was going to arrange to send the car to a Long Island Hyundai dealer and **put it back together** so that I could drive it off the lot and bring it there. I kept trying to slow him down so I was able to respond before he assumed it was okay with me. When that opportunity came, I made sure he hadn't already started the process though it sounded like he did, I told him about the 10K offer Tony made and to wait. I also told him that I was afraid to drive it off the lot because on Thursday he said the "engine could

lock up and that Lia would no longer be responsible if I did". He reminded me that I said my car was driving fine", but I asked him to just keep moving along in the process without engaging further. I also sent him an email early afternoon regarding this conversation and asked him to respond. Waiting to hear back. (I did repeat the email address back to Kay in Service who gave it to me). I then sent this email to Mike:

Hi Mike

Thank you for calling me this morning regarding the possibility of moving my Veloster to a Long Island location since I am moving to NY. As we discussed, I'm looking at all of my options and asked that you continue to process diagnosing the car and getting approval for the engine since this is a recall. In the meantime, I will keep you posted with any decisions I may make as my best options come forward. As I mentioned, the car hasn't had any issues, but I don't feel comfortable taking my car off the lot since you told me I'd be responsible for any repairs if I did and that the possibility of it locking up is a concern. Not being an expert, I'll keep it for Hyundai to fix their engine issue at this time and until further notice if a better option happens in the week ahead.

I appreciate your quick follow up and thoughtful ideas, Mike. I'm renting a car now as I have no choice but to do so and will keep the receipt. [didn't rent the car and canceled due to cost]

Mike, please confirm you got this and if not I will call to confirm the address and speak with you to let you know I sent it. [REDACTED]

Mike never responded to this email but acknowledged it when I asked when I visited the service department with [REDACTED] on 6/23 (see below)

- **Thursday, 6/23** As noted above, I called Tony in Service to ask him to meet with me to discuss the offer. Didn't call bk.
- **Thursday, 6/23** Went to Lia Hyundai with [REDACTED] who asked questions on my behalf and who was told something different than I was told about my engine. Mike (service manager) was there and told [REDACTED] that it wasn't a cylinder missing/the spec was off for the bearing. Mike told [REDACTED] that my engine failed the "Bearing Clearance Test". [REDACTED] asked if he could have a copy of the report and they wouldn't give it to him. It's now 7 days since I brought the car in for repair.
- **Tuesday, 6/28** - 12 days and have heard from no one since 6/21 which was only an introduction to my Case Manager at Hyundai. Called Hyundai National Consumer Affairs again and spoke to Meghan who had no information when I gave her my case #. The phone call was very disturbing. I asked for the same information 1) the status of my car, and 2) whether or not I can rent a car. At first, Meghan put me on hold which made me assume she was trying to find out on my behalf. When she came back a few minutes later, she went through the verification process with me again first. I went back to the

questions when she was finished, and she put me on hold again and came back and went through the verification process again. she went back and forth verifying the same information twice, put me on hold and after I asked a third time, she said she gave me the update when she told me that I was contacted on the 16th and 21st. I contacted them on the 16th and, again, was only introduced to my case manager on the 21st. **Toward the end of our conversation she told me my case was closed! I asked what that meant and she kept giving me different answers, very unclear, and nothing she said made sense. She actually said that because the dealer hadn't sent information yet, that the Hyundai Consumer Affairs department was no longer on the case. I was very upset to hear this, very stressed. I kept asking her to explain why the case was closed, but she just kept saying it was closed. Then, when I asked her to verify in front of a witness that was me as I had her on the speaker, it was then that she said we were still on the case. So upsetting!**

I finally asked her if she could call the dealer on my behalf, but she said they don't do that. Which is why I contacted the dealer who isn't answering my calls. I'm now in New York and my car is in Connecticut (three hours away).

- **Thursday, 6/30** Called Lia Honda to try and get an update - Left message for Mike again. No response.
- **Thursday, 6/30** — Called National Highway Traffic Safety Administration (NHTSA), Spoke to Gabrielle who advised the NHTSA would get involved once the dealer submits the information to the manufacturer. Suggested I contact either a lawyer, state attorney general's office, or local district attorney. I advised I had tried contacting the State attorney general's office in Connecticut but no one has gotten back to me. (phone and through their website). She then suggested I contact the Federal Trade Commission because I'm having a communication issue with the dealer. Failed communication. Will call FTC on Tuesday, 7/5 (877-382-4357) Washington, D.C. to file complaint that the dealership is failing to articulate what is happening with my car since 6/14 after advising it would take a day or two to get the information to the manufacturer. Additionally, the manufacturer is failing to advise whether I can rent a car and how much they would reimburse me for this need due to their recall. No closure. Need to get a job, have no vehicle.
- **Saturday, 7/2** 16 days later - I have not heard back from anyone about my car. I called the Hyundai customer care number on the recall notice and first got a medical alert company. Called again, and just wouldn't connect.
- **Sunday, 7/3** Sent an email to Kortney from Hyundai National Consumer Affairs, the party who contacted me on 6/21 via email with an offer to sell my car back. I advised my

failed communication issue and requested a full refund for what I paid for the car. I copied the BBB of Connecticut by email. **Kourtney never called me back after making this offer and who I sent all the paperwork requested.**

Here is the email sent today:

Hi Kourtney. I am experiencing complete failed communication with the dealer and Hyundai consumer affairs. As a result, I am having no success at getting any information about my vehicle sixteen days later. Lia Hyundai in Enfield CT (who has the car) does not call me back and the manufacturer won't help me other than telling me they haven't received anything from the dealer yet, though again, it is now 16 days later. I was originally told that they would send the manufacturer the information and photos needed in 1 to 2 days. Again I've heard from no one other than an introduction to a case manager and have documented every call that gives me nothing to go on. Has my car been approved for a new engine and why wouldn't it be? It's a recall. Just over 44,000 miles on it and no engine light never went on. I've never had a single issue with the car. I can't afford to pay anything for a rental car because the cost to rent is quite a bit more than what you're telling me I'd get for reimbursement. And that's if I'm approved which I still don't know at this point and which doesn't make any sense. When and if I ever know that I would be reimbursed, it would cost me at least 200 additional dollars per week to rent the car, which I cannot do.

*As a result of the hardships that have been placed on me and with no idea how much longer that will be, at this point, I am requesting the full refund for what I paid for the car which you offered below. However, I do not have the ability to send you some of these documents since no one is sending them to me). They also have my registration in the car as I am now two states away (moved same week which they know), they'd need to get it out of the car to send you a copy. I don't want to rent a car until I come there as I don't have the means to pay for it. At this point, I can't look for a job and am struggling. I need a refund so I can purchase a new vehicle as soon as possible. Please help me retrieve the documentation I can't and get this refund in the works. I can then send you a 1) copy of my MA license - waiting for my car to get NYS license, 2) monthly car payment notice - why do you need that?
I hope to hear from you right away. Thank you. [REDACTED]*

Note: I know these emails are going through because I get these confirmations:
Thank you for contacting Hyundai Motor America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.
Sincerely, Hyundai Motor America

- **Tuesday, 7/5** - Called Lia again Told my Jill/Reception Mike is on vacation (mentioned I haven't heard back anything for two and half weeks) sent me over to Nicole the other manager, but got to Kay's voicemail instead. No one picked up and I left another recorded message expressing my concern no one is calling me back.
- **Tuesday, 7/5** - tried calling Hyundai consumer affairs. Left message.

- **Tuesday, 7/5** - I contacted the Federal Trade Commission and filed the complaint . Here is a confirmation email from the FTC:

Your report has been submitted to the Federal Trade Commission.

Report Number: [REDACTED]

Thank you for helping our work to protect consumers.

Learn about common scams and how to recover from them at ftc.gov/scams.

*To update a report online, go to ReportFraud.ftc.gov/update. **FTC Next Steps***

- *We use reports to investigate and bring cases against fraud, scams, and bad business practices, but we can't resolve reports on behalf of individuals.*
- *We will share your report with our law enforcement partners.*
- *We use reports to spot trends, educate the public, and provide data about what is happening in your community. You can check out what is going on in your state or metro area by visiting ftc.gov/exploredata.*

When we bring cases, we try to get money back for people. Check out ftc.gov/refunds to see recent FTC cases that resulted in refunds.

Additional Information

[Auto Repair Basics](#)

- **Friday, 7-8** - Received a call from a new case manager today - Shawnita - who advised they heard from the state attorney general's office regarding my complaint. She then emailed me:

Hello [REDACTED]

Thank you for taking the time to speak to me today, as mentioned I will be doing a full case review and evaluation. In the meantime, it would expedite my process if you send me these documents:

Purchase contract to confirm ownership of the vehicle

Any expenses paid by you relating to the reason you have reached out to Hyundai

If you have any questions during the review you may reach me directly by responding to this email or by calling (833) 462-8722 ext. 65134 and I will be contacting you within the next week to provide an update on my review. My hours of operation are between 7:30 a.m. and 4:30 p.m. Pacific Time, Monday through Friday. Please reference the case number in the subject line and I will be able to assist you.

Thank you for being a valued Hyundai customer.

A reminder to assure I receive a reply email, please do not alter the subject line.

Sincerely,

//SP//

Shawnita

Case Manager

CSS Department

I sent all of the documents immediately in the following email same day:

Hi Shawnita,

Thank you for reaching out today. I'm so grateful to hear from you. It's been a long stressful journey to this point trying to get answers to my two questions since 6/16. As you know now and the dealer knows as well, I'm now in NY and two states away from my car. I'm unable to search for work because my Veloster is my only means of transportation. I had started my search a while ago, but am unable to take interviews without a car, so I put everything on hold. As a result, I'm charging everything and using up what's left in my small savings account while I wait. Also, and because they never told me I could rent a car for reimbursement, I haven't up until this week because I wouldn't have been able to pay for it. But I really have no choice at this point (week four) and have made a reservation with Hertz for next week for one week only so I can search for work. I'd rather have the car today, if possible, so I begin my search again. I'm overwhelmed with my other expenses, but to the best of my knowledge that I think you would find a reasonable expense related to my car, and besides the upcoming car rental, I've spent:

- Gas for a friend's car - approximately \$110 over the past three weeks for the few times I had to use his car to get settled in. I've had to ask a lot of favors without my own car which was better on gas.*
- the upcoming car rental which will cost near \$1000. But, please know at this point, I have to have a car full time and will need to rent again, if necessary. I'm just trying to be careful while I wait to make a reservation.*
- Monthly payment - \$225. I know I would have made that payment anyway, but without my car, and without a job, it's requiring me to charge groceries.*

I don't know how Hyundai would/can compensate me for my inability to make money, but again, I'm charging what I need while I wait to actually work. The stress has been more than I can tell you especially because I just moved out of state.

As requested, I've attached a copy of my purchase contract and my payment stub to Worker's credit union for my monthly payment. I look forward to hearing from you as soon as possible at which point I will be able to set up interviews again. Thank you,

p.s. Please remember what I told you about the call that the dealer returned to me back in mid June. There were four people in the room (including a sales agent - Tony - why?) which I only discovered toward the end of the call as I questioned who was there. They were very rude to me and certainly not helpful. They spoke over me, were defensive, and said things that were not true. Thank you.

Shawnita responded back same day with this email (note how much isn't responded to)

Dear [REDACTED]

Thank you very much. I did hear back from dealership they stated that they are short staff. They did inform that they could not come to a deal with replacement of your vehicle [remember Kortney offered and never responded]. They are in process of approving engine replacement and working with Hyundai technicians. When you get your invoice

for rental send over to me. I am see if there is a way to get your vehicle sent out to New York. Please update me with your new address please. Thank you

Sincerely,

//SP//

Shawnita
Case Manager
CSS Department

I responded with:

Hi Shawnita. Thank you for getting back to me! I'm so grateful to hear back. I don't understand why Tony made the offer and then never called me back, but at least I know now. Also, I'm happy to hear that the recall issue is being resolved.

[REDACTED]
North Babylon, NY [REDACTED]

By the way, did you get any information as to when the dealer will get approval? Should I rent the car longer? I can wait until Monday to let Hertz know, but I don't want to lose the opportunity to do so.

Thanks, Shawnita.
[REDACTED]

Shawnita never responded to this email.

- **Saturday, 7/9** - I sent this email to Shawnita:

Hi Shawnita.

I'm just rereading your email and I'm not sure, other than finally hearing from someone, where I'm at. My questions still remain. 1) Can I now rent a car for reimbursement? I've been waiting over three weeks to find this out. You did say to send the receipt, but I need more details here. When we spoke, you did say I should get full reimbursement due to the failed communication, but please confirm this here, so I can rent for a longer period of time until I know anything about my car. I still really don't. 2) You said that the dealer is working with the Hyundai technicians. Does that mean the manufacturer finally has the package they need to give the dealer approval for my car?

Please let me know this my Monday morning so I can starting looking for a job.
Thank you.

- **Monday, 7/11** - heard back from Shawnita regarding above emails

Dear [REDACTED]

You can get a rental we can reimburse for rental. I have not got a response on to if they can move your vehicle to another dealership where you are at. The dealership where your vehicle is at now they are short staff but aware that you have a case with us. Unsure to when the vehicle would be repaired. When you

get the first invoice please send over to me and I will make sure that you are reimbursed for that amount. Thank you.

Sincerely //SP//

Shawnita

Case Manager

CSS Department

(833) 462-8722 ext. 65134

My response to her email same day:

Hi Shawnita and thank you. So just to confirm, I will be fully reimbursed for my car rental until my car is repaired and will send you the receipt. You asked me to send the first invoice, but at this point, I'll just keep the car until mine is returned so I can get a job and travel back and forth when I do. I need to start the interview process immediately, so I will rent it today. Please let me know otherwise any misunderstanding here and keep in touch with dates. We're now into the fourth week and much later than the 1-2 days they originally told me and haven't spoken to me again about. I do appreciate your support, however, and am confident you will keep me posted on a daily basis as to the status of my vehicle and when I can expect it returned.

Please confirm receipt of this email. I'll call shortly if I don't hear from you again. Thank you so much. [REDACTED]

She did confirm they'd paid for the rental and to send receipt when I am finished after the two weeks (7/25)

Tuesday, 7/12 - Shawnita send this email:

Dear [REDACTED]

I called and left a voicemail, wanted to know if there is a preferred Hyundai dealership near you that we could get vehicle towed to. Current dealership will be submitting request for engine but in the meantime trying to get vehicle towed to a near by location.

Tuesday, 7/12 I responded with this email (after we made a visit to the dealership after hours to get my EZPass hoping we'd be able to get the key. We were fortunate enough to meet with the mechanics while the managers had left for the day. Two of them (have one name will withhold for now) got me my key so I could get the pass. We asked about the status of the car hoping maybe they could enlighten us. The one we spoke to said he was the one who took my car apart and submitted the paperwork to Hyundai three weeks ago. That was a surprise considering Hyundai said they never got it. So someone isn't telling the truth.

Hi Shawnita. I'm glad we had an opportunity to catch up tonight, and at this point, I've had a chance to actually let everything that happened today soak in. Let me start with I do not want to move my car now, not after hearing a different story than I've been told from the dealer. In addition to that, this started in Connecticut, and it's a complete waste of time to take it out of this dealer and take it to a NY dealer to start this whole thing all over again. Also, considering we now know that Lia submitted the paperwork three weeks ago (according to the mechanics we spoke to today when we showed up to get

my EZPass), it's just up to the manufacturer to give them what they need to order my engine and get it in. However, when Lia gets the go-ahead to get the engine and put it in, at that point, I am fine with Hyundai moving my car to a NY dealer as long as I have a timeframe as to when the engine will be put in in writing. I also would prefer the arrangements made by Lia and Hyundai with a dealer close to my new residence when the time comes. I have been inconvenienced enough.

It's been about four weeks, a month, since I brought my car to Lia Hyundai in Enfield, Connecticut, and my car is sitting there with nothing getting done and no one calling me back with any helpful information. As you know, I'm searching for a job, and this isn't helping. I know they told you they are short staffed, but that's not what we were told today. And we were standing in front of my car discussing my car with plenty of employees who knew the car. Someone hasn't been telling me the truth.

I'm prepared to send this new information to the State Attorney General. But I will wait to hear from you prior to doing so. I have already contacted the Better Business Bureau and am ready to move in other directions. I'm sure you understand considering the new scenarios I've been presented with.

I'm grateful that I have you to communicate with and am hopeful you can help me finally get things taken care of. At least I know I can now rent a car until my car is repaired. I did ask you where to send the invoice, so please let me know that. I'm renting it in increments of time because I can't rent it with an open-ended date/without a return date. So when I return the car again, if things aren't resolved yet, I will rent another one and we will repeat the pattern of me sending you the invoice for reimbursement. Please let me know and thank you. [REDACTED]

Wednesday, 7/13 4:20 PM - Shawnita's response to the above email - not really responding to anything:

Dear [REDACTED],

I completely understand with how much time you have been waiting. If you have contacted them please have your service advisor contact me. I will get PA number to check on the status of the engine request from dealer.

Sincerely,

//SP//

Shawnita

Case Manager/CSS Department

Thursday, 7/14 1:08 AM - My response email to Shawnita (I've told her no one calls me back and again she doesn't respond to me)

Hi Shawnita. I haven't contacted anyone again as they never call me back. Please read my last email again. I'm waiting for you to let me know several things and respond to what I did write. If you are having trouble getting things straightened out, I need to

know

tomorrow. Also again, please tell me where to send the invoice for the reimbursement for the car rentals that you indicated I would be reimbursed for. Thank you.

Thursday, 7/14 - 1:08 pm - Shawnita's response to me:

Dear [REDACTED]:

I got your email and that is fine if you are going to leave car where it is at. Please attach your invoices to this email please.

Sincerely,

//SP//

Shawnita

Case Manager

CSS Department

Thursday, 7/14 - 7:44 PM

Hi Shawnita. Thank you. As soon as I get the invoices, I will send to you. I will rent another car as soon as I turn this one in in less than two weeks at this point unless my car is returned to me at that point (keep me posted as I don't want to rent another car if we know my car will be ready and need notice for that). I'm assuming I can be reimbursed immediately as I need to pay the bill and can't

pay

it until I get a job. That said, what were you able to find out based on the others details in my email? Where is the package that was completed by the mechanics three weeks ago? Please let me know this by tomorrow. Thank you. [REDACTED]

Notice that I keep getting throw off

Friday, 7/15 - 2:35 PM - email from Shawnita:

Dear [REDACTED]

Please contact me. For next week do not get a car I am working with District to try and get you into a rental. Please send that invoice. If you are to get rental for next week then the pay would

be

\$60 a day so just let me try and work on speaking with them before you do that. Thank you

Sincerely,

//SP//

Shawnita

Case Manager

CSS Department

Friday, 7/15 - 2:56 PM - My response to Shawnita:

Shawnita As I already wrote a few days ago based on your approval, I rented the car for two weeks. I am returning it on 7/25. The estimated cost for this rental is just over \$1000. I did send an email regarding that days ago and again based on the approval. I will send the invoice to that end as soon as it's returned. If I could return it sooner, I would but they make you commit to a time frame and won't reimburse me otherwise. I won't reserve a car at this point after the 26th, but need to know that I will have one. I am applying for jobs everywhere now that I have a rented car. But I'll hold off since you are working on another car, and I appreciate that. Please keep me posted and we'll talk further. I just want to make sure I have a car and they don't run out at the rental company. Thank you. [REDACTED]

Friday, 7/15 - 3:01 PM - Shawnita's response to me:

That is fine with what you rented already. After you return that I will be working at getting you a rental. So when you return I will expect the rental invoice. Trying to keep you updated. If you could please call I would appreciate that going forward.

Sincerely,

//SP//

Shawnita

Case Manager

CSS Department

(833) 462-8722 ext. 65134

She also wished me good luck on the job search

Friday, 7/15 - 11:26 PM - My response:

Thank you, Shawnita. Sounds good so far. I will send the invoice when I return the car and when you know I have the rental, please let me know. Thanks, again [REDACTED]

Monday, 7/18 - 10:45 am - From Shawnita:

Dear [REDACTED]

When I get the response I will let you know. Thank you.

Sincerely,

//SP//

Shawnita,

CSS Department

Never responded

Wednesday, 7/20 - 12:50 PM - email from me to Nadira (cc Nicole)

Nadira, I've asked Shawnita four times now to tell me how and when I'd be reimbursed, but she is not answering this question. Perhaps she needs to investigate,

No response

--- Meanwhile:

Tuesday, 7/19 - Nicole called me from Lia. First time I've spoken with her in a month. She told me the equipment originally used on my car wasn't working properly and that they used new equipment which indicated I didn't need a new engine. First she said I could pick it up, but then said to wait. She'd arrange it to be driven to me in NY. I asked her to send this information in an email:

Good Afternoon [REDACTED]

He is the paperwork from your vehicle. I left you a voicemail letting you know that our general manager and runner will be dropping off your vehicle to you Friday afternoon. Their eto is noon. They will call you when they leave the dealership Friday. Please let me know if you have any questions. Thank you very much for your patience and understanding.

I replied with:

Hi Nicole. Thank you for getting back to me with a printout of the invoice. Because there was concern at first, I do want to make sure I am covered should the engine seize in the future based on this recall issue. I don't see the word recall on the invoice and would appreciate that included, so it's clear why I brought it in. Also, I was informed there were two recall concerns so I'm wondering what the status is with the second one. Please let me know what that was and confirm that recall was repaired here as well. Even though you did say both recalls were repaired, I don't see a second recall repair on the notice.

Otherwise, I'm all set for Friday delivery around noon. I have an appointment at 3:00, so that will work. Thanks.

ps Just to keep you in the loop, and I'm not sure if it's of importance to the dealer, I'm waiting for Hyundai to confirm how soon they will reimburse me for the rental. They did approve it, but I've asked a three times via email when and how I will be reimbursed after I submit the receipt. Just in case you're updating my records, that information is outstanding. Thank you.

Wednesday, 7/20 - I sent this email to Nicole 12:42 pm:

Hi Nicole. Just making sure you got this from yesterday before the car is delivered. Please advise. Thank [REDACTED]

Wednesday, 7/20 - 1:57 pm: Nicole from Lia replied to my email

Good afternoon [REDACTED] I apologize for not getting back in touch yesterday, I am actually out of the office the rest of the week. If you look at line B and C on your invoice, those are the two recalls that were open and completed on your vehicle. The wording on the invoice is what Hyundai provides. Also both recalls will be reported to Hyundai and will show closed on your vehicle and carfax report. Please let me know if you have any other questions I can help with.

There are no lines one and two on this invoice. So frustrating and the wording doesn't match up to what I've been told.

Wednesday, 7/20 - 12:50 pm: I sent this information to Nadira and Nicole regarding details of the rental reimbursement:

Nadira, I've asked Shawnita four times now to tell me how and when I'd be reimbursed, but she is not answering this question. Perhaps she needs to investigate,

Thursday, 7/21 - I wrote an email to Nicole (Lia) and Nadira (Dept of CP). because I'm remembering that no one has gotten back to me about my visit to the dealer and the meeting I spontaneously had with the mechanic who took my car apart.

Ok. So much confusion. A mechanic told us last week (week four) when we were there that my package and profile with photos was sent to Hyundai more than four weeks ago for approval for an engine and that they were just waiting for approval for the engine

(see earlier emails to Shawnita). We stood next to my car as he told us he took care of it.] Please send the reports as I requested, not just the typed invoice so that I have evidence of this work and can match it with my car. Please make sure of this request.

What is going on here? [no response to the above detail that the package was sent within a timely manner to the manufacturer who has denied ever getting the reports]

7/21 - 3:13 pm: I send an email to Nicole and Nadira:

Thank you, Nicole. Did you forward my requests to anyone else while you're out? I'd be happy to talk to one of the other two manager/advisors (Mike or Kay) I spoke to middle of June. I still don't understand what the recalls are as I read this invoice. There aren't line #'s for each of the items and they seem to flow for just the bearing issue. I only received a recall notice regarding how my engine could go on fire, so nothing matches up with that, as well. Will you just outline here one line each for both recalls so it's clear to me in case I have any problems going forward regarding these particular concerns?

Also, Nadira, I do not consider this resolved until I hear back from Hyundai regarding how and when they are going to reimburse me after I submit the rental invoice this coming Monday. For some reason, I'm having a new communication problem with Shawnita, who I've asked several times for this information. I'd prefer the vehicle stay in Connecticut until all of my questions are answered, but is due to be delivered to me tomorrow. I'd appreciate any help you can give me since we have failed communication again. I most likely will take my vehicle to a mechanic to check it out, as well. Thank you, both. [REDACTED]

Thursday, 7/21 - 6:48 pm - I write to Nicole and Nadira again:

Should I be here tomorrow? No one has gotten back to me with my questions. Also, Nicole you said the car was repaired, but now I'm really more confused because what was repaired if nothing was wrong. Please let me know and we can arrange for tomorrow's meeting.

Thursday, 7/21 - Nicole responds:

[REDACTED] Per our last conversation the general manager and a runner will be dropping your vehicle to the address you provided between 12pm and 12:30pm. Also as per our phone conversation and your paperwork, two recalls were performed on your vehicle, initially the machine we use to perform one of the recalls gave us improper test results, we worked with Hyundai techline to figure out there was an issue with our test machine. Another test was performed and your vehicles engine passed. The reason for us to question the initial results was that your vehicle had none of the typical symptoms of what we would see when an engine fails the bearing clearance test, such as knocking from the engine. Also to answer your earlier question, the vehicle was not repaired as no repair was necessary, the 2 open recalls you had on your vehicle were performed and your vehicle was thoroughly inspected and cleared of any kind of engine failure. In summary, your vehicle did not have any engine issues, our test machine did. Additionally you have the paperwork we have provided, and a case number from

this incident with Hyundai of America should you ever run into any issues. Please let Nick Archer the general manager that will be meeting you tomorrow if you need anything else.

So my questions remain: What are the specific two recalls for? One for what an engine issue - there was a fire concern in the notice, though Lia never used that Language. They said bearing issue. One in the same? And what is the other issue they repaired?

Thursday, 7/21 - 9:26 PM - after no response, I wrote this to Nadira:

Looks like everyone is working together to get my car out of Connecticut, Nadira. Without your response to my last two emails, I don't know what else to assume. Being the car is supposed to be delivered tomorrow, and I've lost all contact with you and Shawnita regarding the question for reimbursement, I will conclude that's the case. No car for over five weeks and no need for it to be there the whole time and very little communication in the process. Just to clarify again, I have in writing and voice mail that I will be fully reimbursed, but I've asked way too many times how and when. A recall shouldn't have any expense toward me, never mind the incredible stress it has created in my life. [REDACTED]

Friday, 7/22 - 3:57 pm - email from Shawnita

Dear [REDACTED]:

Could you please send your rental invoices. Sincerely, //SP// Shawnita Case Manager CSS Department

Friday, 7/22 - 4:30 PM - my response

Yes, Shawnita. On Monday. How will you send payment and after you get the invoices, how long does it take to receive payment?

Saturday, 7/23 - General manager, Nick Archer, returned my car to North Babylon and had me sign invoice that Nicole sent me by email. Left me a copy

Monday, 7/25 - 9:13 am - Nadira's response to my 7/21 email.

We can certainly re open if needed. Thank you.

Isn't the case still open until I say I have a say in it? How did she help me with the email I sent on on 7/21 and prior to that?

Monday, 7/25 - 3:32 PM - email from me to Shawnita after returning the rental car.

Hi Shawnita. I'm attaching the invoice for full reimbursement per the email you sent me. Also, I've asked the question below exactly five times to you and for Nadira's help, as well. Please advise today. Failed communication again, and I will move further with that issue. Ty. [REDACTED]

Monday, 7/25 - 3:43 PM - Shawnita's response to me:

Dear [REDACTED]

I have received your documents. Once payment is approved on our end I will call you by phone and inform you. After that it could take 7-10 business days for payment to be posted to your Zelle Account. Your Zelle account will have to have this email attached in order to get payment. If you prefer a check please let me know before processing.

You can always give me a call which would be faster response. Thank you.
Sincerely, //SP// Shawnita Case Manager CSS Department (833) 462-8722 ext. 65134

Monday, 7/25 - 10:08 PM - My response to Shawnita: Okay. This was already approved. So, why does it have to be approved again? I did leave a message, but it seems this answers the question as to how the e-delivery is done but please let me know why it needs to be approved twice. Thank you.

Monday evening, 7/25 - I drive my car for the first time

Noticed car issues day after returned first driving - put my foot on gas same pressure as always and car didn't accelerate. Took my foot off and did it again pressing harder until the car slowly accelerated. Definitely not the same as I've known the car since I purchased it. Did this throughout the day as I drove it. Will drive tomorrow to see if continues. Engine light is on!!!!

CAR CONTINUES TO HAVE ISSUES POSSIBLY GETTING WORSE. CAR LIGHT STILL ON! NEVER ON BEFORE. Will advise all.

Tuesday, 7/26 - 10:29 AM - Shawnita writes and am not sure why she's confused:

Dear [REDACTED]

I am now in for the day. Could you please call for better understanding.

Sincerely, //SP// Shawnita, CSS Department

She gets back to me before I call

Tuesday, 7/26 - 10:37 AM - Shawnita writes (I did see the Zelle info prior but this email had more details I requested):

Dear [REDACTED]

I have sent a few email to your response. The first email that was sent informed you how you need Zelle account. You need to make sure that your email is connected. The email that was sent with the offer that we were going to pay. You signed and returned. It was approved for the amount and it still needs to go through Finance for them to process payment. Once that is approved I will call you, if you do not respond I will leave a voicemail. Allow 2 weeks for payment to go into the Zelle account. It may only take 7-10 business days from that date. If you have any other questions please contact me by phone. If you don't understand please call. Thank you.

Sincerely, //SP// Shawnita Case Manager CSS Department (833) 462-8722 ext. 65134

Tuesday, 7/26 - 10:44 am - Shawnita writes:

Dear [REDACTED]

Your statement shows 922.13 and say's that you used a voucher. What was paid by you? Under total amount due there is no amount or debit/credit card used.

Sincerely, //SP// Shawnita Case Manager CSS Department (833) 462-8722 ext. 65134

Tuesday, 7/26 - 1:17 PM My response to Shawnita

Shawnita, I just returned for your emails regarding this payment. I'll respond to the process next. But in the meantime, I did not use a voucher. Please feel free to call Hertz in North Babylon, New York to confirm that I paid the full amount from the receipt I sent you. Please do this today so as not to hold anything up now that I'm advised Finance has to send in a second approval for this rental car. Their phone number is (631) 321-1030.

Please confirm receipt of this email. I tried calling but keep going to voice mail. Chose to send this email instead.
Thank you.

Tuesday, 7/26 - 1:22 PM - Shawnita writes:

██████████ Is the total amount 922.13, that you paid???? Sincerely, //SP// Shawnita Case Manager CSS Department (833) 462-8722 ext. 65134

Tuesday, 7/26 - 1:49 PM - I respond to Shawnita:

Yes, Shawnita. I paid the entire amount on the invoice. \$922.13. In fact, to help you further, I just spent another fifteen minutes on the phone with Hertz who told me that "voucher" means that I prepaid the 922.13 when I rented the car.

Tuesday, 7/26 - 4:56 PM - Shawnita sends with attachment to me:

Hello ██████████

Thank you for your patience while we researched your concerns regarding your 2016 Veloster. We have completed our evaluation, respectfully Hyundai Motor America is not in a position to repurchase your vehicle. However, for customer satisfaction we would like to offer reimbursement of \$922.13. I have attached a Determination Letter for your records to review and email back to me with the requested documentation. Hyundai has partnered up with digital payment service, Zelle, to provide our loyal customers with an option for direct deposit. Zelle is quick, easy and already offers services to most banks. Please visit

██████████ for additional information. Please note that you can request a paper check, however, it can take up to 3 weeks to be received.

If you have any questions regarding the attached letter, please contact me by replying to this email without changing the subject line or contacting me at my phone number below.

Thank you for being a valued Hyundai owner.

Shawnita

CSS Department

833-462-8722 ext. 65134

Hyundai Motor America

This is the text of the attachment on Hyundai letterhead:

VIA EMAIL: ██████████ North Babylon, NY ██████████ Re: 2016 Hyundai Veloster, VIN KMHTC6ADXGU ██████████ Dear ██████████: Thank you for contacting Hyundai Motor America ("HMA"). We have reviewed your vehicle's repair history and evaluated your request. Based on our investigation of the repair history to date, we have determined that a repurchase is not warranted under your state's lemon law. Nevertheless, as a gesture of customer satisfaction, HMA offers you \$922.13 for rental reimbursement. This offer is good for sixty (60) days from the date of this letter. Payment will be made upon receipt of this signed letter. In consideration of HMA's offer, you release HMA from any liability with respect to any breach of warranty or lemon law claims in connection with the vehicle's repairs to date. You also acknowledge that your concerns have been resolved as of the date of signing this letter. Please note that any remaining terms of your vehicle's limited warranties as set forth in the Owner's Handbook and Warranty Information continue to apply. To the extent you disagree with our evaluation, if there is any additional or new information that you would like us to consider, such as photographs, videos, or another repair order, we are willing to reevaluate this matter upon receipt of those materials. Please let me know if you have any questions. You can reach me directly by phone at (833) 462-8722 ext. 65134 or through HMA's website at

<https://owners.hyundaiusa.com/us/en/contact-us.html>. Sincerely, //SP// Shawnita CSS
Department I accept the terms and conditions set forth in this agreement with my signature on
the _____ day of _____, 2022: By: _____

No one told me I had to sign a letter that releases Hyundai from any liability prior to getting this approval to rent a car

7/27 - 10:45 AM - From Shawnita

Dear _____

Please return signed letter. I would need that with your documents for payment. Thank you.

Sincerely,

//SP//

Shawnita

Case Manager

CSS Department

(833) 462-8722 ext. 65134

7/27 - 11:30 AM - From me to Shawnita, Nadira, and Nick Archer.

This may have gone through without me completing it, so I am resending it for your review and immediate response as I am now dealing with the fear added stress of driving my car since it was returned a few days ago.

Good morning. I will begin by letting you all know that my car is not working correctly for the first time since I've purchased it. The engine's idle isn't accurate (idling from too high to too low based on the code we have) and the engine light has gone on! It feels completely different when I drive it, and I feel very stressed to take it anywhere. In all of the time I've owned this car, and as I told Mike (Service Manager at Lia) the day I brought in for a recall repair(s), my engine light has never went on. So clearly, this problem stems from the time my car was taken apart at Lia Hyundai. I will not sign this letter and will ask the State Attorney General to step in again and reopen the case (shouldn't even be closed because I never agreed to anything). I've reported the problem of communication failure to the Federal Trade Commission and will also follow up with the Better Business Bureau who, Nadira, interestingly has not gotten back to me in the past several weeks, either. I do not want this car any longer and will take it to the hill if I need to. On 6/21, I did receive an offer to purchase my car and no response, as usual, from the many parties I've been pushed around to since this whole debacle began. All of these documents will be printed and attached to a report should I not be given satisfaction. Some of the stress included:

- Car taken from me on 6/16 as I was moving out of state. Required a great deal of favors, extra costs to move, and enormous stress for me and my children in the process.

- No ability or information to search for work and had to use my credit card to live in a new location out of state.

- Passed around from one person to another without getting the information I needed. Just a new person who kept saying they would help me.

- The time I've spent dealing with this is unreasonable and prevented me from restarting and living my life in a new location while I waited to get any shred of information that would help me.

There is a long list of emails and phone calls made to this point that never offered me any satisfaction. This one included as I was never told I'd have to remove Hyundai from any other liability if I signed a letter to be reimbursed for what they should have paid for in the first place.

Now why is that so important? If you're a trustworthy manufacturer, then you care about the car I purchased from you and me as your client.

There's more, but this should show you how serious I am. I expect a fair offer as I know what my car WAS worth and will wait to hear from you until the end of the day. I need to get a job, and I need to move quickly. [REDACTED]

7/27 - 1:29 PM - My email to Nadira:

Nadira, please confirm receipt and respond as soon as possible. I'm waiting to hear from you before I take any further action. I'd assume you've seen there is a deadline on the reimbursement offer after I was told otherwise. How dare they, right? Thank you.

7/27 - 4:44 PM - Shawnita's response to me:

Dear [REDACTED]

We have reviewed all documents and complete repair history. Please returned signed letter for payment process. Thank you

Sincerely, //SP// Shawnita Case Manager CSS Department (833) 462-8722 ext. 65134

7/28 - 10:48 AM - Nadira's response to my email yesterday:

Thank you.

My immediate response to her:

?

At 11:14, Nadira sends the same response:

Thank you.

7/28 - 11:25 am - Nadira not helping me at all. I write:

Nadira, please confirm something for me. Are you overseen by the Better Business Bureau or the State Attorney General's office? Thank you.

7/28 - 11:39 AM - Nadira responds:

No, we are not.

With no response, I called the Department of Consumer Protection to ask. The receptionist tells me that it would have been the State Attorney General's office that generated the investigation with them so I'm now sure Nadira works for them. Nadira and I went back and forth several times still, but she didn't know.

7/28 - 12:05 PM - I write to Nadira:

Okay. I contacted this office by phone and they told me that it was my complaint to the State Attorney General's office that got you involved. This is what I'm trying to find out. Can you tell me now where you are at in helping me with my issue of the car not working? You haven't responded. TY

7/28 - 12:14 PM - email to Nadira:

I'm also resending an updated report to the Federal Trade Commission for failed communication from the State Attorney General's office.

7/28 - 4:09 PM - Shawnita writes to me:

Dear [REDACTED]

I am following up with you in regards to the last email that I sent you. If you have any questions or concerns please reach out to me by phone or email. Thank you. I would need that signed letter in order to process payment. I will not be here for a week so please as soon as you can give me a response on your case. That would be great. Sincerely, //SP// Shawnita Case Manager CSS Department

7/28 - 5:52 PM - I respond to Shawnita and copy Nicole and Nadira (should have Nick too)

I did reach out to you with my concerns and your response wasn't helpful at all. You represent only Hyundai. not me. I've been shoved from three case managers and two dealer managers/1 advisor and now have a car that isn't in the same working condition as it was brought in. No one

from Lia has contacted me and Nadira was never there for me. Just some emails that said she would but never did anything to help me.

I read that I have a 60-day deadline to send the signed letter and am working with that (which you didn't mention I'd have to sign when you approved the rental).

Everything will be in writing from this point forward. [REDACTED]

7/28 - 6:05 PM - Nicole (Lia) sends me this email:

I am not sure what we at Lia would contact you about. This is the first time I am hearing about any concerns pertaining to your vehicle. Please reach out to me though email if you have any questions I can answer for you.

7/28 - 7:53 PM - My response to Nicole (I had sent it to Nick, not Nicole - too insane!) Nicole I had send Nick the email (just forwarded to you) so I don't know why he didn't communicate it with you.

7/28 - 4:09 pm - From Shawnita to me:

Dear [REDACTED]

Okay, thank you for your response, yes you do have up to 60 days. Have a great day.

Sincerely, //SP// Shawnita Case Manager CSS Department

7/28 - 7:55 PM - my response to Shawnita:

Yes, so just so I have it in writing, Shawnita, does Hyundai have any concerns or response to the email I sent about receiving my car back not the same as when I brought it in.. with the idling running high and the engine light on for the first time? Your response or no response will be noted. TY

7/29 - 10:41 am - Nicole Goodman's (Lia) response to me:

[REDACTED] I have personally responded to you within minutes every time you have reached out to me, I have explained and sent you paperwork on several occasions, you have been contacted by Michael my advisor on numeras occasions for further clarification when needed. We drove the vehicle over 100 miles to deliver the vehicle to you from Enfield Ct to your home in NY where no issue occurred with your vehicle. While I understand your frustration with the check engine light going on, Lia is not absolving itself, as we have kept in contact with you. But the rotational option at this time is to make an appointment at a Hyundai dealership to have whatever the issue is diagnosed. If you would prefer you are more than welcome to drive the vehicle back to us and have us look at it. I would think going to a dealership near you would be less time consuming and much more convenient.

Friday 7/29 - my response to Nicole

Not true at all, Nicole, and I have plenty of evidence to that fact. You completely ignored me until the last week with the exception of one very rude phone call a few days after my vehicle was left there where you only took the statement of Kay after she and I spoke and not my own and where you put me on speaker with four people without letting me know that you did until I asked. You were nothing but rude. I was in a state of panic and completely ignored. The fifth week you call me and sound completely different with a whole new story. I have no expectation whatsoever from you, Nicole. Not after the experience I had with you. But I did want your statement, so thank you for that.

Friday, 7/29 - Nicole's response to me:

[REDACTED] I am very concerned that you feel this way. We have tried to rectify any all your questions and concerns. I apologize that we have not been able to completely satisfy you. Again, I would advise you to make an appointment at a Hyundai dealership at your earliest convenience.

Friday, 7/29 - Shawnita's response to me:

Dear [REDACTED] As stated in the previous emails that I have provided to you, that Hyundai has reviewed your complete repair history to date. As I understand this may not be the outcome that you were expecting but based on your state lemon law Hyundai is not in a position to repurchase your vehicle. Your vehicle was inspected for all concerns that you expressed were present. I have contacted dealership on numerous occasions to check on the status of your vehicle and to find out about repairs. I have reached out to you as well through phone and voicemails and emails several times. Your vehicle was driven where no issues were present. At this time if you have current concerns with your vehicle please refer to the nearest Hyundai dealership for further inspection. Sincerely, //SP// Shawnita Case Manager CSS Department

Friday, 7/29 - My response to Shawnita:

Shawnita, I never expressed any concerns for my vehicle. I simply brought it in for a recall repair, and I was shocked as I told Mike that he said I had any issue. Another untruth.

Friday, 7/29 - My response to Nicole and all others on it (Nick, Nadira, Shawnita on all of these 7/29 emails)

My last email is simply this. You should not be getting away with what you are doing to the consumer.

Side notes to determine next steps - Thursday, 7/28 - I've been trying to get Nadira to respond (dept of Consumer protection) but she hasn't called me back. Her emails do not answer my very specific questions. See emails. Clearly wanted my car out of Connecticut and has never helped me at all. Please note that as soon as she got involved with my case, the following day the dealer tried to remove my car from Connecticut suggesting that they send it to a NY dealer to help me. To me that was just removing the problem so I kept it there. Note again. No help from the State Attorney General of Connecticut - who sent this request to the Connecticut Department of Consumer Protection (Nadira).

7/29- Nadira remains elusive.

I will check in with the Federal Trade Commission, the better business bureau with an updated letter, and write to the necessary senators, governor, TV stations, and find a lawyer who can explain to me my rights. Note to let BBB know when I do. They can't take any further action.

Added 7/29 - Took a code test on car upon its return and after I drove it the first day: What else is possibly wrong. I do not trust the car after this experience,

GM DTC p0507 00

The P0507 code is **triggered when the Engine Control Module (ECM) detects that the engine is idling higher than the specified idle RPM range.** The standard engine idle is usually between 600-800 RPM depending on the model of the vehicle. Mar 3, 2022

Car seems to have too low an idle now and twice almost stalled at a light. Never had any issue with my car. And Hyundai said they checked it? Not possible. In addition...

7/30 – Car brought into West Islip Hyundai dealer. Reminder that Nicole from Lia emailed me that I have a warranty, but West Islip told me that I didn't. It's 60K or 5 years, whatever comes first. I probably wouldn't have brought it there otherwise. \$195 just to diagnose it, and now I'm without a car again. They'll let me know.

8/1 – Chris called from West Islip (NY) Hyundai. Check engine light related to the idling. The car needs a PC Valve that needs to be replaced. leak in the engine. Again, no issues prior to the day my car was returned. No engine light.
Repair is going to be 229.95 plus...

Recommending vehicle fuel induction service (eliminates carbon buildup) and a throttle body service (controls the air flow into the engine when accelerate. 329.

3. Brought up a couple of other maintenance issues – front brakes getting low 3-4 mm – 429.95 and Alignment on the tired 189.

Went with the first two services (replacement of PC Valve and fuel induction service/throttle body service. Left Chris message. Hoping I can get car back so I can continue looking for work and make a new doctor's appt I've waited for since I moved to NY. Otherwise I have to reschedule.