

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

From: [ArtemisSupport](#)
To: [NHTSA ODI CRD](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# 11499145 [REDACTED] - please contact me anytime - Thanks for Letting Us Know About Your Safety Problem.
Date: Wednesday, December 28, 2022 7:11:17 PM

Hello CRD Inbox,

Consumer is thanking automated message and wants it to call him with any questions. (see below)

Thanks,

[REDACTED]

Artemis Help Desk

artemis@dot.gov

From: [REDACTED] >
Sent: Wednesday, December 28, 2022 11:13 AM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Safety Problem

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.

Artemis:

Thank you for the opportunity to exchange information as the situation unravels...please contact me at anytime if you have any questions or concerns...

Regards,

[REDACTED]
[REDACTED]
[REDACTED]

On Wed, Dec 28, 2022 at 11:09 AM <NHTSA-ODI-Consumer-Communication@service.govdelivery.com> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11499145](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

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From: [ArtemisSupport](#)
To: [NHTSA ODI CRD](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# 11499145, [REDACTED] - FYI Conversation Thread & Attachment - Thanks for Letting Us Know About Your Safety Problem
Date: Wednesday, December 28, 2022 7:19:26 PM

Consumer is passing along conversation thread for your convenience and attached an image. (see below)

Thanks,

[REDACTED]

Artemis Help Desk

artemis@dot.gov

From: [REDACTED]
Sent: Wednesday, December 28, 2022 11:20 AM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Fwd: [REDACTED] v Hyundai. CASE # [REDACTED]. Request to Exchange Information....

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.

See Conversation thread for your reference...

[REDACTED]

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

From: [REDACTED]
Date: Wed, Dec 28, 2022 at 9:20 AM
Subject: Fwd: [REDACTED] v Hyundai. CASE # [REDACTED] Request to Exchange Information....
To: <Cynthia.Whitney@dca.ca.gov>

Cynthia,

See below conversation thread...

[REDACTED]

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

From: [REDACTED]
Date: Wed, Dec 28, 2022, 6:06 AM
Subject: Fwd: [REDACTED] v Hyundai. CASE # [REDACTED]. Request to Exchange Information....
To: <military@dca.ca.gov>, <aca_reinstatement@acacceptance.com>,
<Customer.Relations@acacceptance.com>, MOSconsultation
<mosconsultation@militaryonesource.com>

Military DCA:

Need help in refinancing ACA, SCRA benefits mandated Hyundai Sonata 2014 Vehicle note that is in reinstatement with American Credit Acceptance...please advise on 11 payment history and other recall/repair matters...

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

From: [REDACTED] >
Date: Wed, Dec 28, 2022 at 5:57 AM
Subject: Fwd: [REDACTED] v Hyundai. CASE # [REDACTED] Request to Exchange Information....
To: <robin.parker@nmvb.ca.gov>

Hello Robin:

Find enclosed Mediation Resolution request for BBB Arbitration matter for [REDACTED]

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

From: [REDACTED]
Date: Wed, Dec 28, 2022 at 5:29 AM
Subject: Fwd: [REDACTED] v Hyundai. CASE # [REDACTED]. Request to Exchange Information....
To: <danielle.phomsopha@nmvb.ca.gov>

Danielle,

I am trying to coordinate an effort to mediate a sophisticated BBB dispute with the Hyundai Corporation...if possible can your office assist in the informal resolution of this matter that is stated in the above conversation thread? Send email at anytime,

Take Care,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

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

From: [REDACTED] >
Date: Wed, Dec 28, 2022 at 4:35 AM
Subject: Fwd: [REDACTED] v Hyundai. CASE # [REDACTED] Request to Exchange Information....
To: [REDACTED] >

AARP,

Find enclosed Federal/State Transportation Matters for member: [REDACTED] please advise on possible Rental Car discount referral due to possible Lemon Law considerations...

Thank you for your assistance,

Regards,

[REDACTED]
[REDACTED]
[REDACTED]

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

From: [REDACTED]
Date: Wed, Dec 28, 2022, 2:23 AM
Subject: Re: [REDACTED] Hyundai. CASE # [REDACTED]. Request to Exchange Information....
To: <Cynthia.Whitney@dca.ca.gov>
Cc: Andrew Thomas <Andrew@lexnovusplc.com>, Uylett, Kyla [HMA] <KUylett@hmausa.com>, <tammy.peck@safelite.com>, <HyundaiCaseManagement1@hmausa.com>

Cynthia,

Thank you for taking the time to speak with me as the ongoing BBB cases have had significant impact on the automotive industry...

To recap what was said, additional paperwork to document that the vehicle may fall under Lemon Law was requested...namely, that a windshield/Safelite assessment needs to be made as the antenna array and glass needs to be replaced...see Tammy Peck, Safelite manager in Traverse City, MN. 49686

As well, looking at the additional paperwork that was enclosed to examine ACA reinstatement for financing with SCRA refinancing terms may need to document and submit .pdf to intake Hyundai Motor America Case#: [REDACTED] while BBB case is on appeal...

Please see additional documentation enclosed and send any summation .pdf to corresponding email address [REDACTED]

Again, thank you for your assistance as I look forward to hearing from you and your staff...

The preferences are to either Like n Kind replace Lemon Law vehicle or completely restore said 2014 Hyundai Sonata GLS

Take care,

[REDACTED]
[REDACTED]
[REDACTED]

See additional paperwork for your reference

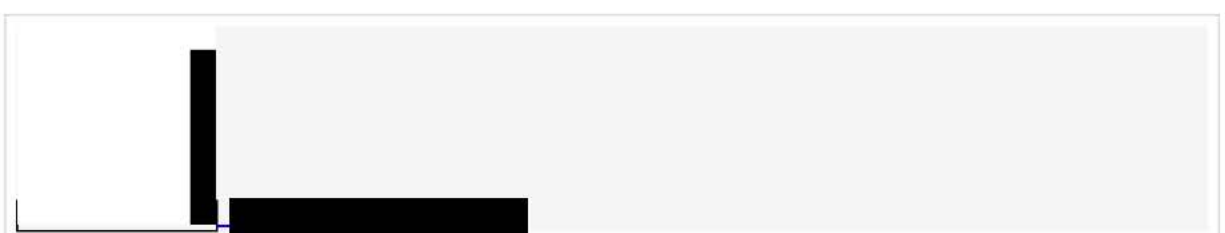
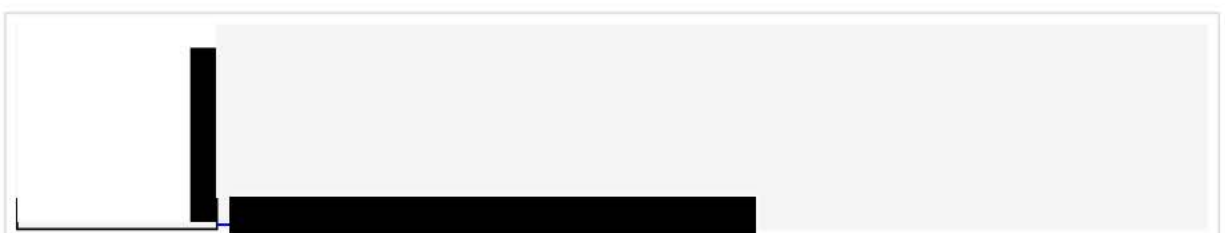
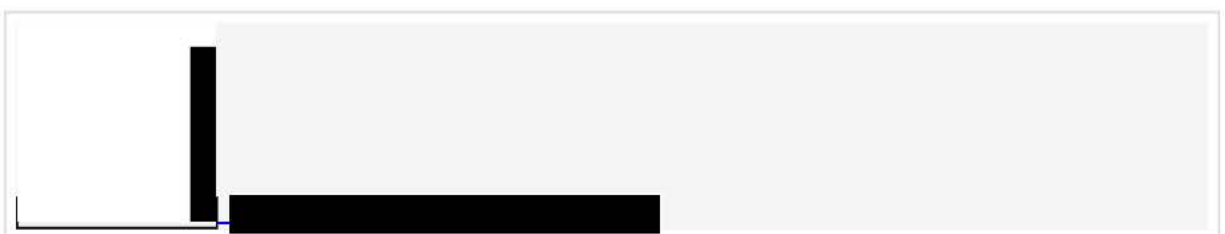
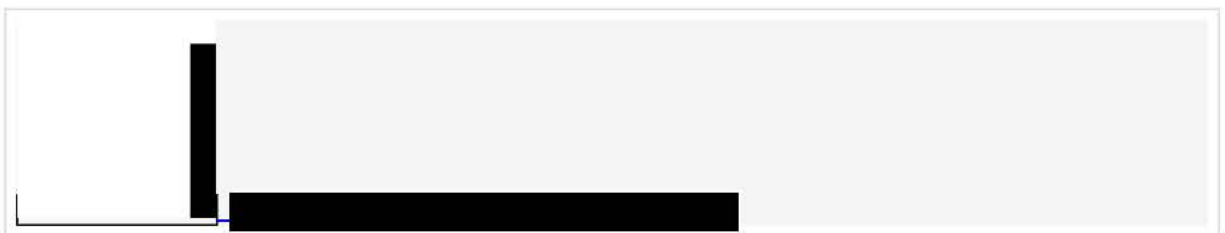
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



On Tue, Dec 27, 2022, 4:17 PM Whitney, Cynthia@DCA <Cynthia.Whitney@dca.ca.gov> wrote:

Good afternoon [REDACTED],

Thank you for contacting the Department of Consumer Affairs - Arbitration Certification Program (ACP) regarding concerns with your 2014 Hyundai Sonata. I attempted to return your voicemail but was unable to leave a message.

The ACP certifies and monitors third-party arbitration programs of participating automobile manufacturers to ensure compliance with the California laws and regulations related to new vehicle warranties and manufacturer sponsored arbitration programs. ACP does not conduct arbitration hearings, nor does it modify or overturn decisions; rather, ACP's statutory mandate is to ensure the certified programs' substantial compliance with the regulations that govern the arbitration process.

For more information about the California Lemon Law or the State certified arbitration process, you can visit our website at www.lemonlaw.ca.gov.

You may want to contact the following agencies for other possible assistance:

New Motor Vehicle Board (NMVB) is a State Program that acts as a neutral mediator between the disputing parties to promote a mutually acceptable resolution. You can contact the NMVB at (916) 445-1888 <https://www.nmvp.ca.gov/>

Department of Motor Vehicles (DMV) Bureau of Investigations - (916) 229-0167 who investigates sale issues. Use the following link to find the supporting office nearest you. <https://www.dmv.ca.gov/portal/locations/investigations-offices/>

State BAR Association at (415) 538-2000 to obtain an attorney service nearest you.

National Highway Traffic Safety Administration at www.nhtsa.dog.gov or (888) 327-4236 to obtain recall information.

Center for Auto Safety at www.autosafety.org or (202) 328-7700 to obtain recall information.

If you have any further questions, you can contact ACP at (916) 574-7350.

From: [REDACTED] >

Sent: Monday, December 26, 2022 10:22 AM

To: DCA ACP <ACP@dca.ca.gov>

Cc: Uylett, Kyla [HMA] <KUylett@hmausa.com>; HyundaiCaseManagement1@hmausa.com; hyundai@email.hyundaicanada.ca; Shaina Wolf <shaina@hamiltonlawplc.com>; Andrew Thomas <Andrew@lexnovusplc.com>

Subject: [REDACTED] v Hyundai. CASE # [REDACTED] Request to Exchange Information....

WARNING: This message was sent from outside the CA Gov network. Do not open attachments unless you know the sender: [REDACTED]

Hello Sir,

I would like to exchange information to the case above as the VIN # qualifies for full engine recall/replace treatment...

Please contact me directly to see if we can like n kind replace the vehicle...the Hyundai Sonata is being stored at Affordable Storage in Mankato MN completely deactivated from 2G BlueLink...please advise on a resolution strategy...

Contact me directly at:

Regards

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



2300 N Street NW Suite 300-RLK
Washington, DC 20037
(202) 462-0600
www.ServicemembersCivilReliefAct.com
support@ServicemembersCivilReliefAct.com

AFFIDAVIT IN COMPLIANCE WITH THE SERVICEMEMBERS CIVIL RELIEF ACT

Tracking No. [REDACTED]

Active Duty Status Date: April 7, 2003

District of Columbia, ss:

My name is [REDACTED] and I am a Legal Assistant with the Servicemembers Civil Relief Act Centralized Verification Service at www.ServicemembersCivilReliefAct.com. I am more than eighteen (18) years of age, of sound mind, suffer from no legal or mental disabilities, and I am fully competent to testify to the matters stated herein.

Pursuant to the Servicemembers Civil Relief Act [50 USC 3911 et seq.], I further state that I have caused a careful investigation to be made to ascertain whether or not

[REDACTED]

is in Active Duty Status as to all Departments of the Department of Defense (Army, Navy, Marine Corps, Air Force, and Space Force) as well as the National Oceanic and Atmospheric Agency, Public Health Service, and Coast Guard, including information on a Servicemember or his/her unit receiving notification of future orders to report for Active Duty, and that as a result of said inquiry, affiant does hereby state that, based upon the information you have furnished, as of the Active Duty Status Date (referenced above), there is no information in the Department of Defense Manpower Data Center that indicates that the individual is in Active Duty Status.

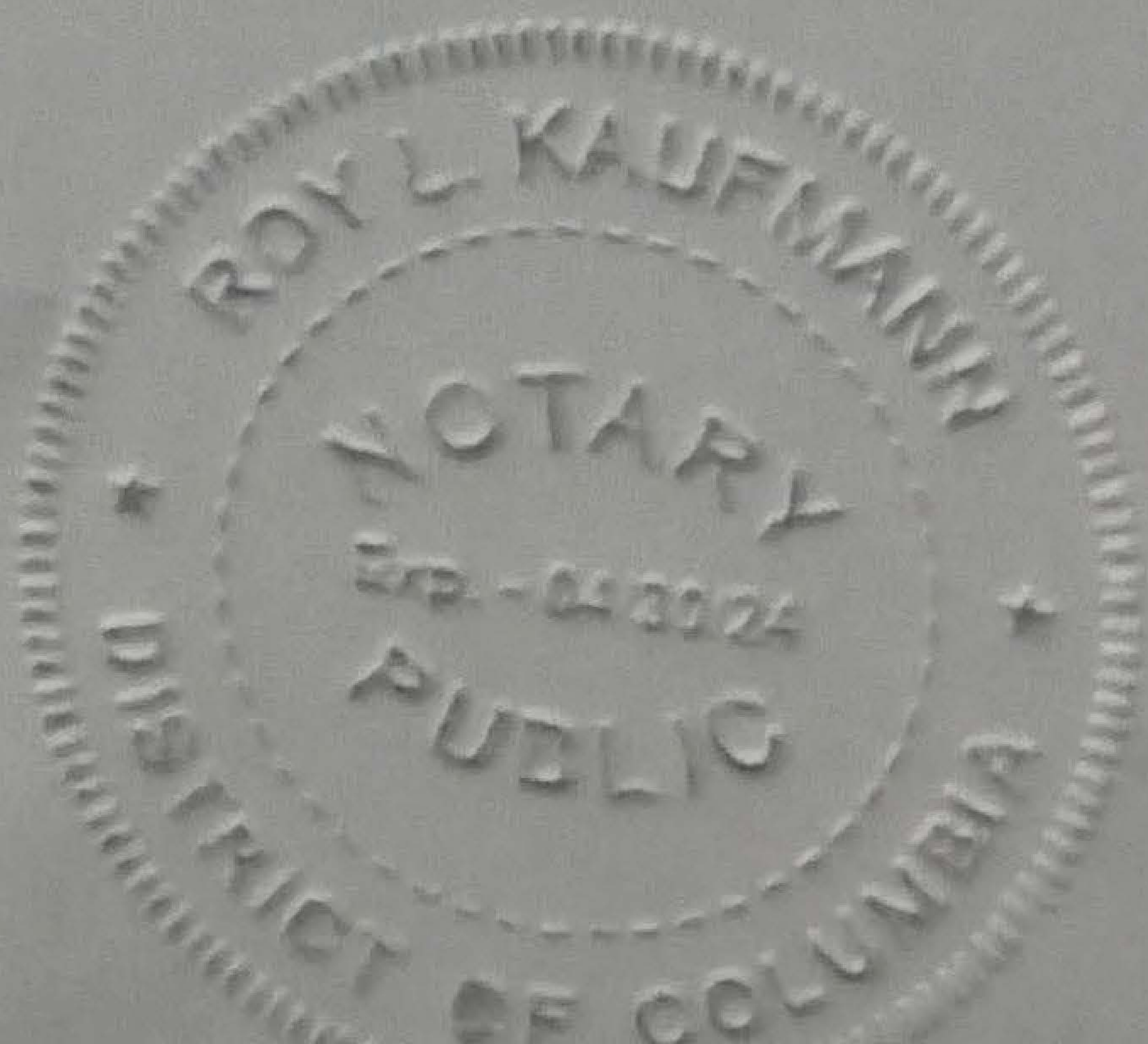
Joseph C. Gullotta

This multi-page document SUBSCRIBED AND SWORN to before me on October 11, 2022.

Roy L. Kaufmann

NOTARY PUBLIC, D.C.

My Commission Expires: April 30, 2024





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

