INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: 11528155
Date: Thursday, July 20, 2023 9:26:58 AM
Attachments: [redacted]

From: [redacted]
Sent: Thursday, July 20, 2023 5:02 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: 11528155

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]
To: "NHTSA.webmaster@DOT.gov"
Cc:
Sent: Wednesday June 28 2023 11:23:43AM
Subject: 11528155

To Whom it May concern,
I filed a formal complaint last week with your department. At that time, I did not have information that would be pertinent in this matter. I documented my correspondence with both Hyundai Corp. and the local dealership. It was a long drawn out process with no responsibility on their part being taken. They also said if there was a formal recall, they would not guarantee reimbursement of the 9200 negotiated repair bill (originally 10,200) so I was forced to pay for it. This was a hardship for myself and the ministry I represent as senior leader and driver of the ministry vehicle-the 2020 Santa Fe which suddenly lost its oil plug 3 months after an oil change on the vehicle. I am saddened to say after reading the reports that Hyundai felt it was not in any way their responsibility.

Please accept my records of the correspondence and payment for the vehicle repair. I am believing there will be a resolution for the multitudes of us who faced this circumstance. Thank you for your investigation into this matter.

Sincerely,

[redacted]

Hyundai Resolve Correspondence

Case # [redacted]
Hyundai Corp: 1-800-633-5151

March 12	Car seized
March 14	Car towed to Balise
April	email from Blaise to fix car, did not see notification, waiting for phonemail
April 11	Called Balise for recall answers, couldn't help
April 11	Call Ma. Atty. General's Office for answers, referred to Hyundai, NHTSA
April 11	Talked to Darlene-NHTSA: investigation petition in process, no updates, didn't know if we could be reimbursed if recall becomes official
April 17	Looking to talk with someone at Hyundai, filed formal complaint
April 18	Talked to Julie, Sandra assigned as case manager
April 18	Talked to Laurelee, will escalate.. Rental car offered?
April 19	Talked to Joan, Since no response from case mgr, corporate alert sent
April 20	Talked to Jasmine, another alert sent to corporate
April 21	Initial person no longer on case, sent alert to national again. Will be top of list on Monday
April 24	Sent another alert to national by Tracy
April 27	Talked to Stephanie in service
April 27	Talked to Balise service mgr-will call connection at corporate
April 27	Call Ma. Consumer Affairs Office: can't help unless car is less than one year old. Suggested call Ma. Gov. legal service for free advice but holding until we hear from Hyundai
May 4	Phonecall from Shawnita (not Sandra). May be due to "legal" inquiry. Assigned to case, sent her articles about recall and basic info about car, requesting Hyundai to pay for the repairs
May 11	Day we are supposed to hear from Shawnita about case

May 31, 2023 CHECK NUMBER 3953

May 31, 2023 CHECK NUMBER 3952

Check viewer

ORIGINAL DOCUMENT • PRINTED ON CHEMICAL TREATIVE PAPER WITH MICROPRINTED BORDER

[redacted]

Monson Savings Bank

5/23/23

53-7121/2118

HAMPDEN, MA [redacted]

PAY TO THE ORDER OF Balise Hyundai

$4201.29/100

Four-thousand-two-hundredtone and 29/100 DOLLARS

MEMO ROW [redacted]

[redacted]

AUTHORIZED SIGNATURE

[redacted]

THIS DOCUMENT CONTAINS HEAT SENSITIVE INK • TOUCH OR FREEZE HERE • RED IMAGE DISAPPEARS WITH HEAT

[redacted]

5/30/2023	Mojotxt.com	$89.00
5/26/2023	Swift Fresh Market	$10.31
5/26/2023	Starbucks	$11.06
5/26/2023	Big Y	$33.08
5/25/2023	Balise Hyundai	$5,000.00 ExtendPay eligible

Completed 5/25/2023

Transaction info

Description	Last 4 of card	Type	Method
Balise Hyundai Springfield Ma	**6936**	**Purchase**	**Chip Card Reader**

Reference number

[redacted]

Transaction options

Dispute this transaction

Split this bill on Zelle®

Set up ExtendPay Plan

Merchant Category