

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11544905  
**Date:** Thursday, September 21, 2023 12:31:01 PM

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**From:** [REDACTED]  
**Sent:** Tuesday, September 19, 2023 4:59 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** Case #11544905

[External Email]

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Good afternoon,

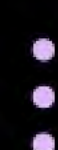
This email is to update the case opened regarding my 2016 Hyundai Veloster. Please see the attached screenshot of the dealer's service advisor admitting the same issue as mentioned in Recall 198.

Thank you,  
[REDACTED]

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< C Courtland ▾



Monday, September 11

Hey Courtland,  
It's [REDACTED] the vehicle is en route to you guys now. ETA 130

12:54 PM

My colleague received it he just gave me the keys ! I'll get this written up like I said just give me a week or 2 to get this in the shop- if you need anything just text or call me !

2:43 PM

Ok. Thank you for the update. I hope it's nothing major honestly. However, please do not hesitate to reach out if you should need anything from me.

3:45 PM

Will do thank you!!

3:55 PM

Friday, September 15

No new news just wanted to give you an update - if you ever need anything please reach out

10:48 AM

Good morning, diagnosed. Im here trying to figure out the extension of the rental now. To confirm, I can't ask for assistance in my daily rental rate until the vehicle is diagnosed right? I do appreciate the communication.

11:39 AM

Assistance will be provided when an approved claim is made

12:35 PM

Copy. I figured just thought I'd ask. Thank you. If we don't speak, enjoy your weekend.

12:49 PM

You as well !!

1:24 PM

Tuesday, September 19

Hi Courtland, just reaching out for any update.

3:55 PM

Hey [REDACTED] nothing new my technician still has to pull the vehicle back in and tear it down to show the rod bearing failure - this does take quite a bit of time I'll just have to ask for your patience

4:09 PM

Courtland,  
Thank you for the update. Please on the time frame of you initiating the claim process?

4:16 PM

