

To Whome it concern
or who cand please help me
my Name is [REDACTED]
my Number is [REDACTED]
in here you will Find a letter
That is sent to them

November 21, 2025

Dear Mr. José Muñoz, President:

My name is [REDACTED], and I currently reside in Chapel Hill, North Carolina. My previous address was [REDACTED], Knightdale, NC [REDACTED]. I am writing to request immediate assistance regarding an unresolved and urgent matter involving a 2019 Hyundai Sonata F (VIN: [REDACTED]) related to a serious car accident.

On June 22, 2025, I was involved in a head-on collision with a tree on [REDACTED] in Raleigh, NC. During the accident, the airbag failed to deploy, which resulted in severe injuries. I required hospitalization and surgery, and [REDACTED] have since been medically inserted into [REDACTED]. I am still suffering from a [REDACTED]. These injuries have also created significant medical bills and financial hardship.

I opened a case with Hyundai (Case Number: [REDACTED]). Hyundai sent me paperwork, which I completed and returned on July 11, 2025. They requested photos of the vehicle damage, which I have submitted four times. They also requested the vehicle location, which I have provided on three different occasions, yet I am repeatedly told that they "cannot find it."

Each time I call, I am told that it will take three weeks for someone to get back to me. Despite my patience and repeated attempts to cooperate, my case has still not moved forward. I have also been informed that calls are recorded, and I respectfully request that someone review these recordings so you can fully understand the extent of my efforts and the difficulties I have faced in getting help.

This situation has had devastating consequences for my health, financial stability, and daily life. I am urgently asking for someone to review my case, acknowledge the documentation I have repeatedly provided, and assist me in resolving this matter as soon as possible.

Thank you for your time and attention. I appreciate any assistance you can offer.

Sincerely,

[REDACTED]

RALEIGH NC 275
Research Triangle Region
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