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

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	
State:	
ZIP:	
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	02/09/2020 10:45:44
Closed:	02/09/2020 10:53:53
Status:	Closed
Sub Status:	Closed
Last Updated Date:	02/09/2020 10:53:44
Creator:	HENDRICKSON,ALEXZANDER
Owner:	HENDRICKSON,ALEXZANDER

Contact Reason Summary

PRODUCT INQUIRY, 2020 Palisade, Cust called due to windshield wiper blades barely moving while snowing outside

Resolution Summary

REFERRED CUST TO DEALERSHIP

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	
Service District:	
Sales District:	

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R5DHE1LU[redacted]	Production Date:	10/22/2019	Trim:	LIMITED
Model Year:	2020	Date of First Use:	11/25/2019	Short Model:	J1462A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:		Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Product	Operation	Body Electrical	Front wiper motor	Other	Referred to Dealership

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	HENDRICKSON,ALEXZANDER	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/09/2020 10:51:44	**Closed:**	02/09/2020 10:53:44	**Creator FN:**	ALEXZANDER	**Creator LN:**	HENDRICKSON

Description:
CUSTOMER STATES:
1. On way back from restaurant, wipers barely work. "Move a few inches up and down". It is also snowing
2. "We restarted the car and now they're working again"
3. Accepted and thanked

Email/Chat Description

Resolution:
WRITER STATES:
1. Inquired on concern
2. Informed cust it might be related to the weather but it would be up to dealer to inspect and diagnose concern
3. Informed cust if they have same concern again to contact dealership on Monday

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	INVER GROVE HEIGHTS
State:	MN
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] **Type:** CA
Opened:	12/24/2020 06:00:07
Closed:	12/24/2020 06:45:25
Status:	Closed
Sub Status:	Closed
Last Updated Date:	12/24/2020 06:43:56
Creator:	ADMINISTRATOR,SIEBEL
Owner:	LOPEZ,AMANDA

Contact Reason Summary

Wipers stopped working, needed them fixed.

Resolution Summary

Was going to schedule appt but call dropped.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	Case Handling

Indicators

IQS:	N	**SSI:**	N
VDS:	N	**CSI:**	N

Dealer

Case Dealer:	ST. CLOUD HYUNDAI	MN028	Active
Service District:	Central District 7	**Sales District:**	Central District 7

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R5DHE0LU[redacted]	**Production Date:**	12/06/2019	**Trim:**	LIMITED
Model Year:	2020	**Date of First Use:**	02/06/2020	**Short Model:**	J1462A65
Model:	PALISADE (LX) 3.8L	**Branded:**		**Accessory:**	01
Mileage:	5000	**Branded Date:**		**Blue Link Equipped:**	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Warranty Issues	Coverage				Provided Information

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	A-LOWERY,SALINA	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	12/24/2020 06:00:07	**Closed:**	12/24/2020 06:20:09	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: My wipers are not working. We got stuck in a snow storm last night and then all of a sudden the wipers stopped working. I remember the snow that was stuck in the wipers but it?s not working. Had to stop my trip and get in to a hotel as I could not see anymore.

Email/Chat Description My wipers are not working. We got stuck in a snow storm last night and then all of a sudden the wipers stopped working. I remember the snow that was stuck in the wipers but it?s not working. Had to stop my trip and get in to a hotel as I could not see anymore.

Resolution: DNR

APPROVED BY ESC S/AL

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	

Due Date:		**Owner:**	A-LOWERY,SALINA	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	12/24/2020 06:20:22	**Closed:**	12/24/2020 06:20:58	**Creator FN:**	SALINA	**Creator LN:**	A-LOWERY

Description: ***HYUNDAI HELP DESK***

AGENT STATES:
1 Agent states is needing case ownership to continue case handling case.
2 His concerns are with the windshield wipers stopped working. Is the correct thing to refer to the dealer.

Email/Chat Description

Resolution: ***HYUNDAI HELP DESK***

WRITER STATES:
1 Advised agent will send case ownership.
2 Advised agent that is correct.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	LOPEZ,AMANDA	**Assign To:**			

		Owner Team:	HCCC General	**Assign Team:**		**Email To:**	
Created:	12/24/2020 06:43:56	**Closed:**	12/24/2020 06:44:49	**Creator FN:**	AMANDA	**Creator LN:**	LOPEZ

Description:
CUSTOMER STATES:
1. Wipers not working

Email/Chat Description

Resolution:
WRITER STATES:
1. Was going to schedule appt but Seibel crashed and informed the cust of tech issues, call dropped by cust.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	COPLEY
State:	OH
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] **Type:** CA
Opened:	01/04/2021 15:14:05
Closed:	01/28/2021 05:00:54
Status:	Closed
Sub Status:	Closed
Last Updated Date:	01/28/2021 05:00:54
Creator:	HMA,PAUSER
Owner:	HMA,PAUSER

Contact Reason Summary

PA REQUEST HAS BEEN REQUESTED BY DEALER

CUSTOMER STATES THE WIPERS STOPPED WORKING

Resolution Summary

FINAL HMA DECISION FOR PA# 101625 = PA STATUS IS DECLINED. EXPIRED DUE TO INACTIVITY

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	**SSI:**	N
VDS:	N	**CSI:**	N

Dealer

Case Dealer:	RON MARHOFER HYUNDAI OH053	Active	
Service District:	Central District 5	**Sales District:**	Central District 5

Homepage Updated Flag: N

HCR Pending Approval: 0

Vehicle

VIN:	KM8R2DHEXLU[redacted]	**Production Date:**	07/02/2019	**Trim:**	SEL
Model Year:	2020	**Date of First Use:**	08/22/2019	**Short Model:**	J1442A65
Model:	PALISADE (LX) 3.8L	**Branded:**		**Accessory:**	02
Mileage:	61645	**Branded Date:**		**Blue Link Equipped:**	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	PA Authorization	Claim Authorization	Goodwill			

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	HMA,PAUSER	**Assign To:**		**Email To:**	
		Owner Team:	NCA PA Request	**Assign Team:**			
Created:	01/28/2021 05:00:53	**Closed:**	01/28/2021 05:00:54	**Creator FN:**	PAUSER	**Creator LN:**	HMA

Description: FINAL HMA DECISION

Email/Chat Description

Resolution: PA STATUS IS DECLINED. EXPIRED DUE TO INACTIVITY

Comments: DEALER OH053: RON MARHOFER HYUNDAI
RO# [redacted] RO DATE 01/04/2021 00:00:00
PA # [redacted]
Repair Group: GOODWILL
Attachment: Y

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	HMA,PAUSER	**Assign To:**		**Email To:**	
		Owner Team:	NCA PA Request	**Assign Team:**			
Created:	01/04/2021 15:14:05	**Closed:**	01/28/2021 05:00:53	**Creator FN:**	PAUSER	**Creator LN:**	HMA

Description: CUSTOMER STATES THE WIPERS STOPPED WORKING

Email/Chat Description

Resolution: PA REQUEST IS PENDING REVIEW BY HMA

Comments: DEALER OH053: RON MARHOFER HYUNDAI
RO# [redacted] RO DATE 01/04/2021 00:00:00
PA # [redacted]
Repair Group: GOODWILL
Attachment: Y

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:	Request	**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	BROOKLYN
State:	NY
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	01/11/2021 10:05:21
Closed:	01/26/2021 10:19:46
Status:	Closed
Sub Status:	Closed
Last Updated Date:	01/26/2021 10:19:42
Creator:	ADMINISTRATOR,SIEBEL
Owner:	SAIZA,PHILLIP

Contact Reason Summary

MECHANICAL CONCERN, WINDSHIELD WIPER; Customer is seeking assistance with repairs for windshield wiper motor.

Resolution Summary

Warranty Repair
Repairs were made to replace windshield wiper motor. Vehicle is now operating as designed. No further assistance needed, closing case.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	Case Handling

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	BAY RIDGE HYUNDAI NY131		Inactive
Service District:	Eastern District 5	Sales District:	Eastern District 5

Homepage Updated Flag:	Y
HCR Pending Approval:	0

Vehicle

VIN:	KM8R5DHE7LU[redacted]	Production Date:	05/29/2020	Trim:	LIMITED
Model Year:	2020	Date of First Use:	08/16/2020	Short Model:	J1462A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	7168	Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Front wiper motor	Inoperative	Repaired warranty

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	SAIZA,PHILLIP	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	01/11/2021 10:05:21	**Closed:**	01/26/2021 10:19:42	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: I haven?t had wipers in 2 weeks the service department keeps telling me the part is on back order how am I suppose to drive with no wipers? And they haven?t offered me a loaner not one time. I pay close to 700 a month for this truck this is ridiculous I will never get another Hyundai again you?re customer service is the worst in the industry.

Email/Chat Description I haven?t had wipers in 2 weeks the service department keeps telling me the part is on back order how am I suppose to drive with no wipers? And they haven?t offered me a loaner not one time. I pay close to 700 a month for this truck this is ridiculous I will never get another Hyundai again you?re customer service is the worst in the industry.

Resolution: Completed.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	General	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	BALL,JEFFREY	**Assign To:**		**Email To:**	

		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	01/11/2021 11:06:44	**Closed:**	01/11/2021 22:31:52	**Creator FN:**	CTIUSER	**Creator LN:**	HMA
Description:	Automated Activity Creation For Inbound Call With Phone # : [redacted]						
Email/Chat Description							
Resolution:	Auto Closed						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	A-LOWERY,SALINA	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	01/11/2021 11:12:25	**Closed:**	01/11/2021 11:12:38	**Creator FN:**	SALINA	**Creator LN:**	A-LOWERY

Description: ***HYUNDAI HELP DESK***

AGENT STATES:
1 Agent states is needing case ownership to escalate for back order part.

Email/Chat Description

Resolution: ***HYUNDAI HELP DESK***

WRITER STATES:
1 Advised agent will send the case ownership.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	RIOS,TRACY	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	01/11/2021 11:16:57	**Closed:**	01/11/2021 11:19:45	**Creator FN:**	TRACY	**Creator LN:**	RIOS

Description: Customer states
1. Asking if there is anything that can be done. I have been without wipers now for two weeks since the motor went out. I've been luck that it has not rained or snowed and but the part keeps getting pushed back. I was told it would be in last week and now being told another week since it is on BO

Email/Chat Description

Resolution: Writer states

1. Escalating for BO, explained a CM will reach out in 3-5 business days and call from a 714 area code

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	RIOS,TRACY	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	01/11/2021 11:19:47	**Closed:**	01/11/2021 11:20:03	**Creator FN:**	TRACY	**Creator LN:**	RIOS

Description: ***ATTENTION NATIONAL***

CASE IS BEING TRANSFERRED DUE TO BACK-ORDERED PART
PART ON BACK-ORDER: Windshield wiper motor

ETA FOR PART about a week but it keeps getting pushed out
CUSTOMER CONCERN:<Vehicle has been without wipers for 2 weeks was told the motor would be in last week and then got pushed out again. I need the wipers to work

IS THE CAR CURRENTLY AT THE DEALERSHIP?:No
IF AT THE DEALERSHIP, WHERE/SINCE WHEN? N/A
HAS DEALER PERSONNEL MADE COMMENTS ABOUT THE CONCERN?

THREATS OR COMMENTS MADE BY CUSTOMER:

Email/Chat

Description

Resolution: Transferred

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	BALL,JEFFREY	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	01/11/2021 14:10:07	**Closed:**	01/11/2021 14:10:31	**Creator FN:**	JEFFREY	**Creator LN:**	BALL

Description: ESCALATION COMPLIANCE REVIEW COMPLETE.
VERIFIED CASE CODING IS CORRECT

Email/Chat Description

Resolution: TRANSFERRED TO HCCM NATIONAL ESCALATIONS

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer Action Requested	**Contact:**		**Method:**		**Email From:**	
Due Date:	01/14/2021 08:00:00	**Owner:**	SAIZA,PHILLIP	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	01/12/2021 06:42:02	**Closed:**	01/19/2021 14:07:01	**Creator FN:**	PHILLIP	**Creator LN:**	SAIZA

Description: Initial follow up.

Email/Chat Description

Resolution: PER NY131: THERE IS NO CORRECTION THIS ISSUE HAS BEEN XVOR FOR A WIPER MOTOR THAT IS ON A NATIONAL BACKORDER IT IS A HYUNDAI ISSUE

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	BAY RIDGE HYUNDAI	**Dealer Code:**	NY131
Role Type:	Service	**Role:**		**Dealer User:**	NY131_HMA011018822,JOSEPH SMALL
Sentiment:	Request	**Satisfaction:**			

Concern: CUSTOMER INFORMATION REQUEST - PLEASE CONFIRM BY DCM ACTIVITY IF THIS VEHICLE IS CURRENTLY AT THE SERVICE DEPARTMENT AND A DESCRIPTION OF THE REPAIRS. PLEASE CONFIRM BY DCM ACTIVITY IF PART ORDER (ENTER ORDER#) HAS ARRIVED AND WHEN THE VEHICLE WILL BE READY FOR PICK UP. PLEASE PROVIDE THIS INFORMATION IN THE CORRECTION FIELDS.

Cause:	
Correction:	THERE IS NO CORRECTION THIS ISSUE HAS BEEN XVOR FOR A WIPER MOTOR THAT IS ON A NATIONAL BACKORDER IT IS A HYUNDAI ISSUE

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	General	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**		**Assign To:**	HCCC CTI Abandoned	**Email To:**	
		Owner Team:		**Assign Team:**			
Created:	01/15/2021 09:42:33	**Closed:**	01/15/2021 22:30:02	**Creator FN:**	CTIUSER	**Creator LN:**	HMA
Description:	Automated Activity Creation For Inbound Call With Phone # : [redacted]						
Email/Chat Description							
Resolution:	Auto Closed						
Comments:							

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	WARD,MICHAELA	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	01/15/2021 09:44:17	**Closed:**	01/15/2021 09:50:14	**Creator FN:**	MICHAELA	**Creator LN:**	WARD

Description: CUSTOMER STATES:
1. Cust wanting an update has not heard from the case manager.
Still driving without windshield wipers for a month now.

Email/Chat Description

Resolution: WRITER STATES:
1. The case is still in the 3-5 business days time frame so he will be getting a call next week since the case managers do not work on the weekends.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	SANTANA,CYNTHIA	**Assign To:**		**Email To:**	
		Owner	HMA General Superuser	**Assign Team:**			

		Team:					
Created:	01/15/2021 09:47:49	**Closed:**	01/15/2021 09:49:34	**Creator FN:**	CYNTHIA	**Creator LN:**	SANTANA

Description:
HYUNDAI HELP DESK
Agent States:
1. customer is calling because the Cm has not contacted him

Email/Chat Description

Resolution:
HYUNDAI HELP DESK
Writer States:
1. informed agent that the CM is still in the 3-5 business days for the processing time and customer should be receiving a call next week

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	General	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**		**Assign To:**	HCCC CTI Abandoned	**Email To:**	
		Owner Team:		**Assign Team:**			
Created:	01/19/2021 11:22:27	**Closed:**	01/19/2021 22:30:10	**Creator FN:**	CTIUSER	**Creator LN:**	HMA

Description: Automated Activity Creation For Inbound Call With Phone # : [redacted]

Email/Chat Description

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ROSE,NAOMI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	01/19/2021 11:25:02	**Closed:**	01/19/2021 11:32:17	**Creator FN:**	NAOMI	**Creator LN:**	ROSE

Description: Customer States:
1. " i am waiting for a call back from the CM it has been over 1 week: the wiper motor in my car is not working needs to be replaced: I dont know what to do i was told 3-5 business days

Email/Chat Description

Resolution: Writer states:
1. HCCC SHOWS CASE IS AT CM/ NATIONAL LEVEL/ HIGHEST: [redacted] everything gets reviewed about VIN for BEST and FINAL resolution by HMA. 01/11/2021
2. CM will be assigned in 3-5 business days BY 01/18/2021 [5th business day], a phone call will show up from 714 Between 8-5 [EST]: They will make any FINAL authorizations; or Decision needed to assist this request- Repair, rental; and reimbursement
3. HCCC has put an IMMEDIATE attention notice on CM desk for 1st contact follow up : HCCC request we allow until THRU 01/21 or MON 01/25/2021

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Request Action Handling	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	KORTE,ERIKA	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	01/19/2021 11:25:56	**Closed:**	01/19/2021 11:37:52	**Creator FN:**	NAOMI	**Creator LN:**	ROSE

Description: **ATTENTION NATIONAL**

INITIAL REQUEST CONTACT DATE:01/11/2021
SECONDARY CONTACT DATE:01/19/2021
CUSTOMER WANTS TO SPEAK TO CM: P/S
PREFERRED METHOD OF CONTACT: phone
BEST TIME TO CALL: EST
BEST PHONE NUMBER: [redacted]

Email/Chat Description

Resolution: Request for contact submitted

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	SAIZA,PHILLIP	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	01/19/2021 14:16:31	**Closed:**	01/19/2021 14:23:30	**Creator FN:**	PHILLIP	**Creator LN:**	SAIZA

Description:

Custome[redacted] states:
-Waiting for back ordered part to fix windshield wipers.
-Advised no loaner has been provided.
-Advised customer will not be picky with loaner available but would like a vehicle bigger than an Elantra.
-Acknowledged will wait for follow up from CM regarding loaner and part ETA.

Writer:
-Introduced self as CM.
-Inquired about vehicle concern and back ordered part.
-Inquired if loaner has been provided.
-Advised will reach out to dealer regarding getting customer into loaner ASAP.
-Advised customer this is a safety concern in regards to windshield wipers not working.
-Advised ETA for back ordered part reflects as 1/21/21.
-Advised customer CM will follow up with update.

Email/Chat Description

Resolution: Following up with dealer and update customer.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	01/21/2021 07:00:00	**Owner:**	SAIZA,PHILLIP	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	01/19/2021 14:23:42	**Closed:**	01/26/2021 10:12:50	**Creator FN:**	PHILLIP	**Creator LN:**	SAIZA

Description: Following up with dealer and update customer.

Email/Chat Description

Resolution: Completed.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Dealer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	SAIZA,PHILLIP	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	01/26/2021 10:12:53	**Closed:**	01/26/2021 10:15:29	**Creator FN:**	PHILLIP	**Creator LN:**	SAIZA

Description:
DEALER NY131(Melody) states:
-Part arrived and installed onto vehicle.
-Vehicle is operating as designed and picked up by customer.

Writer:
-Introduce self as CM.
-Inquired about vehicle repair.
-Advised will follow up with customer.

Email/Chat Description

Resolution: Following up with customer.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	SAIZA,PHILLIP	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	01/26/2021 10:16:09	**Closed:**	01/26/2021 10:17:14	**Creator FN:**	PHILLIP	**Creator LN:**	SAIZA

Description: Customer[redacted] states:
-Advised vehicle has been repaired and picked up from dealer.
-Advised vehicle is operating as designed to customers satisfaction.
-Acknowledged case will be closed.

Writer:
-Introduced self as CM.
-Inquired about vehicle repair.
-Advised case will be closed.

Email/Chat Description

Resolution: Closing case.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City:
State:
ZIP:
Language:

Case Information

Case Number: [redacted] Type: CA
Opened: 01/26/2021 10:45:10
Closed: 01/28/2021 14:36:49
Status: Closed
Sub Status: Closed
Last Updated Date: 01/28/2021 14:36:47
Creator: ADMINISTRATOR,SIEBEL
Owner: CARLOS,RICARDO

Contact Reason Summary

MECHANICAL CONCERN
INQUIRY - WINDSHIELD WIPERS NOT WORKING ON SNOW

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Resolution Summary

Referred to dealership service for diagnostic

Indicators

IQS: N SSI: N
VDS: Y CSI: Y

Dealer

Case Dealer:
Service District:
Sales District:
Homepage Updated Flag: N
HCR Pending Approval: 0

Vehicle

VIN: KM8R1DHEXMU[redacted]
Model Year: 2021
Model: PALISADE (LX) 3.8L
Mileage: 150
Production Date: 09/09/2020
Date of First Use: 01/12/2021
Branded:
Branded Date:
Trim: SE
Short Model: J1412A65
Accessory: 01
Blue Link Equipped:

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body	Other	Other	Referred To Dealership

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	CARLOS,RICARDO	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	01/26/2021 10:45:10	**Closed:**	01/28/2021 14:36:04	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: SAFETY!

Wipers do not work in snow! This is a huge safety issue! If there is an accumulation of snow in the trough below the wipers, the Windshield wipers quit working. While driving in a heavy snowstorm, I had to stop my vehicle and get out several times in the middle of the road, to manually wipe away the snow so the wipers would function correctly. This is completely unacceptable and Hyundai should immediately issue a recall and fix this VERY unsafe feature.

I see many other owners complaining of this issue online as well. Please help solve this quickly.

Email/Chat Description SAFETY!

Wipers do not work in snow! This is a huge safety issue! If there is an accumulation of snow in the trough below the wipers, the Windshield wipers quit working. While driving in a heavy snowstorm, I had to stop my vehicle and get out several times in the middle of the road, to manually wipe away the snow so the wipers would function correctly. This is completely unacceptable and Hyundai should immediately issue a recall and fix this VERY unsafe feature.

I see many other owners complaining of this issue online as well. Please help solve this quickly.

Resolution: Inbound email received.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	HCCC Email
Due Date:		**Owner:**	CARLOS,RICARDO	**Assign To:**		**Email To:**	[redacted]
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	01/28/2021 14:36:25	**Closed:**	01/28/2021 14:36:47	**Creator FN:**	RICARDO	**Creator LN:**	CARLOS

Description: - Referred to dealership service for diagnostic

Email/Chat Description

Dear Sara Whitner:

Thank you for contacting Hyundai Motor America.

We appreciate the opportunity to hear from our customers, and we are sorry to learn of your concerns regarding the wipers on your 2021 Palisade. However, we would be happy to provide you with the following information and refer you to the appropriate personnel.

Based upon the information you provided, we recommend you schedule an appointment with the service department of your local Hyundai dealership to have your 2021 Palisade inspected and diagnosed, as the dealership will determine warranty coverage and pricing.

We apologize for the inconvenience, however, Hyundai Customer Care Center is unable to diagnose over the phone or through email, and therefore we are unable to authorize any coverage. Our dealerships are also the best-trained and most-qualified to service and maintain your Hyundai vehicle.

You can locate a Hyundai dealer by visiting www.hyundaiusa.com/dealer-locator.

When contacting us regarding this email, please reference your case number [redacted]

Thank you for contacting Hyundai Motor America and being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care
(800) 633-5151
Monday-Friday 6:00 AM- 5:00 PM Pacific Time
Saturday 6:30 AM - 3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

Resolution: Outbound response sent.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	MILLSBORO
State:	DE
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] **Type:** CA
Opened:	02/05/2021 11:00:13
Closed:	02/25/2021 16:36:20
Status:	Closed
Sub Status:	Closed
Last Updated Date:	02/25/2021 16:36:20
Creator:	HMA,PAUSER
Owner:	HMA,PAUSER

Contact Reason Summary

PA REQUEST HAS BEEN REQUESTED BY DEALER

CLIENT WAS DRIVING DOWN THE ROAD AND THE PASSENGER WIPER LOCKED UP AND CAUSED WIPERS TO BEND

Resolution Summary

FINAL HMA DECISION FOR PA# 101183 = PA STATUS IS DECLINED. NO PA REQUIRED FOR THIS REPAIR

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	**SSI:**	N
VDS:	N	**CSI:**	N

Dealer

Case Dealer:	POHANKA HYUNDAI OF SALISBURY	MD025	Active	**Homepage Updated Flag:**	N
Service District:	Mid-Atlantic District 1	**Sales District:**	Mid-Atlantic District 1	**HCR Pending Approval:**	0

Vehicle

VIN:	KM8R34HE9LU[redacted]	**Production Date:**	01/15/2020	**Trim:**	SEL
Model Year:	2020	**Date of First Use:**	07/16/2020	**Short Model:**	J1442F65
Model:	PALISADE (LX) 3.8L	**Branded:**		**Accessory:**	05
Mileage:	10009	**Branded Date:**		**Blue Link Equipped:**	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	PA Authorization	Claim Authorization	Goodwill			

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	HMA,PAUSER	**Assign To:**		**Email To:**	
		Owner Team:	NCA PA Request	**Assign Team:**			
Created:	02/25/2021 16:36:20	**Closed:**	02/25/2021 16:36:20	**Creator FN:**	PAUSER	**Creator LN:**	HMA

Description: FINAL HMA DECISION

Email/Chat Description

Resolution: PA STATUS IS DECLINED. NO PA REQUIRED FOR THIS REPAIR

Comments: DEALER MD025: POHANKA HYUNDAI OF SALISBURY
RO# [redacted] RO DATE 02/05/2021 00:00:00
PA # [redacted]
Repair Group: GOODWILL
Attachment: Y

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	17692502-1	**Status:**	Closed	**Private:**		**Attachment:**	N

Case Summary Report

Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	HMA,PAUSER	**Assign To:**		**Email To:**	
		Owner Team:	NCA PA Request	**Assign Team:**			
Created:	02/05/2021 11:00:14	**Closed:**	02/25/2021 16:36:20	**Creator FN:**	PAUSER	**Creator LN:**	HMA

Description: CLIENT WAS DRIVING DOWN THE ROAD AND THE PASSENGER WIPER LOCKED UP AND CAUSED WIPERS TO BEND

Email/Chat Description

Resolution: PA REQUEST IS PENDING REVIEW BY HMA

Comments: DEALER MD025: POHANKA HYUNDAI OF SALISBURY
RO# [redacted] RO DATE 02/05/2021 00:00:00
PA # [redacted]
Repair Group: GOODWILL
Attachment: N

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:	Request	**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:

Address: [redacted]
City: MATAWAN
State: NJ
ZIP: [redacted]
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 02/08/2021 09:49:30
Closed: 03/03/2021 12:05:44
Status: Closed

Sub Status: Closed
Last Updated Date: 03/03/2021 13:01:27
Creator: LEADER,JACOB
Owner: PLUMMER,GARRISON

Contact Reason Summary

MECHANICAL CONCERN; WIPER MOTOR; SIGNIFICANT CUSTOMER CONCERNS ; VEHICLE DOWN AT DEALER ; 2020 PALISADE (LX) 3.8L - Vehicle has inoperative wiper motors, and eta on repairs is two weeks out. Cust is seeking assistance with alternative transportation.

Resolution Summary

Warranty Repair
Repairs made to wiper motor under warranty. Vehicle operating as designed case closed.

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason: Case Handling

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: BAY RIDGE HYUNDAI NY131 Inactive
Service District: Eastern District 5 **Sales District:** Eastern District 5

Homepage Updated Flag: Y
HCR Pending Approval: 0

Vehicle

VIN: KM8R5DHE5LU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 31344

Production Date: 05/23/2019
Date of First Use: 07/15/2019
Branded:
Branded Date:

Trim: LIMITED
Short Model: J1462A65
Accessory: 01
Blue Link Equipped: Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Front wiper motor	Inoperative	Repaired warranty

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	LEADER,JACOB	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/08/2021 09:57:21	**Closed:**	02/08/2021 09:58:40	**Creator FN:**	JACOB	**Creator LN:**	LEADER

Description: CUSTOMER STATES:
1. Cust contacted dealer due to wiper motors are inoperative. Dealer informed cust that specific part is on backorder. Cust spoke to SA - Joe. Seeking if HMA would provide rental veh as dealer does not have loaner veh available

Email/Chat Description

Resolution: WRITER STATES:
1. Advised cust that he would need to visit dealer for part first before assistance can be provided

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	

Due Date:		**Owner:**	CHILDS,ROBERT	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/08/2021 10:17:40	**Closed:**	02/08/2021 10:31:10	**Creator FN:**	CTIUSER	**Creator LN:**	HMA

Description: CUSTOMER STATES :

1. Vehicle has inoperative wiper motors, and cust is seeking assistance with alternative transportation.
2. Vehicle was just dropped off 02/08/2021.
3. Two weeks because they have to be ordered from Korea.
4. SRV ADV Joe

Email/Chat Description

Resolution: WRITER STATES :

1. Inquired about length of time vehicle has been at dlrsp.
2. Inquired about ETA on repairs.
3. Inquired about POC at dlrsp.
4. Acquired pertinent case info and transferred case to escalations for further review.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	

Due Date:		**Owner:**	CHILDS,ROBERT	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/08/2021 10:31:14	**Closed:**	02/08/2021 10:31:55	**Creator FN:**	ROBERT	**Creator LN:**	CHILDS

Description: ***ATTENTION NATIONAL***

CASE IS BEING TRANSFERRED DUE TO SIGNIFICANT CUSTOMER CONCERNS ; VEHICLE DOWN AT DEALER ; 2020 PALISADE (LX) 3.8L

CUSTOMER CONCERN:
Vehicle has inoperative wiper motors, and eta on repairs is two weeks out
IS THE VEHICLE CURRENTLY AT THE DEALERSHIP?
Yes
IF VEHICLE IS CURRENTLY AT THE DEALERSHIP, WHERE/SINCE WHEN?
BAY RIDGE HYUNDAI NY131 since 02/08/2021
HAS THE VEHICLE BEEN TO MULTIPLE DEALERS?
no
HAS DEALER PERSONNEL MADE COMMENTS ABOUT THE CONCERN?
ETA over two weeks because parts are coming from Korea.
WHAT RESOLUTION IS THE CUSTOMER SEEKING:
Cust is seeking assistance with alternative transportation.
THREATS OR COMMENTS MADE BY CUSTOMER:
N/A
WHAT IS THE BEST CONTACT PHONE NUMBER:
[redacted]
WHAT IS THE BEST TIME TO CALL?
anytime

Email/Chat Description

Resolution: transferred

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	KORTE,ERIKA	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	02/08/2021 13:24:39	**Closed:**	02/08/2021 13:25:03	**Creator FN:**	ERIKA	**Creator LN:**	KORTE

Description: *** ESCALATION COMPLIANCE REVIEW COMPLETE. ***
VERIFIED CASE CODING IS CORRECT.

Email/Chat Description

Resolution: TRANSFERRED TO HCCM NATIONAL ESCALATIONS.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2021 14:01:18	**Closed:**	02/08/2021 14:01:37	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description:
Writer states:
-reviewed case.
-Reviewed Service chronology.
-Reviewed case notes.
-Reviewed recalls and campaigns tab.
-Reviewed customer's concern.
-Reviewed previous case.
-Reviewed warranty subsequent or original owner.

Email/Chat Description

Resolution:
Writer states:
-reviewed case.
-Reviewed Service chronology.
-Reviewed case notes.
-Reviewed recalls and campaigns tab.
-Reviewed customer's concern.
-Reviewed previous case.
-Reviewed warranty subsequent or original owner.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer Action Requested	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/10/2021 08:00:00	**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2021 14:01:40	**Closed:**	02/10/2021 12:33:28	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description: Case just received. Seeking to get more information about vehicle.
1. What are the repairs needed on the vehicle?
2. Are there any loaner vehicles available for the customer?
3. What is the contact number you have on file for the customer?

Thank you for your assistance.

Email/Chat Description

Resolution: Thank you complete.

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	BAY RIDGE HYUNDAI	**Dealer Code:**	NY131
Role Type:	Service	**Role:**		**Dealer User:**	NY131_HMA011018822,JOSEPH SMALL
Sentiment:	Inquiry/Suggestion	**Satisfaction:**			

Concern: CASE JUST RECEIVED. SEEKING TO GET MORE INFORMATION ABOUT VEHICLE.
1. WHAT ARE THE REPAIRS NEEDED ON THE VEHICLE?
2. ARE THERE ANY LOANER VEHICLES AVAILABLE FOR THE CUSTOMER?
3. WHAT IS THE CONTACT NUMBER YOU HAVE ON FILE FOR THE CUSTOMER?

THANK YOU FOR YOUR ASSISTANCE.

Cause:

Correction: VEHICLE NEEDS WIOER MOTOR MOTOR IS ON BACK ORDER I DO NOT HAVE ANY LOANER VEHICLES AT THIS TIME [redacted]

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/10/2021 06:00:00	**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2021 14:02:12	**Closed:**	02/12/2021 09:03:28	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER
Description:	follow up with 1st contact						
Email/Chat Description							
Resolution:	complete.						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner		**Assign Team:**			

		Team:	HMA Region Superuser				
Created:	02/12/2021 09:10:14	**Closed:**	02/12/2021 09:11:10	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description: Called customer on [redacted]. Customer picked up the call then disconnected the call.

writer states:
-Called customer on [redacted]. Customer picked up the call then disconnected the call.

Email/Chat Description

Resolution: cm will send bundled email.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	02/12/2021 09:11:17	**Closed:**	02/12/2021 09:13:30	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Dear [redacted],

Description	We have tried to contact you by phone to speak with you regarding your vehicle concerns. We attempted to contact you at the number provided [redacted] 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 contacting Hyundai Motor America. GARRISON National Consumer Affairs (714) 965-4812 Hyundai Motor America
Resolution:	bundled email.
Comments:	

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/16/2021 07:00:00	**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/12/2021 09:13:31	**Closed:**	03/01/2021 12:00:41	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER
Description:	follow up with 2nd contact						
Email/Chat Description							

Resolution: complete

Comments:

Dealer Information

Dealer Status:		**Assign To:**	**Dealer Code:**
Role Type:		**Role:**	**Dealer User:**
Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer Action Requested	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/03/2021 07:00:00	**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/01/2021 12:02:24	**Closed:**	03/03/2021 11:27:38	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description: Our systems just came back up. Has the part for the customer's vehicle came in? If not do you have a ETa on the part? Thank you.

Email/Chat Description

Resolution: complete. Thank you.

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	BAY RIDGE HYUNDAI	**Dealer Code:**	NY131
Role Type:	Service	**Role:**		**Dealer User:**	NY131_HMA011018822,JOSEPH SMALL

Sentiment:	Inquiry/Suggestion	**Satisfaction:**	
Concern:	OUR SYSTEMS JUST CAME BACK UP. HAS THE PART FOR THE CUSTOMER'S VEHICLE CAME IN? IF NOT DO YOU HAVE A ETA ON THE PART? THANK YOU.		
Cause:			
Correction:	PART IS HERE CUSTOMER HAS VEHICLE WILL NOT HOLD PART FOR CUSTOMER HE NEVER GOT THE VEHICLE DOWN HERE		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/03/2021 08:00:00	**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/01/2021 12:03:30	**Closed:**	03/03/2021 11:27:47	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER
Description:	follow up with DCm and eta of the wiper motor.						
Email/Chat Description							
Resolution:	complete.						
Comments:							

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/03/2021 12:00:13	**Closed:**	03/03/2021 12:02:16	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description: Customer [redacted] states:
-This is the customer.
-The customer got the part taken care of at free hold Hyundai.
-The vehicle is repaired and operating as designed.
-Thank you for calling.

writer states:
-Introduced as the case manager.
-Inquired about the part for customer's vehicle.
-confirmed the customer got vehicle repaired at freehold Hyundai.
-Informed the customer the case manager will close the case.

Email/Chat Description

Resolution: cm will close the case.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer FYI Only	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/03/2021 12:03:00	**Owner:**	PLUMMER,GARRISON	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/03/2021 12:02:19	**Closed:**	03/03/2021 12:04:04	**Creator FN:**	GARRISON	**Creator LN:**	PLUMMER

Description: I got in contact with the customer and the customer stated that he got the part installed at freehold Hyundai. I wanted to let you guess know so you will not have to hold the part for the customer.

Email/Chat Description

Resolution: Dealer Acknowledged.

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	BAY RIDGE HYUNDAI	**Dealer Code:**	NY131
Role Type:	Service	**Role:**		**Dealer User:**	NY131_HMA011018822,JOSEPH SMALL
Sentiment:	Inquiry/Suggestion	**Satisfaction:**			

Concern: I GOT IN CONTACT WITH THE CUSTOMER AND THE CUSTOMER STATED THAT HE GOT THE PART INSTALLED AT FREEHOLD HYUNDAI. I WANTED TO LET YOU GUESS KNOW SO YOU WILL NOT HAVE TO HOLD THE PART FOR THE CUSTOMER.

Cause:

Correction:

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	GLEN BURNIE
State:	MD
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] **Type:** CA
Opened:	02/12/2021 10:43:38
Closed:	03/10/2021 13:11:40
Status:	Closed
Sub Status:	Closed
Last Updated Date:	03/10/2021 12:53:08
Creator:	HMA,CTIUSER
Owner:	MULLEN,ROB

Contact Reason Summary

SIGNIFICANT CUSTOMER CONCERNS;SAFETY ALLEGATIONS CUST has 1st appointment for wipers not working after a snow storm: the problem has happen 2 times since owning car: seeking help inoperative wipers

Resolution Summary

Unable to Contact
CUSTOMER DID NOT RESPOND TO CM OUTREACH

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	Case Handling

Indicators

IQS:	N	**SSI:**	N
VDS:	Y	**CSI:**	Y

Dealer

Case Dealer:	BOB BELL HYUNDAI	MD022	Active
Service District:	Mid-Atlantic District 1	**Sales District:**	Mid-Atlantic District 1

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R2DHE6MU[redacted]	**Production Date:**	06/27/2020	**Trim:**	SEL
Model Year:	2021	**Date of First Use:**	10/07/2020	**Short Model:**	J1442A65
Model:	PALISADE (LX) 3.8L	**Branded:**		**Accessory:**	01
Mileage:	2864	**Branded Date:**		**Blue Link Equipped:**	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Trim	Other	Inoperative	Transferred

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ROSE,NAOMI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/12/2021 10:43:38	**Closed:**	02/12/2021 10:59:10	**Creator FN:**	CTIUSER	**Creator LN:**	HMA

Description: Customer states:

1. the first day we had snow; the wiper blade stopped working: but for the 2nd snow storm: this safety concerns: I drove to work with no wiper working today: i just dont want them to not be able to resolve this
2. Dealer: Appointment: 02/12/2021 At 215p
3. Seeking: help with repairs documentation of concerns
4. Mechanical concerns: wipers not working

Email/Chat Description

Resolution: Writer states:
1. PWRTN 10/100k Warranty + 5/60k other Hyundai parts from DFU
2. CM will be assigned in 3-5 business days BY 02/19/2021 [5th business day], a phone call will show up from 714 Between 8-5 [EST]: They will make any FINAL authorizations needed to assist this request in effort to resolve in a satisfactory manner

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	ROSE,NAOMI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/12/2021 10:49:14	**Closed:**	02/12/2021 10:57:32	**Creator FN:**	NAOMI	**Creator LN:**	ROSE

Description: ***ATTENTION NATIONAL***

CASE IS BEING TRANSFERRED DUE TO < Safety allegations; and customer is seeking assistance>
CUSTOMER CONCERN: <Wiper no working after the snow:>
IS THE VEHICLE CURRENTLY AT THE DEALERSHIP? [no]
IF VEHICLE IS CURRENTLY AT THE DEALERSHIP, WHERE/SINCE WHEN? [02-19-2021]
HAS THE VEHICLE BEEN TO MULTIPLE DEALERS? [No]
HAS DEALER PERSONNEL MADE COMMENTS ABOUT THE CONCERN? [No]
WHAT RESOLUTION IS THE CUSTOMER SEEKING? Repairs needed:
THREATS OR COMMENTS MADE BY CUSTOMER:
1. (I had to drive to work with snow and no wipers today this Is a safety concern)
2. (Im just reading online that there is a concern among OWNERS online that are have the same problems due to moister getting into parts)WHAT IS THE BEST CONTACT PHONE NUMBER? [redacted]
WHAT IS THE BEST TIME TO CALL? Est

Email/Chat Description

Resolution: Transferred case

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	KORTE,ERIKA	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	02/12/2021 11:55:31	**Closed:**	02/12/2021 11:55:54	**Creator FN:**	ERIKA	**Creator LN:**	KORTE

Description: *** ESCALATION COMPLIANCE REVIEW COMPLETE. ***
VERIFIED CASE CODING IS CORRECT.

Email/Chat Description

Resolution: TRANSFERRED TO HCCM NATIONAL ESCALATIONS.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/15/2021 16:00:00	**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	

		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/12/2021 11:57:10	**Closed:**	03/02/2021 11:01:33	**Creator FN:**	ROB	**Creator LN:**	MULLEN
Description:	Follow-up w/ customer re: 1st attempt						
Email/Chat Description							
Resolution:	following up with customer						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/02/2021 15:13:56	**Closed:**	03/02/2021 15:14:10	**Creator FN:**	ROB	**Creator LN:**	MULLEN
Description:	UNABLE TO CONTACT						
Email/Chat Description							

Resolution: Attempted to reach customer @ [redacted] - left vm re: 1st attempt

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	03/02/2021 15:14:48	**Closed:**	03/02/2021 15:15:30	**Creator FN:**	ROB	**Creator LN:**	MULLEN

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear [redacted]

We have tried to contact you by phone to speak with you regarding your vehicle concerns. We attempted to contact you at the number provided [redacted] 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 contacting Hyundai Motor America.

ROB
National Consumer Affairs
(714) 965-3385
Hyundai Motor America

Resolution: emailed customer re: 1st attempt

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer Action Requested	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/04/2021 16:00:00	**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/02/2021 15:15:32	**Closed:**	03/04/2021 07:12:44	**Creator FN:**	ROB	**Creator LN:**	MULLEN

Description: Good afternoon! Please confirm by DCM activity if this vehicle is currently at the service department and a description of the repairs as well as timeline of repair completion. Please provide this information in the Correction field. Thanks in advance!

Email/Chat Description

Resolution: recvd dealership response

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	BOB BELL HYUNDAI	**Dealer Code:**	MD022

Role Type:	Service	**Role:**		**Dealer User:**	MD022_HMA000289794,STEPHEN KOPCHINSKI
Sentiment:	Request	**Satisfaction:**			
Concern:	GOOD AFTERNOON! PLEASE CONFIRM BY DCM ACTIVITY IF THIS VEHICLE IS CURRENTLY AT THE SERVICE DEPARTMENT AND A DESCRIPTION OF THE REPAIRS AS WELL AS TIMELINE OF REPAIR COMPLETION. PLEASE PROVIDE THIS INFORMATION IN THE CORRECTION FIELD. THANKS IN ADVANCE!				
Cause:	VEHICLE IS NOT AT THIS LOCATION				
Correction:	VEHICLE IS NOT AT THIS LOCATION.				

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/04/2021 16:00:00	**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/02/2021 15:16:01	**Closed:**	03/08/2021 08:01:34	**Creator FN:**	ROB	**Creator LN:**	MULLEN
Description:	Follow-up w/ customer re: 2nd attempt						
Email/Chat Description							
Resolution:	following up with customer						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	03/08/2021 14:43:49	**Closed:**	03/08/2021 14:44:14	**Creator FN:**	ROB	**Creator LN:**	MULLEN

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear [redacted]

We have tried to contact you by phone to speak with you regarding your vehicle concerns. We attempted to contact you at the number provided [redacted] 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 contacting Hyundai Motor America.

ROB
National Consumer Affairs
(714) 965-3385
Hyundai Motor America

Resolution: Emailed customer re: 2nd attempt

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/10/2021 16:00:00	**Owner:**	MULLEN,ROB	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/08/2021 14:44:15	**Closed:**	03/10/2021 12:53:08	**Creator FN:**	ROB	**Creator LN:**	MULLEN

Description: Follow-up w/ customer re: 3rd/FINAL attempt

Email/Chat Description

Resolution: CLOSING CASE

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	WOODSTOCK
State:	IL
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	02/25/2021 12:23:06
Closed:	03/05/2021 06:32:50
Status:	Closed
Sub Status:	Closed
Last Updated Date:	03/05/2021 06:32:44
Creator:	ADMINISTRATOR,SIEBEL
Owner:	AUNGST,ASTIN

Contact Reason Summary

VEHICLE COMPLAINT; Windshield wipers don't work in the snow.

Resolution Summary

REFERRED TO DEALER.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	Y	CSI:	Y

Dealer

Case Dealer:			
Service District:		Sales District:	
Homepage Updated Flag:	N		
HCR Pending Approval:	0		

Vehicle

VIN:	KM8R1DHE5MU[redacted]	Production Date:	10/10/2020	Trim:	SE
Model Year:	2021	Date of First Use:	12/30/2020	Short Model:	J1412A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	2435	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Front wiper motor	Other	Referred To Dealership

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	AUNGST,ASTIN	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	02/25/2021 12:23:06	**Closed:**	03/05/2021 06:31:15	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: -Cust windshield wipers don't work in the snow.

Email/Chat Description My windshield wipers do not work in the snow. Fix this before someone dies. I wish I could return this vehicle. Windshield wipers are not optional.

[redacted]

Resolution: INBOUND EMAIL RECEIVED

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	HCCC Email
Due Date:		**Owner:**	AUNGST,ASTIN	**Assign To:**		**Email To:**	[redacted]

		Owner Team:	HCCC Email	**Assign Team:**		[redacted]	
Created:	03/05/2021 06:31:17	**Closed:**	03/05/2021 06:32:44	**Creator FN:**	ASTIN	**Creator LN:**	AUNGST

Description: REFERRED TO DEALER.

Email/Chat Description

Dear [redacted]:

Thank you for contacting Hyundai Customer Care.

We apologize for your experience and would like to assist in getting your vehicle inspected by a Hyundai dealership. Our factory trained technicians will be able to inspect and diagnose your windshield wiper concerns. They will also be able to confirm any warranty coverage that may be applicable.

To locate your nearest dealer, please visit www.hyundaiusa.com/dealer-locator to schedule your appointment.

Please feel free to contact us if you have any additional questions by calling our toll-free number and referencing case number [redacted]

Thank you for being a valued member of our Hyundai Family.
Respectfully,
Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Blue Link Customer Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

Resolution: OUTBOUND EMAIL SENT

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	CHERRY HILL
State:	NJ
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	02/25/2021 12:35:15
Closed:	03/20/2021 14:07:03
Status:	Closed
Sub Status:	Closed
Last Updated Date:	03/20/2021 14:06:51
Creator:	ADMINISTRATOR,SIEBEL
Owner:	SCHENCK,JEFFREY

Contact Reason Summary

PRODUCT INQUIRY 2020 PALISADE; when using the windshield wipers during a snow storm is unsafe. The snow builds up in the well which causes then to stop all together.

Resolution Summary

Referred to dealer for inspection

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	Case Handling

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	
Service District:	
Sales District:	
Homepage Updated Flag:	Y
HCR Pending Approval:	0

Vehicle

VIN:	KM8R2DHE0LU[redacted]	Production Date:	05/16/2019	Trim:	SEL
Model Year:	2020	Date of First Use:	06/29/2019	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	9000	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Other	Other	Referred to Dealership

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	RIOS,TRACY	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	02/25/2021 12:35:15	**Closed:**	03/05/2021 12:41:46	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: Cust states while driving in snow the wipers will stop working cause the snow will build up underneath and it makes it very unsafe to drive and causes low visibility and need to pull over and clean out the well. Wants to know what can be done to correct this

Email/Chat Description I strongly feel there is a potential safety issue with the wiper arms on the Palisade. The issue is when snow accumulates on the windshield and below the wiper arms. While driving during snow/sleet, it naturally accumulates in the well of the wipers. At some point the wipers can not go fully down and they will then go as far down as they can and then stop working altogether. I found the only solution is to fully clear the well and wait 10 mins for a reset. I have had many vehicles throughout my lifetime and have never had an issue with the the wipers being so sensitive to a little snow buildup.
This happened while driving in a snowstorm that the wipers could not do a full sweep and would just stop altogether causing low visibilty and having to dangerously pull off and remove the snow. Please let me know what the solution is.

Resolution: INBOUND EMAIL RECEIVED

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	HCCC Email
Due Date:		**Owner:**	RIOS,TRACY	**Assign To:**		**Email To:**	[redacted]
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	03/05/2021 12:41:49	**Closed:**	03/05/2021 12:42:22	**Creator FN:**	TRACY	**Creator LN:**	RIOS

Description: Referred to dealer

Email/Chat Description

Dear [redacted]:

Thank you for contacting Hyundai Customer Care.

We apologize for your experience and would like to assist in getting your vehicle inspected by a Hyundai dealership. Our factory trained technicians will be able to inspect and diagnose windshield wipers. They will also be able to confirm any warranty coverage that may be applicable.

To locate your nearest dealer, please visit www.hyundaiusa.com/dealer-locator to schedule your appointment.

Please feel free to contact us if you have any additional questions by calling our toll-free number and referencing case number [redacted]

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Blue Link Customer Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

Resolution: OUTBOUND EMAIL SENT

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Request Action Handling	**Contact:**		**Method:**		**Email From:**	[redacted]
Due Date:		**Owner:**	SCHENCK,JEFFREY	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	03/17/2021 06:20:01	**Closed:**	03/20/2021 14:00:40	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: CUST states "I have not yet received a response to my initial inquiry."

Email/Chat Description I have not yet received a response to my initial inquiry.

Resolution: INBOUND EMAIL RECEIVED

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	HCCC Email
Due Date:		**Owner:**	SCHENCK,JEFFREY	**Assign To:**		**Email To:**	[redacted]
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	03/20/2021 14:06:06	**Closed:**	03/20/2021 14:06:51	**Creator FN:**	JEFFREY	**Creator LN:**	SCHENCK

Description: Referred to dealership

Email/Chat Description

Dear [redacted]

Thank you for contacting Hyundai Customer Care.

We apologize for your experience and would like to assist in getting your vehicle inspected by a Hyundai dealership. Our factory trained technicians will be able to inspect and diagnose the malfunctioning wipers in your 2020 Palisade. They will also be able to confirm any warranty coverage that may be applicable. Any further review of the concern must begin with a dealership inspection so that data can be collected.
To locate your nearest dealer, please visit www.hyundaiusa.com/dealer-locator to schedule your appointment.

Please feel free to contact us if you have any additional questions by calling our toll-free number and referencing case number [redacted]

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Blue Link Customer Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

-----Original Message-----

From: [redacted]
Sent: 3/17/2021 06:20:01 AM
To: ConsumerAffairs@hmausa.com

Subject:

I have not yet received a response to my initial inquiry.

Resolution: OUTBOUND RESPONSE SENT

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City: WILMINGTON
State: MA
ZIP: [redacted]
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 04/16/2021 12:30:08
Closed: 04/16/2021 13:54:20
Status: Closed
Sub Status: Closed
Last Updated Date: 04/16/2021 13:54:18
Creator: ADMINISTRATOR,SIEBEL
Owner: MENKE,JOSEPH

Contact Reason Summary

2021 PALISADE MECHANICAL CONCERNS
CUST is stating safety concerns regarding their windshield wipers

Resolution Summary

REFERRED TO DEALERSHIP FOR INSPECTION AND DIAGNOSIS

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Indicators

IQS: N **SSI:** N
VDS: Y **CSI:** Y

Dealer

Case Dealer:
Service District:
Sales District:

Homepage Updated Flag: N
HCR Pending Approval: 0

Vehicle

VIN: KM8R4DHE1MU[redacted]
Model Year: 2021
Model: PALISADE (LX) 3.8L
Mileage: 10000
Production Date: 07/01/2020
Date of First Use: 08/17/2020
Branded:
Branded Date:
Trim: SEL
Short Model: J1442A65
Accessory: 03
Blue Link Equipped: Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Accessories	Other	Other	Referred To Dealership

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	MENKE,JOSEPH	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	04/16/2021 12:30:08	**Closed:**	04/16/2021 13:51:09	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: There is a safety concern with the make and operation of the windshield wipers on the palisade. It is almost impossible to clear off the all the snow to make them operational in inclement weather. While driving today in snow, accumulation developed in the windshield base and the wipers stopped working. I couldn?t see a thing. I had to blindly pull over and dig out the snow from the base of the wipers. This is unbelievably dangerous. I have owned numerous cars and have never encountered such sensitive wipers. This needs to be addressed.

-CUST is stating concerns regarding their windshield wipers.

Email/Chat Description There is a safety concern with the make and operation of the windshield wipers on the palisade. It is almost impossible to clear off the all the snow to make them operational in inclement weather. While driving today in snow, accumulation developed in the windshield base and the wipers stopped working. I couldn?t see a thing. I had to blindly pull over and dig out the snow from the base of the wipers. This is unbelievably dangerous. I have owned numerous cars and have never encountered such sensitive wipers. This needs to be addressed.

Resolution: INBOUND EMAIL RECEIVED

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	HCCC Email
Due Date:		**Owner:**	MENKE,JOSEPH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	04/16/2021 13:53:32	**Closed:**	04/16/2021 13:54:18	**Creator FN:**	JOSEPH	**Creator LN:**	MENKE

Description: Reply Email Activity. See Email/Chat Description for more details.

-Referred to dealer for inspection and diagnosis.

Email/Chat Description

Dear [redacted]:

Thank you for contacting Hyundai Customer Care.

We apologize for your experience and would like to assist in getting your vehicle inspected by a Hyundai dealership. Our factory trained technicians will be able to inspect and diagnose your vehicle's windshield wiper concerns. They will also be able to confirm any warranty coverage that may be applicable.

To locate your nearest dealer, please visit www.hyundaiusa.com/dealer-locator to schedule your appointment.

Please feel free to contact us if you have any additional questions by calling our toll-free number and referencing case number [redacted]

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Blue Link Customer Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

Resolution: OUTBOUND RESPONSE SENT

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	ALPHARETTA
State:	GA
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	07/14/2021 08:32:58
Closed:	07/14/2021 10:36:34
Status:	Closed
Sub Status:	Closed
Last Updated Date:	07/14/2021 10:35:53
Creator:	DEWALD,JACOB
Owner:	DEWALD,JACOB

Contact Reason Summary

2020 PALISADE VEHICLE COMPLAINT; Customer says windshield wipers aren't working.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Resolution Summary

Scheduled appointment for 1:30 Friday July 16th 2021 at MARTIN SWANTY HYUNDAI.

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	HIGH DESERT HYUNDAI	AZ020	Active	Homepage Updated Flag:	N
Service District:	Mountain State District 3	Sales District:	Mountain State District 3	HCR Pending Approval:	0

Vehicle

VIN:	KM8R54HE9LU[redacted]	Production Date:	03/27/2020	Trim:	LIMITED
Model Year:	2020	Date of First Use:	06/09/2020	Short Model:	J1462F65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	14595	Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Front wiper motor	Inoperative	Scheduled Dealer Appointment

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DEWALD,JACOB	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	07/14/2021 09:26:06	**Closed:**	07/14/2021 10:35:53	**Creator FN:**	JACOB	**Creator LN:**	DEWALD

Description:
Caller States:
1. Customer says windshield wipers aren't working.

Email/Chat Description

Resolution:
Writer States:
1. Scheduled appointment for 1:30 Friday July 16th 2021 at MARTIN SWANTY HYUNDAI.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	BLACK HAWK
State:	SD
ZIP:	[redacted]
Language:	ENGLISH

Case Information

Case Number:	[redacted] Type: CA
Opened:	12/10/2021 15:15:05
Closed:	12/13/2021 06:30:58
Status:	Closed
Sub Status:	Closed
Last Updated Date:	12/13/2021 06:29:32
Creator:	ADMINISTRATOR,SIEBEL
Owner:	LOPEZ,AMANDA

Contact Reason Summary

VEHICLE COMPLAINT; 2021 PALISADE; Cust mentioned during the snow; their vehicles wipers stop working; mentioned this is a big safety concern; mentioned this should be recalled as it is a "major design flaw".

Resolution Summary

Informed the cust we have documented this concerns.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:			
Service District:		Sales District:	

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R3DHE2MU[redacted]	Production Date:	01/04/2021	Trim:	SEL
Model Year:	2021	Date of First Use:	03/12/2021	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	02
Mileage:	13200	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body	Wipers, Winshield	Intermittent	Documented Concern

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	LOPEZ,AMANDA	**Assign To:**		**Email To:**	<ConsumerAffairs@hmausa.com>
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	12/10/2021 15:15:05	**Closed:**	12/13/2021 06:28:42	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: Cust mentioned during the snow; their vehicles wipers stop working; mentioned this is a big safety concern; mentioned this should be recalled as it is a "major design flaw".

Email/Chat Description

Every time that it has snowed this winter the wipers have stopped working. This has happened while stopped and while driving. If there is any amount of snow/ice/build up on the lower windshield, in the 'well' under the wiper blades and the hood of the car, the wipers will stop working.

Not only is the frustrating but more importantly is a MASSIVE safety hazard the needs to be addressed ASAP. This happened this morning taking my kids to school, and there was very minimal snow below the wiper blades. Definitely not enough to cause harm to the wipers/motor during their use as the total amount was not even an 1/8".

The time before that I was driving at normal speeds and had a truck pass me. During the trucks passing large amounts of slush/water were flung up onto the windshield and windshield well, stopping the wipers directly in their path. Being there was a vehicle in front of me, that I could A.) no longer see and B.) had no working wipers anymore, I made the decision to safely ditch the vehicle. I then had to get out, clear the slush from the well, at which point the wipers began to work again although there was nothing left to clear as all the slush/water had already ran off the windshield.

This design flaw is putting lives at risk. Had I not been familiar with my area, the road I was on, and it was safe to defensively move over into the shoulder/ditch a MAJOR accident could have been caused. I can appreciate the intent, but this needs to be recalled immediately before a major accident is caused and people are hurt or worse."

[redacted]

Resolution: INBOUND EMAIL RECEIVED

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	HCCC Email
Due Date:		**Owner:**	LOPEZ,AMANDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:	HCCC Email	**Assign Team:**			
Created:	12/13/2021 06:28:44	**Closed:**	12/13/2021 06:29:32	**Creator FN:**	AMANDA	**Creator LN:**	LOPEZ

Description: Informed the cust we have documented this concerns.

Email/Chat Description

Dear [redacted],

Thank you for contacting Hyundai Customer Care. We apologize for the concerns you are experiencing regarding your 2021 Hyundai Palisade. Based on the experience you have described, we completely understand why you would be upset. Thank you very much for bringing this to our attention. Hyundai appreciates your time and feedback. We will report it to the appropriate department to improve our customer experience.

Please feel free to contact us if you have any additional questions by calling our toll-free number and referencing case number [redacted]

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Bluelink Customer Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

-----Original Message-----

From: [redacted]
Sent: 12/10/2021 03:15:05 PM
To: ConsumerAffairs@hmausa.com

Subject:

Every time that it has snowed this winter the wipers have stopped working. This has happened while stopped and while driving. If there is any amount of snow/ice/build up on the lower windshield, in the 'well' under the wiper blades and the hood of the car, the wipers will stop working.

Not only is the frustrating but more importantly is a MASSIVE safety hazard the needs to be addressed ASAP. This happened this morning taking my kids to school, and there was very minimal snow below the wiper blades. Definitely not enough to cause harm to the wipers/motor during their use as the total amount was not even an 1/8".

The time before that I was driving at normal speeds and had a truck pass me. During the trucks passing large amounts of slush/water were flung up onto the windshield and windshield well, stopping the wipers directly in their path. Being there was a vehicle in front of me, that I could A.) no longer see and B.) had no working wipers anymore, I made the decision to safely ditch the vehicle. I then had to get out, clear the slush from the well, at which point the wipers began to work again although there was nothing left to clear as all the slush/water had already ran off the windshield.

This design flaw is putting lives at risk. Had I not been familiar with my area, the road I was on, and it was safe to defensively move over into the shoulder/ditch a MAJOR accident could have been caused. I can appreciate the intent, but this needs to be recalled immediately before a major accident is caused and people are hurt or worse."

[redacted]

Resolution: OUTBOUND RESPONSE SENT

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	GARY
State:	IN
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	01/07/2022 07:42:32
Closed:	01/07/2022 07:54:27
Status:	Closed
Sub Status:	Closed
Last Updated Date:	01/07/2022 07:53:18
Creator:	KAUR,NAVNEET
Owner:	KAUR,NAVNEET

Contact Reason Summary

VEHICLE COMPLAINT; FEATURES/DESIGN; 2021 Palisade; The wiper stopped working due to heavy snow

Resolution Summary

Referred to DL for inspection

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	Y	CSI:	Y

Dealer

Case Dealer:	WEBB HYUNDAI MERRILLVILLE	IN045	Active	Homepage Updated Flag:	N
Service District:	Central District 2	Sales District:	Central District 2	HCR Pending Approval:	0

Vehicle

VIN:	KM8R4DHEXMU[redacted]	Production Date:	06/08/2020	Trim:	SEL
Model Year:	2021	Date of First Use:	08/12/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	03
Mileage:	22634	Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Design/Feature	Body	Wipers, Winshield	Stuck	Referred To Dealership

Activity Details

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	KAUR,NAVNEET	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	01/07/2022 07:43:47	**Closed:**	01/07/2022 07:53:18	**Creator FN:**	NAVNEET	**Creator LN:**	KAUR

Description:
CUSTOMER STATES:
1. Cust calling because he lives in Indiana and snows there. The other day i was driving, the snow fell on the windshield and the wiper stopped working. there is some feature on the veh if the snow is heavy it will not move. it is dangerous as the vision gets blocked.
2. I spoke to them and the inform me about the feature and other people also having concerns with this. I have an appt already scheduled for service.

Email/Chat Description

Resolution:
WRITER STATES:
1. "We are sorry to learn of your dissatisfaction with [specific feature] with your [vehicle year and model]. Hyundai values your opinions and we appreciate you taking the time to contact us with your comments and suggestions regarding the design of your vehicle."
2. referred to DL for inspection and offered appt

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City: OAK FOREST
State: IL
ZIP: [redacted]
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 02/02/2022 12:08:56
Closed: 02/08/2022 16:00:47
Status: Closed
Sub Status: Closed
Last Updated Date: 02/08/2022 16:31:35
Creator: CHOUHAN,VANI
Owner: ESTRADA,BRENDA

Contact Reason Summary

MECHANICAL CONCERNS, BODY, Windshield Wipers stop working due to heavy snow or ice interfering with timing, Issue is resolved when vehicle is restarted, Customer seeking to have windshield wipers repaired.

Resolution Summary

*** Dealer Assisted*** Dealer provided an explanation to the customer.

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason: Case Handling

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: PATRICK HYUNDAI IL069 Active
Service District: Central District 1 **Sales District:** Central District 1

Homepage Updated Flag: Y
HCR Pending Approval: 0

Vehicle

VIN: KM8R34HE5LU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 7222
Production Date: 09/06/2019
Date of First Use: 11/29/2019
Branded:
Branded Date:
Trim: SEL
Short Model: J1442F65
Accessory: 07
Blue Link Equipped:

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body	Wipers, Winshield	Other	Documented Concern

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	CHOUHAN,VANI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/02/2022 12:09:17	**Closed:**	02/02/2022 12:16:56	**Creator FN:**	VANI	**Creator LN:**	CHOUHAN

Description:
CUSTOMER STATES
1 cust states their windshield piper stops working while there is too much snow on windshield so they have to turn the engine off and reset the windshield piper.
2 cust states that could be really dangerous and they could have gotten into accident and states they will call the attorney and sue Hyundai with class action law suit.

Email/Chat Description

Resolution:
WRITER STATES
1 informed cust they have to refer to dealership as there is no open recall.
2 . informed cust case is being escalated and a case manager should be giving them a call in 3-5 business days.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	CHOUHAN,VANI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/02/2022 12:11:49	**Closed:**	02/02/2022 12:17:00	**Creator FN:**	VANI	**Creator LN:**	CHOUHAN

Description: "Based on activity number [redacted] case sent to Escalation Team."

Email/Chat Description

Resolution: transferred to HCCC to review

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	OLSON,LEYTON	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	02/03/2022 10:32:03	**Closed:**	02/03/2022 10:32:11	**Creator FN:**	LEYTON	**Creator LN:**	OLSON

Description:	*** ESCALATION COMPLIANCE REVIEW COMPLETE. ***
Email/Chat Description	
Resolution:	TRANSFERRED TO HCCM NATIONAL ESCALATIONS
Comments:	

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/07/2022 16:00:00	**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/03/2022 14:26:27	**Closed:**	02/07/2022 11:39:53	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description:
Initial Contact
-If able to, will follow up with customer sooner than 2/7/22
-has customer taken vehicle to a dealership to diagnose the problem?
-what is customer seeking from Hyundai?
-has customer retained an attorney?
-if yes, is customer willing to accept further assistance until Attorney Demand Letter is received?

Email/Chat Description

Resolution: completed

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/08/2022 16:00:00	**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/07/2022 11:39:09	**Closed:**	02/08/2022 13:38:19	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: follow up with customer to ask if they took vehicle to dealership

Email/Chat Description

Resolution: completed.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/07/2022 11:40:05	**Closed:**	02/07/2022 11:56:22	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: Customer [redacted] states:

-Has taken the vehicle to dealership and was told nothing was wrong with vehicle and no active recalls.
-"I was driving on the expressway when a truck passed by and threw snow on my windshield. I turned on the wipers and they stopped working. I had to pull over, turn off the vehicle to get them to work again."
-"It is an accident waiting to happen. Many other people are having the same issue if you look online."
- Will take vehicle back to dealership to have problem diagnosed.

Writer:

- Attempted to contact customer @ [redacted], got a busy signal.
- Apologised to customer for the incident.
- Strongly encouraged customer to return to dealership to have issue diagnosed.
- Committed to follow up with customer to inquire about what dealership determined.

Email/Chat Description

Resolution: Will send DCM to dealership in regards to vehicle and issue. Will follow up with customer by end of day 2/8/22 to gather more information.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer FYI Only	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/09/2022 16:00:00	**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/07/2022 11:56:32	**Closed:**	02/08/2022 13:43:17	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: Customer will be taking vehicle to have the wipers looked at.

Email/Chat Description

Resolution: Dealer Acknowledged.

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	PATRICK HYUNDAI	**Dealer Code:**	IL069
Role Type:	Service	**Role:**		**Dealer User:**	IL069_HMA000248379,JAMES GRUMAN
Sentiment:	Request	**Satisfaction:**			

Concern: **CSI CUSTOMER** PLEASE BE ADVISED THAT CUSTOMER BOB WAGNER IS CSI ELIGIBLE AND WILL BE TAKING VEHICLE IN TO HAVE WIPERS INSPECTED DUE POSSIBLE MALFUNCTION.

Cause:	
Correction:	

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/09/2022 16:00:00	**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2022 13:38:24	**Closed:**	02/08/2022 14:25:18	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description:	follow up with customer to ask if vehicle has been taken to dealership.
Email/Chat Description	
Resolution:	completed.
Comments:	

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2022 13:39:15	**Closed:**	02/08/2022 13:42:22	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description:
Writer:
- Attempted to contact customer @ [redacted], left Voicemail.
- Provided CM contact info.
- Requested a callback.

Email/Chat Description

Resolution: Will continue to reach out to customer

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	DCM-Dealer Action Requested	**Contact:**		**Method:**		**Email From:**	
Due Date:	02/10/2022 16:00:00	**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	

		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2022 13:43:24	**Closed:**	02/08/2022 14:25:00	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: notify dealership of customer CSI status.

Email/Chat Description

Resolution: Customer no longer needs appointment. Spoke to another Hyundai dealership.

Comments:

Dealer Information

Dealer Status:	Closed	**Assign To:**	NAPLETON'S HYUNDAI	**Dealer Code:**	FL121
Role Type:	Service	**Role:**		**Dealer User:**	
Sentiment:	Request	**Satisfaction:**			

Concern: **CSI Customer** Please be advised that customer [redacted] is CSI eligible and will be taking vehicle in to have wipers inspected due possible malfunction.
Customer Information Request - Please confirm by DCM activity if this vehicle is currently at the service department and a description of the repairs. Please provide this information in the Correction field.

Customer no longer needs appointment. Spoke to another Hyundai dealership.

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Central Email
Due Date:	02/08/2022 14:00:00	**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	02/08/2022 13:46:13	**Closed:**	02/08/2022 16:00:36	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear [redacted],

We have tried to contact you by phone to speak with you regarding your 2020 Palisade LX. We attempted to contact you at the number provided [redacted] 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 a convenient time to call.

Thank you for contacting Hyundai Motor America.

BRENDA
National Consumer Affairs
(833) 462-8722 xX65137
Hyundai Motor America

Resolution: completed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2022 13:57:52	**Closed:**	02/08/2022 14:02:37	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: Customer [redacted] states:
- Unable to take vehicle to dealership due to need of use.
- Will take dealership in tomorrow to have wipers inspected.

Writer:
- Inquired if vehicle had been taken to dealership.
- Informed customer dealership has been notified to expect vehicle.
- Will follow up with customer by end of day 2/9/22 to confirm vehicle was taken to dealership.

Email/Chat Description

Resolution: Follow up scheduled 2/9/22.

Comments:

Dealer Information

Dealer Status:		**Assign To:**	**Dealer Code:**
Role Type:		**Role:**	**Dealer User:**
Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Dealer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2022 14:08:58	**Closed:**	02/08/2022 14:25:56	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: Dealer (Patrick Hyundai, SA Dominic, IL063) @ [redacted] states:
- Will be expecting customer to take vehicle in for inspection of wipers.
- Notated customer name and vehicle information.

Writer:
- Contacted dealership to notify of customer's intention to take vehicle for inspection due to possible malfunction of wipers.
- Gave description of the issue and how it occurred according to customer.
- Alerted SA customer is CSI eligible.

Email/Chat Description

Resolution: completed.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ESTRADA,BRENDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	02/08/2022 14:26:03	**Closed:**	02/08/2022 14:38:46	**Creator FN:**	BRENDA	**Creator LN:**	ESTRADA

Description: Customer [redacted] states:
- Customer spoke to Family Hyundai to set an appointment for inspection.
- Patrick dealership too far from customer.
- Was told by dealer no appointments available until April.
- Spoke to service department about wiper issue.
- Was told by issue may occur because the weight of the snow messed up the timing on the wipers and may happen again.
- Customer tested wipers and says they seem to be working fine now, but will be mindful of issue for the future.

- Is no longer upset and no longer seeking appointment with dealership as there will be a delay.
- Customer seeking to notify Hyundai of wiper issue in case it is a possible reason for a recall.

Writer:
- Thanked customer for notifying us of wiper issue.
- Confirmed customer no longer needed assistance getting vehicle a dealer appointment.
- Confirmed customer is not seeking anything else from Hyundai.
- Encouraged customer to contact HMA if assistance needed in the future.
-Closing case as customer stated no further assistance needed at this time.

Email/Chat Description

Resolution: Closing case as customer stated no further assistance needed at this time.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	LUDLOW
State:	VT
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	02/05/2022 08:02:38
Closed:	02/05/2022 08:58:49
Status:	Closed
Sub Status:	Closed
Last Updated Date:	02/05/2022 08:10:16
Creator:	WU,TOM
Owner:	WU,TOM

Contact Reason Summary

RECALLS INQ./ROADSIDE ASSISTANCE; SERVICE; 2021 PALISADE; CUST is requesting a tow because the wiper motor isn't running very well and would like to know if this VEH has any of the open recalls

Resolution Summary

TRANSFER TO RSA

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	BOULDER HYUNDAI CO047		Inactive
Service District:	Mountain State District 1	Sales District:	Mountain State District 1

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R3DHE0MU[redacted]	Production Date:	09/09/2020	Trim:	SEL
Model Year:	2021	Date of First Use:	03/08/2021	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	02
Mileage:	17000	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Road Side Assistance	Towing				Transferred

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	WU,TOM	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/05/2022 08:03:34	**Closed:**	02/05/2022 08:10:16	**Creator FN:**	TOM	**Creator LN:**	WU

Description:
CUSTOMER STATES:
1. During the winter storm the wiper motor isn't running very well. CUST is wanting to know if this VEH has any of the recalls
2. Declined to booked DLR APPT as he will have to wait when the weather becomes settles
3. CUST is requesting a RSA

Email/Chat Description

Resolution:
WRITER STATES:
1. Letting him know that this VEH does not have any of the open recalls
2. Offer to sched a DLR APPT but declines it. Letting him know that he can call us back or call his local DLR to sched once the weather is a nice gain
3. Advise him that his VEH still has a remainder of 5/60 miles of bumper to bumper warranty
4. Transfer call to RSA

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	NORTHWOOD
State:	NH
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	02/07/2022 16:14:34
Closed:	02/07/2022 16:25:58
Status:	Closed
Sub Status:	Closed
Last Updated Date:	02/07/2022 16:21:02
Creator:	HENNARD,BREONNA
Owner:	HENNARD,BREONNA

Contact Reason Summary

VEH windshield wipers don't work good in the snow 2020 palisade

Resolution Summary

referred to the DLR

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:			
Service District:		Sales District:	

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R3DHE1LU[redacted]	Production Date:	11/15/2019	Trim:	SEL
Model Year:	2020	Date of First Use:	01/24/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	07
Mileage:	18000	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Product	Design/Feature				Provided Information

Activity Details

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	HENNARD,BREONNA	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/07/2022 16:21:02	**Closed:**	02/07/2022 16:24:19	**Creator FN:**	BREONNA	**Creator LN:**	HENNARD

Description:
CUSTOMER STATES:
1 VEH windshield wipers don't work well in the snow
2. asked to speak to the CEO

Email/Chat Description

Resolution:
WRITER STATES:
1.documented CUST concerns referred to the DLR
2. provide PO box

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	BROCKPORT
State:	NY
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	02/22/2022 06:45:29
Closed:	02/22/2022 07:04:56
Status:	Closed
Sub Status:	Closed
Last Updated Date:	02/22/2022 07:04:17
Creator:	ADELEKUN,CHRISTIANA H
Owner:	ADELEKUN,CHRISTIANA H

Contact Reason Summary

2020 PALISADE VEHICLE COMPLAINT; NEGATIVE FEEDBACK; Windshield wiper malfunctioned during extreme weather condition while driving on a 4-way lane highway.

Resolution Summary

Referred to DLR.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	MATTHEWS HYUNDAI OF GREECE	NY142	Active	Homepage Updated Flag:	N
Service District:	Eastern District C	Sales District:	Eastern District C	HCR Pending Approval:	0

Vehicle

VIN:	KM8R4DHE0LU[redacted]	Production Date:	04/16/2020	Trim:	SEL
Model Year:	2020	Date of First Use:	08/04/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	10
Mileage:	20090	Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Front wiper motor	Intermittent	Referred To Dealership

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ADELEKUN,CHRISTIANAH	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	02/22/2022 06:58:31	**Closed:**	02/22/2022 07:04:17	**Creator FN:**	CHRISTIANAH	**Creator LN:**	ADELEKUN

Description:
CUSTOMER STATES:
1: Windshield wiper malfunction during extreme weather condition while driving on a 4-way lane highway. DLRSP did not render any help, only referred CUST to RSA.
2: HMA need to fix the glitch in the wiper especially for CUST on the East coast.
3: Offered APPT rejected. CUST already has an APPT for oil change.

Email/Chat Description

Resolution:
WRITER STATES:
1: What resolution are you seeking?
2: Informed of the recall 975.
3: Offered to schedule a DLRSP APPT.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:

Address: [redacted]
City: CHESTER
State: NY
ZIP: [redacted]
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 03/04/2022 08:33:21
Closed: 03/16/2022 11:00:10
Status: Closed
Sub Status: Closed
Last Updated Date: 03/16/2022 11:00:07
Creator: HMA,CTIUSER
Owner: DICKERSON,ELIZABETH

Contact Reason Summary

MECHANICAL CONCERN; SAFETY ALLEGATION; WINDSHIELD WIPERS; Customers vehicle is down at dealer Suresky Hyundai for safety allegations made against windshield wipers, customer is seeking to have expenses for repairs for windshield wiper assembly system to be covered by HMA.

Resolution Summary

Concern Not Present
Dealership nor Techline were able to duplicate customers concerns, Dealer informed customer expenses would have to be paid out of pocket.

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason: Case Handling

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: SURESKY HYUNDAI NY025 Active
Service District: Eastern District D **Sales District:** Eastern District D

Homepage Updated Flag: Y
HCR Pending Approval: 0

Vehicle

VIN: KM8R2DHE4LU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 22800
Production Date: 01/14/2020
Date of First Use: 06/20/2020
Branded:
Branded Date:
Trim: SEL
Short Model: J1442A65
Accessory: 02
Blue Link Equipped:

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Complaint	Product	Operation	Body Electrical	Front wiper motor	Intermittent	Customer declined goodwill

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	KNOX,KIARA	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	03/04/2022 08:33:22	**Closed:**	03/04/2022 08:54:14	**Creator FN:**	CTIUSER	**Creator LN:**	HMA

Description: ***ATTENTION NATIONAL***

CASE IS BEING TRANSFERRED DUE TO: Safety Allegations
WHAT ARE CUSTOMER'S CURRENT CONCERNS?
ARE OTHER PRIOR REPORTED CONCERNS RESOLVED?
IS CUSTOMER REPRESENTED BY OR CONSULTING AN ATTORNEY, AND IF SO PLEASE PROVIDE CONTACT INFORMATION FOR US TO CONTACT ATTORNEY
IS THE CUSTOMER ABLE TO USE THE VEHICLE?
IS THE VEHICLE CURRENTLY AT THE DEALERSHIP?
IF VEHICLE IS CURRENTLY AT THE DEALERSHIP, WHERE/SINCE WHEN?
DOES CUSTOMER HAVE ALTERNATIVE TRANSPORTATION?
HAS DEALER PERSONNEL MADE COMMENTS ABOUT THE CONCERN OR WHEN THE VEHICLE IS GOING TO BE READY?
WHAT RESOLUTION IS THE CUSTOMER SEEKING?
OTHER COMMENTS MADE BY CUSTOMER:
WHAT IS THE BEST CONTACT PHONE NUMBER?
WHAT IS THE BEST TIME TO CALL?

Email/Chat Description

Resolution: transferred

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	KNOX,KIARA	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	03/04/2022 08:56:13	**Closed:**	03/04/2022 09:33:18	**Creator FN:**	KIARA	**Creator LN:**	KNOX

Description: ***ATTENTION NATIONAL***

CASE IS BEING TRANSFERRED DUE TO: Safety Allegations
WHAT ARE CUSTOMER'S CURRENT CONCERNS? VEH windshield wipers stopped working and retracted once CUST got home and turned VEH off. Passenger side seatbelt would not retract and tighten. " Doesn't feel safe to drive the VEH"
ARE OTHER PRIOR REPORTED CONCERNS RESOLVED? no DLR said they are refusing
IS CUSTOMER REPRESENTED BY OR CONSULTING AN ATTORNEY, AND IF SO PLEASE PROVIDE CONTACT INFORMATION FOR US TO CONTACT ATTORNEY N/A
IS THE CUSTOMER ABLE TO USE THE VEHICLE? Yes but doesn't feel safe driving it
IS THE VEHICLE CURRENTLY AT THE DEALERSHIP? yes
IF VEHICLE IS CURRENTLY AT THE DEALERSHIP, WHERE/SINCE WHEN? yes, 03/02
DOES CUSTOMER HAVE ALTERNATIVE TRANSPORTATION? yes
HAS DEALER PERSONNEL MADE COMMENTS ABOUT THE CONCERN OR WHEN THE VEHICLE IS GOING TO BE READY? DLR said the seatbelt retainer is bad and for the windshield concern they can't duplicate the problem. windshield motor could be bad. DLR is now saying they can't find any problem with the windshield so refusing to service.
WHAT RESOLUTION IS THE CUSTOMER SEEKING? For DLR to do thorough diagnosis and for windshield and seatbelt to get fixed
OTHER COMMENTS MADE BY CUSTOMER: "I have a family of six and won't let anyone in the VEH because the windshields are not working and it rains a lot and heavy out here and the windshield stopped on me twice during rain and I had a kid in the car at the time."
WHAT IS THE BEST CONTACT PHONE NUMBER? [redacted]
WHAT IS THE BEST TIME TO CALL? anytime

Email/Chat Description

Resolution: transferred

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	KNOX,KIARA	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	03/04/2022 09:08:09	**Closed:**	03/04/2022 09:33:11	**Creator FN:**	KIARA	**Creator LN:**	KNOX

Description:
CUSTOMER STATES
1. VEH is at dlr because windshield wipers stopped working and retracted once CUST got home and turned VEH off. Passenger side seatbelt would not retract and tighten. "I don't feel safe at all driving thus or having my family of 6 in thus VEH because it rains a lot out here so windshields are important.
2. DLR said the seatbelt retainer is bad and for the windshield concern they can't duplicate the problem. windshield motor could be bad. DLR is now saying they can't find any problem with the windshield so refusing to service for it and it's Hyundai faulty because we will not allow DLR to replace an item that is not defected.

Email/Chat Description

Resolution:
WRITER STATES
1. DLR comment?
2. ADV CUST DLR has to send a request out for any repair and if no request was sent out then DLR has made that decision that it's not needed for repair
3.ADV CUST case will be escalated and CM will reach out within 3-5 business days with an area code of 833/844/877 or will also email
4. ADV CUST 975 recall is on VEH

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	GRAF,MICHAEL	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	03/05/2022 12:53:02	**Closed:**	03/05/2022 12:53:22	**Creator FN:**	MICHAEL	**Creator LN:**	GRAF
Description:	*** ESCALATION COMPLIANCE REVIEW COMPLETE. ***						
Email/Chat Description							
Resolution:	TRANSFERRED TO HCCM NATIONAL ESCALATIONS.						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/08/2022 21:00:00	**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/07/2022 11:33:22	**Closed:**	03/08/2022 16:09:39	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description: Initial call

Email/Chat Description

Resolution: Complete.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/08/2022 15:44:12	**Closed:**	03/08/2022 16:07:37	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description: Customer [redacted] states:
- Vehicle is back at dealer.
- Are you CM
- Within 2 weeks, windshield wipers stopped within in rain storm, granddaughter in car. Could not see. Tried to wiggle wipers, and nothing. Tried turning vehicle off. Had to wait for storm to end. Week later snowing, got half way down the block from home and same thing happened. Got out of car, wiggled blades a little.
- Called local dealership. Provided appointment.
- Got back into vehicle to take to Hyundai. Then wipers worked.
- You have to understand retired engineer, been driving cars for a long time.
- I don't think it is a switch problem.
- Thinks it is assembly problem
- Brought it up with service people, not allowed to speak with service manager.
- Almost crashed vehicle.
- Could be cold sensitive.
- Ken tech said could be intermittent.
- Explained to service was ran off the road.
- Explained that customer will have to buy another replacement to fix issue.
- Never had a problem.
- Dealer says HMA will not allow replacement.
- Don't feel safe in this vehicle.
- Twice within two weeks.
- Happened while it was very cold.
- Safety issue.
- I'm afraid to drive the car.
- They were working and then stopped.
- Don't believe its electronics, I believe it's in the motor.
- If not complete, HMA want's to risk families safety.
- Put 4000, down pays 400 something a month.
- Dealer blamed HMA.
- Parked at dealer; refuses to drive.
- Seat belt fixed 03/08/2022.
- Between both times, driven extensively. All day, wipers were perfect until those days.
- Hyundai has never let us down.
- Owned multiple for 12-15 years.
- In my opinion, something in the motor for wiper is malfunctioning.
- Seem like they locked up.
- Well respected dealer.
- I just want my Hyundai, I love it.
- Both times extremely cold.
- Friday 03/11/2022 all day.

Email/Chat Description

Resolution: Writer portion in next activity.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/08/2022 16:07:39	**Closed:**	03/08/2022 16:09:30	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description:
Writer:
- Greeted customer.
- Introduced self as CM.
- Inquired about customers vehicle and ongoing issues.
- Ensured CM will reach out to dealership.
- Ensured CM will reach out and try to find a solution to ongoing problems.
- Sympathised with customer.
- Ensured customer CM will follow up on Friday 03/11/2022.
- Thanked customer for being such a loyal customer ot Hyundai.

Email/Chat Description

Resolution: Reach out to dealership, to see about wiper issue.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**	**Email From:**	
Due Date:	03/11/2022 20:00:00	**Owner:**	DICKERSON,ELIZABETH	**Assign To:**	**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**		
Created:	03/08/2022 16:09:42	**Closed:**	03/11/2022 14:20:54	**Creator FN:** ELIZABETH	**Creator LN:**	DICKERSON

Description: Check with dealer, and follow up with customer in regards to windshield wiper motor.

Email/Chat Description

Resolution: Complete.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/11/2022 14:14:49	**Closed:**	03/11/2022 14:20:44	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description:
Writer:
- Greeted good evening.
- Stated nature of CMs call.
- Requested call back.
- Provided contact information (833-462-8722 x 65158)
- Thanked customer.

Email/Chat Description

Resolution: Schedule follow up.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/14/2022 20:00:00	**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/11/2022 14:21:01	**Closed:**	03/14/2022 09:34:44	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description: Reach back out to customer.

Email/Chat Description

Resolution: Complete.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/14/2022 08:58:55	**Closed:**	03/14/2022 09:05:48	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description: Customer [redacted] states:
- So there is nothing HMA can do to cover cost of windshield wiper repair?
- "Will have to contact lawyer."
- "Will have to put Hyundai on notice, that if anything happens to my family, they will be legally responsible."
- " I will call back once my attorneys letter is ready, so CM can tell me who to address it to.

Writer:
- Greeted customer.
- Informed customer CM will be able to provide gift card, to help cost repairs for windshield wipers.
- Informed customer, CM cannot have dealer cover repairs.
- Thanked customer.

Email/Chat Description

Resolution: Customer is contacting attorney, CM will email customer providing who to direct legal letter to.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Case Summary Report

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Eastern Email
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	03/14/2022 09:33:32	**Closed:**	03/14/2022 09:34:35	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good afternoon Mr. [redacted]

Thank you for contacting Hyundai Motor America, although we regret the situation that prompted your call, we would still be happy to help you.

However, since you are being represented by an attorney, we are restricted from discussing your concerns with you by phone. All further contact will need to be in writing between you and our legal department.

Please have your Attorney remit all correspondence for your MY/MM (Case#) in writing to our legal department.

Your attorney can address all concerns and paperwork to:

ATTN: LEGAL DEPARTMENT

Hyundai Motor America

PO Box 20850 Fountain Valley, CA

92728-0850

Elizabeth
National Consumer Affairs
(833) 462-8722
Hyundai Motor America

Resolution: Complete.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	03/16/2022 21:00:00	**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/14/2022 09:34:47	**Closed:**	03/16/2022 11:00:07	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON
Description:	Check back for response to attorney letter.						
Email/Chat Description							
Resolution:	Complete.						
Comments:							

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Dealer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/14/2022 12:25:14	**Closed:**	03/14/2022 12:32:09	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description:

Dealer Suresky Hyundai Shay in scheduling @ [redacted] states:
- Customer phone number?
- Service is busy, provide number for call back.
- Thank you.

Writer:
- Greeted scheduling member.
- Inquired if service member was available
- Provided contact information CM (833-462-8722 x 65158).
- Thanked scheduling member.

Email/Chat Description

Resolution: Awaiting response from dealer.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Dealer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DICKERSON,ELIZABETH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	03/16/2022 08:48:45	**Closed:**	03/16/2022 08:55:00	**Creator FN:**	ELIZABETH	**Creator LN:**	DICKERSON

Description:

Dealer Suresky Hyundai Receptionist Elaina @ (845) 294-5177 states:
- Verified vehicle.
- Bridget is SM.
- SM is busy.
- "Can I have CMs' information so SM can call back?
- Thank you.

Writer:
- Greeted good morning.
- Inquired about customers vehicle.
- Provided customer information.
- Provided contact information for CM so SM can call back.
- Thanked receptionist.

Email/Chat Description

Resolution: Await response.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City:
State:
ZIP:
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 08/30/2022 06:50:48
Closed: 09/09/2022 12:46:52
Status: Closed
Sub Status: Closed
Last Updated Date: 09/09/2022 12:46:14
Creator: GARCIA,ESMERALDA
Owner: GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT;
HMA OUTBOUND PROJECT; LX2
Windshield Wiper Motor Survey

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Resolution Summary

09/09 No answer left vm closing case
09/02 no answer
8/31 Outbound call no answer Left vm will follow up 09/02
8/30 Email submitted will follow up on 9/01

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: MIKE MILLER HYUNDAI IL030 Active
Service District: Central District C **Sales District:** Central District C
Homepage Updated Flag: N
HCR Pending Approval: 0

Vehicle

VIN: KM8R34HE2LU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 39188
Production Date: 11/11/2019
Date of First Use: 03/14/2020
Branded:
Branded Date:
Trim: SEL
Short Model: J1442F65
Accessory: 05
Blue Link Equipped:

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Doors & Glass	Windshield		Completed

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/30/2022 06:51:39	**Closed:**	08/30/2022 23:00:22	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out the newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/01/2022 11:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/30/2022 06:53:31	**Closed:**	08/31/2022 09:30:30	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA
Description:	FOLLOW-UP WITH CUSTOMER ON [09/01] REGARDING [LX2 Windshield Wiper Motor Survey].						
Email/Chat Description							
Resolution:	No answer left voicemail						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 09:29:07	**Closed:**	08/31/2022 09:29:48	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: Outbound call 8/31 no answer

Email/Chat Description

Resolution: Left voicemail

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	

Due Date:	09/02/2022 17:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 09:30:31	**Closed:**	09/02/2022 12:09:02	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/002] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 09/02 NO ANSWER WILL FOLLOW UP 09/06

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 12:48:47	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Good Afternoon Mr [redacted]

Description	I tried reaching out to you earlier today to give you more details on your wind your windshield wiper motor. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete. Would you be willing to help support our quality efforts? ESMERALDA National Consumer Affairs (844) 462-5557 x65077 Hyundai Motor America
Resolution:	Auto Closed
Comments:	

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/07/2022 15:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 12:09:05	**Closed:**	09/09/2022 12:46:14	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA
Description:	FOLLOW-UP WITH CUSTOMER ON [09/06] REGARDING [LX2 Windshield Wiper Motor Survey].						

Email/Chat Description

Resolution: 09/09 No answer left vm

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	HERNDON
State:	VA
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] **Type:** CA
Opened:	08/30/2022 09:50:19
Closed:	09/12/2022 12:53:39
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/12/2022 12:53:34
Creator:	DREILING,HANNAH
Owner:	DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Resolution Summary

9/12/2022- Dealership will contact and continue working with customer. Closing case.
9/7/2022- Spoke to customer. Would like to participate. Will advise information as it becomes available.
9/1/2022- Reached out to customer, got VM. Will make 2nd attempt.
8/30/2022- Case created and email sent to customer.

Indicators

IQS:	N	**SSI:**	N
VDS:	Y	**CSI:**	Y

Dealer

Case Dealer:	HYUNDAI OF CHANTILLY	VA051	Active	**Homepage Updated Flag:**	N
Service District:	Mid-Atlantic District 2	**Sales District:**	Mid-Atlantic District 2	**HCR Pending Approval:**	0

Vehicle

VIN:	KM8R4DHE2MU[redacted]	**Production Date:**	09/24/2020	**Trim:**	SEL
Model Year:	2021	**Date of First Use:**	12/15/2020	**Short Model:**	J1442A65
Model:	PALISADE (LX) 3.8L	**Branded:**		**Accessory:**	04
Mileage:	12394	**Branded Date:**		**Blue Link Equipped:**	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/30/2022 09:50:32	**Closed:**	08/30/2022 09:52:31	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.
Thank you,

HANNAH
National Consumer Affairs
(844) 462-5557 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:	
Correction:	

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/01/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/30/2022 09:51:55	**Closed:**	09/01/2022 12:51:05	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description:	Do outbound call to customer to discuss further
Email/Chat Description	
Resolution:	Reached out to customer, no answer and unable to leave a VM.
Comments:	

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/01/2022 12:51:07	**Closed:**	09/01/2022 12:52:06	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer [redacted] at [redacted]:
- Reached out to customer, received VM but VM was full.
- Unable to leave VM.

Email/Chat Description

Resolution: Reached customer's VM, unable to leave a VM.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/07/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner	HMA Region Superuser	**Assign Team:**			

		Team:					
Created:	09/01/2022 12:53:11	**Closed:**	09/07/2022 14:38:32	**Creator FN:**	HANNAH	**Creator LN:**	DREILING
Description:	Outbound contact attempt # 2						
Email/Chat Description							
Resolution:	Reached out to customer.						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 14:38:39	**Closed:**	09/07/2022 14:41:46	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted]):
- Still own the vehicle.
- Would like to participate.
- " How long before I hear when to take it? "
- Would like to to take it to Hyundai in Chantilly, VA.
- "Will there be a survey to provide feedback after replacement?"

Writer states:
- Inquired customer speaking to customer.
- Advised name and call is being recorded.
- Advised calling in regards to windshield wiper motor.
- Inquired if customer would like to participate.
- Verified dealership customer would like vehicle to go to.
- Advised still complying list of participants but should hear more information next week.
- Advised they will be able to provide feedback on new part.
- Thanked customer for being a part of HMA family.

Email/Chat Description

Resolution: Spoke to customer and advised would be calling with more information in the next week.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/16/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 14:41:48	**Closed:**	09/12/2022 12:51:27	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Reach out to customer to provide more information.

Email/Chat Description

Resolution: Informed customer about next steps via email. Closing case.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/12/2022 12:52:32	**Closed:**	09/12/2022 12:53:34	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello Daniel Braner,

Our specialist who will be providing the replacement of the windshield wiper motor is working with your local dealership to create a schedule for the best time for you to bring in your vehicle. The dealership will be reaching out shortly to provide dates and times to see which would work best for your convenience.

Thank you and have a wonderful day!

HANNAH
National Consumer Affairs

(844) 462-5557 x65051
Hyundai Motor America

Resolution: Email sent. Closing case.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	WOODSTOCK
State:	IL
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	08/30/2022 13:35:18
Closed:	09/09/2022 13:03:22
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/09/2022 13:02:47
Creator:	DREILING,HANNAH
Owner:	DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Resolution Summary

*** UNABLE TO CONTACT***
9/9/2022- Closing case.
9/7/2022- Made #2 attempt at contact. Left VM.
9/1/2022- Made #1 contact attempt. Left VM.
8/30/2022- Created case and sent email to customer.

Indicators

IQS:	N	SSI:	N
VDS:	Y	CSI:	Y

Dealer

Case Dealer:	
Service District:	
Sales District:	
Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R1DHE5MU[redacted]	Production Date:	10/10/2020	Trim:	SE
Model Year:	2021	Date of First Use:	12/30/2020	Short Model:	J1412A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	10727	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/30/2022 13:40:25	**Closed:**	08/30/2022 13:41:43	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs. [redacted]
,
On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.
Thank you,

HANNAH
National Consumer Affairs
(844) 462-5557 x65051
Hyundai Motor America

Resolution: Email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/01/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/30/2022 13:41:13	**Closed:**	09/01/2022 12:58:39	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Reach out to customer

Email/Chat Description

Resolution: Reached out to customer, left VM.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/01/2022 12:57:31	**Closed:**	09/01/2022 12:58:26	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at ([redacted]
- Reached customer's VM.
- Left VM stating name, direct contact info or that they may respond to previous email.

Email/Chat Description

Resolution: Left VM for customer.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/07/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner	HMA Region Superuser	**Assign Team:**			

		Team:					
Created:	09/01/2022 12:58:41	**Closed:**	09/07/2022 14:27:33	**Creator FN:**	HANNAH	**Creator LN:**	DREILING
Description:	Outbound contact attempt # 2						
Email/Chat Description							
Resolution:	Reached customer's VM. Left a message.						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 14:27:35	**Closed:**	09/07/2022 14:28:10	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted]
- Reached customer's VM.
- Left VM stating name, direct contact info or that they may respond to previous email.

Email/Chat Description

Resolution: Left customer VM to give a call back or respond to previous email.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**	**Email From:**	
Due Date:	09/09/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**	**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**		
Created:	09/07/2022 14:28:12	**Closed:**	09/09/2022 13:02:47	**Creator FN:** HANNAH	**Creator LN:**	DREILING

Description: Outbound attempt # 3

Email/Chat Description

Resolution: Unable to contact. Closing case.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**

Sentiment:	**Satisfaction:**
Concern:	
Cause:	
Correction:	

End of Report

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City:
State:
ZIP:
Language:

Case Information

Case Number: 20250819 **Type:** CA
Opened: 08/31/2022 08:41:08
Closed: 09/09/2022 12:47:56
Status: Closed
Sub Status: Closed
Last Updated Date: 09/09/2022 12:47:54
Creator: GARCIA,ESMERALDA
Owner: GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT;
HMA OUTBOUND PROJECT; LX2
Windshield Wiper Motor Survey

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Resolution Summary

09/09 No answer left vm closing case

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer:
Service District:
Sales District:
Homepage Updated Flag: N
HCR Pending Approval: 0

Vehicle

VIN: KM8R5DHE6LU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 42610
Production Date: 05/11/2020
Date of First Use: 10/09/2020
Branded:
Branded Date:
Trim: LIMITED
Short Model: J1462A65
Accessory: 01
Blue Link Equipped: Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Doors & Glass	Windshield		Completed

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 08:41:40	**Closed:**	08/31/2022 23:00:14	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out the newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/02/2022 15:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 08:42:34	**Closed:**	09/02/2022 12:16:19	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/02] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 09/02 Outbound call no answer left vm

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/02/2022 12:16:22	**Closed:**	09/02/2022 23:00:15	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Afternoon Mrs [redacted]

I'm writing to discuss the previous email sent to you. I tried to reach you by phone but you were unavailable). As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/06/2022 17:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 12:19:44	**Closed:**	09/06/2022 14:59:41	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/06] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 09/06 no answer left vm

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/08/2022 18:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/06/2022 14:57:16	**Closed:**	09/09/2022 12:47:54	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/06] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 09/09 No answer left vm closing case

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/06/2022 14:59:51	**Closed:**	09/06/2022 23:00:20	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description Good Afternoon Mrs [redacted]

I'm writing to discuss the previous email sent to you. I tried to reach you by phone but you were unavailable. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	MINEOLA
State:	NY
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	08/31/2022 14:32:26
Closed:	09/12/2022 09:59:12
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/12/2022 09:58:48
Creator:	DREILING,HANNAH
Owner:	DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Resolution Summary

9/12/2022- Survey has been closed. Closing case.
9/8/2022- Sent follow up email. Awaiting response.
9/2/2022- Reached out to number on file. Wrong person. Emailed customer asking for updated number. Awaiting response.
8/31/2022- Created case and set follow up.

Indicators

IQS:	N	SSI:	N
VDS:	Y	CSI:	Y

Dealer

Case Dealer:			
Service District:		Sales District:	
Homepage Updated Flag:	N		
HCR Pending Approval:	0		

Vehicle

VIN:	KM8R4DHE0MU[redacted]	Production Date:	08/21/2020	Trim:	SEL
Model Year:	2021	Date of First Use:	09/29/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	03
Mileage:	9910	Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 14:32:41	**Closed:**	08/31/2022 14:34:30	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/02/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 14:33:58	**Closed:**	09/02/2022 13:01:55	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Reach out to customer

Email/Chat Description

Resolution: Reached out to customer.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 12:59:48	**Closed:**	09/02/2022 13:01:44	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description:

Customer ([redacted] at [redacted] states:
- Not [redacted] Name is Mrs. [redacted]
- Does not own a Hyundai Palisade.
- " Good luck"

Writer states:
- Advised name and calling from HMA.
- Advised call was being recorded for quality assurance.
-Verified if customer still owned vehicle.
- Thanked customer for their time.

Email/Chat Description

Resolution: Caller states they do not own Hyundai Palisade vehicle.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/08/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 13:13:15	**Closed:**	09/08/2022 12:41:07	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: See if customer responds to email.

Email/Chat Description

Resolution: Customer did not respond to email. Resending email.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/02/2022 13:14:29	**Closed:**	09/02/2022 13:20:18	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello Mrs. [redacted]

We attempted to reach you at the number ([redacted] that is associated with your vehicle but were not able to make contact with your. Could you please provide us with your best contact number, or you may reach out to the number (833) 462-8722 extension 65051 to speak with me directly.

Thank you, and have a wonderful day!

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: Email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/08/2022 12:43:09	**Closed:**	09/08/2022 12:44:25	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello Mrs. [redacted]

We attempted to reach you at the number [redacted] that is associated with your vehicle but were not able to make contact with you. Could you please provide us with your best contact number, or you may reach out to the number (833) 462-8722 extension 65051 to speak with me directly.

Thank you, and have a wonderful day!

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: Email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/12/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/08/2022 12:43:53	**Closed:**	09/12/2022 09:58:48	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description:	See if customer responds with phone number for contact.
Email/Chat Description	
Resolution:	No response from customer. Survey has been closed. Closing case.
Comments:	

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	LEWISBURG
State:	WV
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	09/02/2022 14:21:36
Closed:	09/09/2022 14:59:11
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/09/2022 14:55:51
Creator:	DREILING,HANNAH
Owner:	DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Resolution Summary

9/9/2022- Survey has been closed. Closing case.
9/7/2022- Attempted #1 at contact. Left VM.
9/2/2022- Created case, emailed customer.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	Y	CSI:	Y

Dealer

Case Dealer:	
Service District:	
Sales District:	

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R4DHE7MU[redacted]	Production Date:	09/07/2020	Trim:	SEL
Model Year:	2021	Date of First Use:	12/19/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	04
Mileage:		Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/02/2022 14:21:59	**Closed:**	09/02/2022 14:23:44	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./ Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: Email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/07/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 14:23:09	**Closed:**	09/07/2022 14:21:21	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Outbound contact attempt #1

Email/Chat Description

Resolution: Reached out to customer. Received VM.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 14:21:23	**Closed:**	09/07/2022 14:22:39	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted]
- Reached customer's VM.
- Advised who was calling and that it was in regards to the windshield wiper motor.
- Advised direct contact info or they could respond to the email if preferred.

Email/Chat Description

Resolution: Left customer VM.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/09/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			

Created:	09/07/2022 14:22:41	**Closed:**	09/09/2022 14:55:51	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Outbound contact attempt # 2

Email/Chat Description

Resolution: Survey has been closed. Closing case.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	NEWTON
State:	MA
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	09/02/2022 14:25:42
Closed:	09/12/2022 12:49:22
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/12/2022 12:49:20
Creator:	DREILING,HANNAH
Owner:	DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Resolution Summary

9/12/2022- Dealership will contact and continue working with customer. Closing case.
9/7/2022- Spoke to customer. Would like to participate. Will provide further information as available.
9/2/2022- Created case.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	HERB CONNOLLY HYUNDAI	MA030	Active	Homepage Updated Flag:	N
Service District:	Eastern District 2	Sales District:	Eastern District 2	HCR Pending Approval:	0

Vehicle

VIN:	KM8R2DHE0LU[redacted]	Production Date:	09/27/2019	Trim:	SEL
Model Year:	2020	Date of First Use:	12/23/2019	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	02
Mileage:		Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/02/2022 14:25:59	**Closed:**	09/02/2022 14:27:17	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/07/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 14:26:45	**Closed:**	09/07/2022 14:07:29	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Outbound attempt #1

Email/Chat Description

Resolution: Reached out to customer.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 13:58:41	**Closed:**	09/07/2022 14:07:36	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted] states:
- " I do still own the vehicle"
- " I think I set this all off 2 years ago"
- Filed a complaint with the NHTSA.
- Would like to participate.
- Best dealership would be the one in Framingham.
- Would like to verify email address.
- "Will wait to hear back from you"

Writer states:
- Advised name and part of HMA.
- Advised call would be recorded.
- Verified customer still owns vehicle.
- Advised the survey about winshield wipers.
- Advised we would like to replace the part and would offer loaner and $300 gift card upon completion.
- Verified dealership customer would like to use.
- Advised we are still compiling the list of customers who would like to participate to set appointments.
- Advised would reach back out with more information and a date.
- Advised if receiving VM would leave a message as well as send an email.
- Thanked customer for being a part of HMA.

Email/Chat Description

Resolution: Customer advised they would like to participate.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/16/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 14:08:32	**Closed:**	09/12/2022 12:49:20	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Provide customer with next steps and time frame.

Email/Chat Description

Resolution: Providing customer with next steps via email. Closing case.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/12/2022 12:47:26	**Closed:**	09/12/2022 12:49:01	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello [redacted],

Our specialist who will be providing the replacement of the windshield wiper motor is working with your local dealership to create a schedule for the best time for you to bring in your vehicle. The dealership will be reaching out shortly to provide dates and times to see which would work best for your convenience.

Thank you and have a wonderful day!

HANNAH
National Consumer Affairs
(844) 462-5557 x65051
Hyundai Motor America

Resolution: Email sent. Closing case.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	NORTHWOOD
State:	NH
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	09/02/2022 14:28:15
Closed:	09/12/2022 12:45:47
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/12/2022 12:45:28
Creator:	DREILING,HANNAH
Owner:	DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Resolution Summary

9/12/2022- Sent customer email on next steps. Closing case.
9/7/2022- Spoke to customer. Would like to participate. Will give further information as it comes available.
9/2/2022- Created case.

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	GRAPPONE HYUNDAI NH011		Active
Service District:	Eastern District 1	Sales District:	Eastern District 1

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R3DHE1LU[redacted]	Production Date:	11/15/2019	Trim:	SEL
Model Year:	2020	Date of First Use:	01/24/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	07
Mileage:		Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/02/2022 14:28:25	**Closed:**	09/02/2022 14:29:38	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/07/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 14:29:10	**Closed:**	09/07/2022 13:04:17	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Outbound contact attempt #1

Email/Chat Description

Resolution: Reached out to customer.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 12:55:38	**Closed:**	09/07/2022 13:04:08	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted] states:
- "This is [redacted]
- Would love to participate.
- Windshield wipers have failed in snow before.
- " Almost died because the windshield wipers did not work."
- Reported the incident to the government safety.
- Hopefully this will resolve the issue with those.
- Please leave VM if the call is not answered with more information.
- Best dealership would be Hyundai in Bow.
- Will look for email.

Writer states:
- Inquired if this was customer.
- Advised name, with HMA, and that call is being monitored and recorded.
- Advised calling about windshield wiper motor replacement.
- Advised following up on email sent previously.
- Advised part would be replaced by specialist and would receive loaner vehicle and $300 gift card upon completion.
- Inquired what dealership would be best for customer.
- Advised will reach out soon with more information on next steps.
- Thanked customer for being a part of HMA family.

Email/Chat Description

Resolution: Customer would like to participate. Will reach out with further details.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/16/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/07/2022 13:04:19	**Closed:**	09/12/2022 12:43:08	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Follow up with customer with more information.

Email/Chat Description

Resolution: Sent instructions to customer.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/12/2022 12:44:21	**Closed:**	09/12/2022 12:45:28	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello [redacted]

Our specialist who will be providing the replacement of the windshield wiper motor is working with your local dealership to create a schedule for the best time for you to bring in your vehicle. The dealership will be reaching out shortly to provide dates and times to see which would work best for your convenience.

Thank you and have a wonderful day!

HANNAH
National Consumer Affairs
(844) 462-5557 x65051
Hyundai Motor America

Resolution: Email sent. Closing case.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	GROVE CITY
State:	OH
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	10/12/2022 07:17:02
Closed:	10/21/2022 07:58:02
Status:	Closed
Sub Status:	Closed
Last Updated Date:	10/21/2022 07:57:59
Creator:	HMA,CTIUSER
Owner:	RAYAT,GURSEWAK

Contact Reason Summary

REPEAT INSPECTION; 2021 Palisade; Windshield wiper motor is not working and the DLR cannot repair the concern.

Resolution Summary

Referred to the dealer, once the vehicle is there we can check if it can be considered under good will once the PA is submitted

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	Case Handling

Indicators

IQS:	N	SSI:	N
VDS:	Y	CSI:	Y

Dealer

Case Dealer:	GERMAIN HYUNDAI	OH077	Active
Service District:	Central District 8	Sales District:	Central District 8

Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R14HE4MU[redacted]	Production Date:	11/07/2020	Trim:	SE
Model Year:	2021	Date of First Use:	02/08/2021	Short Model:	J1412F65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	24009	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Campaign	233 Windshield Wiper Motor	Doors & Glass	Windshield	Other	Transferred

Case Summary Report

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	CHOUHAN,VANI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	10/12/2022 07:17:02	**Closed:**	10/12/2022 07:26:09	**Creator FN:**	CTIUSER	**Creator LN:**	HMA

Description:
CUSTOMER STATES
1 cust calling about recall about windshield wiper motor as it is not working and was inspected by DLR(Ricart Hyundai) back in September but DLR could not fix it and provided our phone number.

Email/Chat Description

Resolution:
WRITER STATES
1 advised to schedule an appointment with DLR again.
2 Informed cust case is being escalated and a case manager should be giving them a call in 3-5 business days from the area code 833, 844 or 877.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Case Summary Report

Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	CHOUHAN,VANI	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	10/12/2022 07:27:04	**Closed:**	10/12/2022 07:27:12	**Creator FN:**	VANI	**Creator LN:**	CHOUHAN

Description: ***ATTENTION NATIONAL***

CASE IS BEING TRANSFERRED DUE TO: repeat inspection.
WHAT ARE CUSTOMER'S CURRENT CONCERNS? cust states they have concern with windshield wiper motor not workinga nd DLR could not fix it.
ARE OTHER PRIOR REPORTED CONCERNS RESOLVED? no
IS CUSTOMER REPRESENTED BY OR CONSULTING AN ATTORNEY, AND IF SO PLEASE PROVIDE CONTACT INFORMATION FOR US TO CONTACT ATTORNEY. NO
IS THE CUSTOMER ABLE TO USE THE VEHICLE? yes
IS THE VEHICLE CURRENTLY AT THE DEALERSHIP? no
IF VEHICLE IS CURRENTLY AT THE DEALERSHIP, WHERE/SINCE WHEN? n/a .
DOES CUSTOMER HAVE ALTERNATIVE TRANSPORTATION? no
HAS DEALER PERSONNEL MADE COMMENTS ABOUT THE CONCERN OR WHEN THE VEHICLE IS GOING TO BE READY? no
WHAT RESOLUTION IS THE CUSTOMER SEEKING? wants veh fixed.
OTHER COMMENTS MADE BY CUSTOMER: no
WHAT IS THE BEST CONTACT PHONE NUMBER? [redacted]
WHAT IS THE BEST TIME TO CALL? anytime

Email/Chat Description

Resolution: transferred

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	General	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	LORANCA-ROSAS,VANIA	**Assign To:**		**Email To:**	
		Owner Team:	HMA General Superuser	**Assign Team:**			
Created:	10/12/2022 12:46:50	**Closed:**	10/12/2022 12:47:06	**Creator FN:**	VANIA	**Creator LN:**	LORANCA-ROSAS

Description: ***ESCALATION COMPLIANCE REVIEW COMPLETE***
UPDATED/CORRECTED CRS.
UPDATED/CORRECTED AGENT CODING.

Email/Chat Description:

Resolution: TRANSFERRED TO HCCM NATIONAL ESCALATIONS.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	10/21/2022 15:00:00	**Owner:**	RAYAT,GURSEWAK	**Assign To:**		**Email To:**	
		Owner	HMA Region Superuser	**Assign Team:**			

		Team:					
Created:	10/12/2022 13:32:49	**Closed:**	10/21/2022 07:57:59	**Creator FN:**	GURSEWAK	**Creator LN:**	RAYAT
Description:	Case review and follow up						
Email/Chat Description							
Resolution:	closed						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	RAYAT,GURSEWAK	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	10/12/2022 13:33:11	**Closed:**	10/12/2022 23:00:56	**Creator FN:**	GURSEWAK	**Creator LN:**	RAYAT

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello,

I am the case manager assigned to your case regarding your vehicle.

I will be your point of contact from today onwards and we will be working together on your case.

While I investigate your case and review the previous communication, can you give me a brief overview and update of your case till date and answer these questions in a brief manner

What is the issue with the vehicle?
Is the car at the dealer?
What has the dealer mentioned?
What are you seeking for?

I will be calling you in 2 to 3 business days on the contact information provided. You can also choose the preferred method of communication, either via email or phone call and mention the preferred call back time.

Your case is important to us and we will revert within the given period.

Thank you for contacting Hyundai Motor America.

Regards,

GURSEWAK
National Consumer Affairs
(877) 864-6006 xX53049
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N

Case Summary Report

Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	RAYAT,GURSEWAK	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	10/17/2022 09:09:27	**Closed:**	10/17/2022 09:11:05	**Creator FN:**	GURSEWAK	**Creator LN:**	RAYAT

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello,

I am the case manager assigned to your case.

I do see you have opened the case for the repairs to be covered under the warranty.

We have a procedure for which only the dealer has to verify and put in the claim to the warranty team to review and confirm the decision if the repairs can be covered under the warranty.

They will give you an overview if it can be covered or not and the estimate for the repairs.

If you have any further questions you can reach out again

However, rental is a good will gesture from Hyundai and is not grantee, therefore, We cannot approve or promise any rental reimbursements until the we have a decision from the warranty team.

Other option is to enquire a loner vehicle from the dealer, the availability can be confirmed by the dealer.

GURSEWAK
National Consumer Affairs
(877) 864-6006 xX53049
Hyundai Motor America

Resolution: Email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

End of Report

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	HASTINGS
State:	MN
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	10/26/2022 07:50:41
Closed:	10/26/2022 09:38:55
Status:	Closed
Sub Status:	Closed
Last Updated Date:	10/26/2022 09:38:53
Creator:	GARCIA,ESMERALDA
Owner:	GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT;
HMA OUTBOUND PROJECT; LX2
Windshield Wiper Motor Survey

Resolution Summary

10/26 Gift card submitted closing case

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	
Service District:	
Sales District:	
Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R5DHE4LU[redacted]	Production Date:	04/11/2020	Trim:	LIMITED
Model Year:	2020	Date of First Use:	06/03/2020	Short Model:	J1462A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:	35143	Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Corporate	Surveys				Completed

Activity Details

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Request Action Handling	**Contact:**		**Method:**		**Email From:**	
Due Date:		**Owner:**	RICHARDSON,CHELSEA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	10/26/2022 07:50:58	**Closed:**	10/26/2022 08:48:19	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description:
Amount:$300.00
Customer Name: [redacted]
Customer Address:
[redacted]
Hastings, MN [redacted]
Email: [redacted]
Phone Number: [redacted]
Case #: [redacted]
VIN:KM8R5DHE4LU[redacted]
Brief Explanation of the offer:
LX2 Windshield Wiper Motor Survey Refer to case #
[redacted]

Email/Chat Description

Resolution:
Distribution successful.
DONE PRINT
Program and Location Issuance Product and Order Quantity
Date: 2022-10-26 11:48 AM EST
Program: HYUNDAI CS - CONSUMER
Location: NCA - GOODWILL
Distributed By: CHELSEA RICHARDSON
Method: EMAIL
Optional Email Message:
Optional Redemption Message:
Issuance Product: DIGITAL CHOICE USD
Currency: USD
Quantity: 1
Terms
Recipient Information
Amount: USD 300.00
First Name: [redacted]
Last Name: [redacted]
Address1:
Address2:

City:
State/Province:
Zip/Postal Code:
Country:
Telephone:
Email Address: [redacted]
VIN: KM8R5DHE4LU[redacted]
Case Number: [redacted]
Reason: GOODWILL CASE SETTLEMENT CUST SATIS/OWNER RETENTION

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	10/26/2022 09:37:24	**Closed:**	10/26/2022 09:38:53	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Morning Mrs [redacted] ,

As promised a $300.00 gift will be sent to you. An email has been sent to you from Notification@hyundairewardexperience.com containing the information. Please let me know if you have any questions.

Thank you .

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 12:47 PM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#[redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hello,

I would be interested in that but had a question first- would replacing the windshield wiper motor rectify the serious safety issue with the wipers quitting working during the winter when it's snowing and the snow builds up between the windshield and hood? That has happened to me SEVERAL times while driving and is terrifying. That is a horrible flaw with the vehicle and is honestly the only complaint I have with it. I certainly hope that this is to fix that issue.

Thank you,
Hallie

From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Monday, August 29, 2022 4:57 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#:[redacted]

Dear Mr./Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you.

Hyundai Motor America
ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 2:09 PM
To: HyundaiCaseManagement5@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case# [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

You did not answer my question AT ALL....

From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Wednesday, August 31, 2022 12:59 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good afternoon Mrs. [redacted]

As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.Do you have a couple of preferred dealerships close to your area you would be willing to visit?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Monday, September 12, 2022 9:58 AM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good morning,

I just wanted to clarify- is this due to a safety recall?

From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Friday, September 2, 2022 3:24 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Afternoon Mrs. [redacted]

I wanted to follow up What would be the preferred dealership close to your area you would be willing to visit?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Monday, September 12, 2022 11:31 AM
To: HyundaiCaseManagement5@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case# [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I could have the service performed at Ricart Automotive in Groveport, OH where I purchased the vehicle. And you did say there would be no cost to me, correct?

From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Monday, September 12, 2022 10:15 AM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Morning Mrs. [redacted]

No this is not due to a safety recall.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Friday, September 23, 2022 8:12 AM
To: HyundaiCaseManagement5@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good morning,

I still have not heard anything from the dealership. Just wanted to know the next steps with this process and hoping to get it scheduled soon.

Thank you,
[redacted]

From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Monday, September 12, 2022 12:45 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

That is correct Mrs. [redacted]no cost to you. The dealership will reach out to you for further details. Information has been sent to them.

Best regards,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City: CANAL WNCHSTR
State: OH
ZIP: [redacted]
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 08/29/2022 13:50:50
Closed: 09/26/2022 06:15:37
Status: Closed
Sub Status: Closed
Last Updated Date: 09/23/2022 06:20:28
Creator: GARCIA,ESMERALDA
Owner: GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Resolution Summary

09/09 Dealership will contact and continue working with cs Closing case

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: RICART HYUNDAI OH037 Active
Service District: Central District 8 **Sales District:** Central District 8

Homepage Updated Flag: N
HCR Pending Approval: 0

Vehicle

VIN: KM8R34HE0LU[redacted]
Production Date: 04/10/2020
Trim: SEL
Model Year: 2020
Date of First Use: 06/09/2020
Short Model: J1442F65
Model: PALISADE (LX) 3.8L
Branded:
Accessory: 05
Mileage:
Branded Date:
Blue Link Equipped:

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Doors & Glass	Windshield	Other	Completed

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/29/2022 13:54:05	**Closed:**	08/29/2022 13:59:46	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs. [redacted],

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: 8/29 Email submitted will follow up on 8/31

Comments:

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/29/2022 13:57:08	**Closed:**	08/29/2022 23:00:22	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs. [redacted],

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you.

Hyundai Motor America
ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: 8/29 Email submitted will follow up on 8/31

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	08/31/2022 16:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/29/2022 13:59:52	**Closed:**	08/31/2022 09:25:03	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [8/31] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 8/31 No answer left voicemail will follow up 9/02

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/08/2022 13:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 09:25:12	**Closed:**	09/09/2022 12:44:51	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/02] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 09/09 Dealership will contact and continue working with cs Closing case

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"NationalCA@hmausa.com" <NationalCA@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 09:46:59	**Closed:**	08/31/2022 09:59:24	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hello,

I would be interested in that but had a question first- would replacing the windshield wiper motor rectify the serious safety issue with the wipers quitting working during the winter when it's snowing and the snow builds up between the windshield and hood? That has happened to me SEVERAL times while driving and is terrifying. That is a horrible flaw with the vehicle and is honestly the only complaint I have with it. I certainly hope that this is to fix that issue.

Thank you,
[redacted]

_____
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Monday, August 29, 2022 4:57 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mr./Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you.

Hyundai Motor America
ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: 8/31 EMAILED RECEIVED

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 09:57:46	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good afternoon Mrs. [redacted]

As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.Do you have a couple of preferred dealerships close to your area you would be willing to visit?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"HyundaiCaseManagement5@hmausa.com" <HyundaiCaseManagement5@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 11:10:03	**Closed:**	09/01/2022 12:12:34	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

You did not answer my question AT ALL....

_____
From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Wednesday, August 31, 2022 12:59 PM
To: [redacted]>
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good afternoon Mrs. [redacted]

As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.Do you have a couple of preferred dealerships close to your area you would be willing to visit?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077

Hyundai Motor America

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Resolution: 08/31 email replied

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 12:03:02	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Dear Mrs [redacted]

Description

Thank you for your latest communication and for sharing your concerns regarding this part update.

One of the reasons we bring updates to our vehicles is based on real-life testing and feedback received from our vehicle owners. Hyundai Motor America continues to bring improvements to our current product and parts line-up. We are certainly hoping this update will be able to resist inclement weather better than the previous part.

Please let me know if you have any questions.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner		**Assign Team:**			

		Team:					
Created:	09/02/2022 12:22:54	**Closed:**	09/02/2022 23:00:14	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Afternoon Mrs [redacted]

I wanted to follow up What would be the preferred dealership close to your area you would be willing to visit?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"NationalCA@hmausa.com"
		Owner		**Assign Team:**			

		Team:	HMA Region Superuser				<NationalCA@hmausa.com>
Created:	09/12/2022 06:57:53	**Closed:**	09/12/2022 07:15:50	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good morning,

I just wanted to clarify- is this due to a safety recall?

_____
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Friday, September 2, 2022 3:24 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Afternoon Mrs [redacted]

I wanted to follow up What would be the preferred dealership close to your area you would be willing to visit?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: 09/12 Replied to email activity 11

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/12/2022 07:14:38	**Closed:**	09/12/2022 07:16:04	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Morning Mrs. [redacted]

No this is not due to a safety recall.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"HyundaiCaseManagement5@hmausa.com" <HyundaiCaseManagement5@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/12/2022 08:31:44	**Closed:**	09/12/2022 14:08:21	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I could have the service performed at Ricart Automotive in Groveport, OH where I purchased the vehicle. And you did say there would be no cost to me, correct?

_____
From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Monday, September 12, 2022 10:15 AM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Morning Mrs. [redacted]

No this is not due to a safety recall.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that

you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Resolution: Inbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/12/2022 09:44:16	**Closed:**	09/12/2022 09:45:15	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description That is correct Mrs. [redacted] no cost to you. The dealership will reach out to you for further details. Information has been sent to them.

Best regards,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077

Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"HyundaiCaseManagement5@hmausa.com" <HyundaiCaseManagement5@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/23/2022 05:12:14	**Closed:**	09/23/2022 06:20:28	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good morning,

I still have not heard anything from the dealership. Just wanted to know the next steps with this process and hoping to get it scheduled soon.

Thank you,
[redacted]

_____
From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Monday, September 12, 2022 12:45 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

That is correct Mrs. [redacted] no cost to you. The dealership will reach out to you for further details. Information has been sent to them.

Best regards,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Resolution: 09/23 email replied

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Southern Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/23/2022 06:16:41	**Closed:**	09/23/2022 23:00:17	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Morning Mrs [redacted]

We are currently waiting for the date and time of when the technician will go to your preferred dealership. Please wait for a call from the dealership.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 2:55 PM
To: HyundaiCaseManagement5@hmausa.com
Subject: RE: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good afternoon,

I am very interested in your offer.

My primarily reason is because of the issues I am having with my wipers during the winter time.

They suddenly stop working while I am driving which is pretty scary.

If I am to understand you correctly, you will install the wiper motor and linkage to no charge to me, provide a loaner car the day the dealership install the equipment and issue a 300 check for my inconvenience?

Would you also require any additional visits to the dealership for follow up?

If I have issues with the new equipment will it be covered under warranty with no additional cost to me for the repairs or technician's time and would a loaner car be offered for those visits?

Best Regards,

[redacted]

-----Original Message-----
From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Wednesday, August 31, 2022 12:56 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Afternoon Mrs. [redacted]

As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Thursday, September 1, 2022 6:06 AM
To: NationalCA@hmausa.com
Subject: RE: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good morning,

Below is the dealership that I have all my maintenance preformed at.

- Hyundai of Bedford
  18300 Rockside Rd, Bedford, OH 44146
  (440) 291-8063

The next closes dealership would be below

- Ken Ganley Hyundai Parma
  7115 Brookpark Rd, Parma, OH 44129
  (216) 749-2525

My preference would be a check versus a gift card.

Thank you

Best Regards,

[redacted]

Chargeback & Price Protection Reconcillations:
*We ask that all correspondence reference the settlement number found in Column B of the BDI Vendor Report.
*Reports are emailed the first of the month. In cases where the first lands on a holiday or weekend,
the next business day will be used.
*Audit files need to be returned within 30 days of the original email.
*For audit files not returned within 30 days, a deduction of the full amount will be taken. This process is referred
to as Auto Settling.
*If the audit file arrives after the Auto Settling process has taken place, a manual payback will be processed for
the approved credit.
*To keep our agreements up to date and to minimize future reconciling issues we process audit files in the

following priority: month to be auto settled first, then current month, all remaining open files in the order they were received.

Office Hours: Monday - Friday 7:00 am to 4:00 pm
BDI
8000 Hub Parkway
Cleveland, Ohio 44125
Phone 216.642.2288 ext 510045
Fax 216.642.9573
Web site: www.bdi-usa.com

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Wednesday, August 31, 2022 3:25 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mrs.[redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, warranty, etc. and I will be reaching out to you within a week or two. In the meantime, the information I do have is that during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.Do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

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Howell, Rosa (NHTSA)

From: [redacted]
Sent: Thursday, September 1, 2022 3:17 PM
To: NationalCA@hmausa.com
Subject: RE: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you, Esmeralda!

Best Regards,

[redacted]

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Thursday, September 1, 2022 3:04 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Hello Mrs. [redacted]

I have noted down the preferred dealer and will reach out as soon as I have more information.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Case Summary Report

Case Details

Customer		Case Information		Contact Reason Summary	Transfer	
Last Name:	[redacted]	Case Number: [redacted]	Type: CA	HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey	Trans. To:	
First Name:		Opened:	08/29/2022 14:16:24		Trans. Team:	
Phone:		Closed:	09/09/2022 12:44:07		Trans. Type:	Standard
Email:		Status:	Closed		Trans. Reason:	
Address:		Sub Status:	Closed	**Resolution Summary**	**Indicators**	
City:	GARFIELD HTS	Last Updated Date:	09/01/2022 13:37:18	09/09 Dealership will contact and continue working with cs Closing case	IQS: N	SSI: N
State:	OH	Creator:	GARCIA,ESMERALDA		VDS: N	CSI: N
ZIP:	[redacted]	Owner:	GARCIA,ESMERALDA			
Language:						

Dealer

Case Dealer:	HYUNDAI OF BEDFORD	OH073	Active	Homepage Updated Flag:	N
Service District:	Central District 5	Sales District:	Central District 5	HCR Pending Approval:	0

Vehicle

VIN:	KM8R4DHE1LU[redacted]	Production Date:	09/07/2019	Trim:	SEL
Model Year:	2020	Date of First Use:	12/16/2019	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	11
Mileage:		Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Doors & Glass	Windshield		Completed

Activity Details

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Central Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/29/2022 14:16:37	**Closed:**	08/29/2022 23:00:22	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	08/31/2022 14:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/29/2022 14:17:14	**Closed:**	08/31/2022 09:49:05	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [8/31] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 8/31 INCORRECT PHONE NUMBER ON SYSTEM WILL SEND ANOTHER EMAIL

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 09:52:27	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Afternoon Mrs[redacted]

As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	HENNARD,BREONNA	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	08/31/2022 11:35:51	**Closed:**	08/31/2022 11:39:23	**Creator FN:**	CTIUSER	**Creator LN:**	HMA

Description:
CUSTOMER STATES:
1 wanted to make sure the email she got came from hyundai

Email/Chat Description

Resolution:
WRITER STAES:
1Informed CUST the CM sent a email today

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"HyundaiCaseManagement5@hmausa.com" <HyundaiCaseManagement5@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 11:55:11	**Closed:**	09/01/2022 12:04:42	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good afternoon,

I am very interested in your offer.

My primarily reason is because of the issues I am having with my wipers during the winter time.

They suddenly stop working while I am driving which is pretty scary.

If I am to understand you correctly, you will install the wiper motor and linkage to no charge to me, provide a loaner car the day the dealership install the equipment and issue a 300 check for my inconvenience?

Would you also require any additional visits to the dealership for follow up?

If I have issues with the new equipment will it be covered under warranty with no additional cost to me for the repairs or technician's time and would a loaner car be offered for those visits?

Best Regards,

[redacted]

-----Original Message-----
From: HyundaiCaseManagement5@hmausa.com <HyundaiCaseManagement5@hmausa.com>
Sent: Wednesday, August 31, 2022 12:56 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Afternoon Mrs [redacted]

As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: 8/31 e mail reply

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 12:21:18	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, warranty, etc. and I will be reaching out to you within a week or two. In the meantime, the information I do have is that during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.Do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"NationalCA@hmausa.com" <NationalCA@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/01/2022 03:07:24	**Closed:**	09/01/2022 12:04:21	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good morning,

Below is the dealership that I have all my maintenance preformed at.

* Hyundai of Bedford

18300 Rockside Rd, Bedford, OH 44146

(440) 291-8063

The next closes dealership would be below

* Ken Ganley Hyundai Parma

7115 Brookpark Rd, Parma, OH 44129

(216) 749-2525

My preference would be a check versus a gift card.

Thank you

Best Regards,

[redacted]

[redacted]

Chargeback & Price Protection Reconcillations:

*We ask that all correspondence reference the settlement number found in Column B of the BDI Vendor Report.

*Reports are emailed the first of the month. In cases where the first lands on a holiday or weekend,
the next business day will be used.

*Audit files need to be returned within 30 days of the original email.

*For audit files not returned within 30 days, a deduction of the full amount will be taken. This process is referred
to as Auto Settling.

*If the audit file arrives after the Auto Settling process has taken place, a manual payback will be processed for
the approved credit.

*To keep our agreements up to date and to minimize future reconciling issues we process audit files in the
following priority: month to be auto settled first, then current month, all remaining open files in the order they were received.

Office Hours: Monday - Friday 7:00 am to 4:00 pm

BDI

8000 Hub Parkway

Cleveland, Ohio 44125

Phone 216.642.2288 ext 510045

Fax 216.642.9573

Web site: www [redacted]>

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Wednesday, August 31, 2022 3:25 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, warranty, etc. and I will be reaching out to you within a week or two. In the meantime, the information I do have is that during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.Do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you

ESMERALDA

National Consumer Affairs

(844) 462-5557 x65077

Hyundai Motor America

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Resolution: 09/01 E-mail replied

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/01/2022 12:03:01	**Closed:**	09/01/2022 23:00:32	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello Mrs [redacted]

I have noted down the preferred dealer and will reach out as soon as I have more information.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	"NationalCA@hmausa.com" <NationalCA@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/01/2022 12:17:17	**Closed:**	09/01/2022 13:37:18	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you, Esmeralda!

Best Regards,

[redacted]

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Thursday, September 1, 2022 3:04 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Hello Mrs [redacted]

I have noted down the preferred dealer and will reach out as soon as I have more information.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077

Hyundai Motor America

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Resolution: 09/01 Email received will reach out to the customer once more information on the project is provided.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 1:24 PM
To: HyundaiCaseManagement4@hmausa.com
Cc: Tracy Ernst
Subject: Re: Hyundai Consumer Affairs Case# [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi ESMERALDA,

Yes we am interested.

Do I need to contact my service advisor and schedule an appointment?

On Wed, Aug 31, 2022 at 12:20 PM Tracy Hauschild <tracyhauschild@gmail.com> wrote:

---------- Forwarded message ---------
From: <HyundaiCaseManagement4@hmausa.com>
Date: Wed, Aug 31, 2022 at 12:03 PM
Subject: Hyundai Consumer Affairs Case#: [redacted]
To: <[redacted]

Good Afternoon Mrs [redacted]

I tried reaching out to you earlier today but wasn't able to get a hold of you. I wanted to give you more information on the previous email sent on Monday 8/29. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or

distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 3:53 PM
To: HyundaiCaseManagement5@hmausa.com
Cc: Tracy Ernst
Subject: Re: Hyundai Consumer Affairs Case#[redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Yes our preferred dealer is:

Luther Burnsville Hyundai, 14700 Buck Hill Rd, Burnsville, MN 55306

Thank you!

On Wed, Aug 31, 2022 at 2:17 PM Tracy Hauschild [redacted] wrote:

---------- Forwarded message ---------
From: <HyundaiCaseManagement5@hmausa.com>
Date: Wed, Aug 31, 2022 at 1:57 PM
Subject: Hyundai Consumer Affairs Case#[redacted]
To: [redacted]

Good Afternoon Mrs.[redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

No ma'am we will schedule everything for you I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

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Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	HASTINGS
State:	MN
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	08/29/2022 14:22:07
Closed:	09/09/2022 12:43:28
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/01/2022 12:08:17
Creator:	GARCIA,ESMERALDA
Owner:	GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Resolution Summary

09/09 Dealership will contact and continue working with cs Closing case

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	LUTHER BURNSVILLE HYUNDAI	MN016	Active	Homepage Updated Flag:	N
Service District:	Central District 7	Sales District:	Central District 7	HCR Pending Approval:	0

Vehicle

VIN:	KM8R5DHE4LU[redacted]	Production Date:	04/11/2020	Trim:	LIMITED
Model Year:	2020	Date of First Use:	06/03/2020	Short Model:	J1462A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	01
Mileage:		Branded Date:		Blue Link Equipped:	Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Doors & Glass	Windshield		Completed

Activity Details

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/29/2022 14:23:29	**Closed:**	08/29/2022 23:00:22	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Central Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/29/2022 14:24:19	**Closed:**	08/29/2022 23:00:22	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $150 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	08/31/2022 15:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/29/2022 14:25:26	**Closed:**	08/31/2022 09:43:08	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [2 days after sending email] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 8/31 NO ANSWER LEFT VM

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 09:43:09	**Closed:**	08/31/2022 09:43:52	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA
Description:	Left voicemail with details on project						
Email/Chat Description							
Resolution:	Will follow up in 2 days. 09/02						
Comments:							

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/02/2022 12:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 09:43:53	**Closed:**	08/31/2022 11:58:02	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: 2nd FOLLOW-UP WITH CUSTOMER ON [09/02] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 8/31 cs replied to the email and advised she would be interested

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Southern Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner		**Assign Team:**			

		Team:					
Created:	08/31/2022 10:01:37	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Afternoon Mrs [redacted]

I tried reaching out to you earlier today but wasn't able to get a hold of you. I wanted to give you more information on the previous email sent on Monday 8/29. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]

Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	HyundaiCaseManagement4@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 10:25:24	**Closed:**	09/01/2022 12:08:17	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi ESMERALDA,

Yes we am interested.

Do I need to contact my service advisor and schedule an appointment?

On Wed, Aug 31, 2022 at 12:20 PM [redacted] wrote:

---------- Forwarded message ---------
From: <HyundaiCaseManagement4@hmausa.com<mailto:HyundaiCaseManagement4@hmausa.com>>
Date: Wed, Aug 31, 2022 at 12:03 PM
Subject: Hyundai Consumer Affairs Case#: [redacted]
To: [redacted]

Good Afternoon Mrs [redacted]

I tried reaching out to you earlier today but wasn't able to get a hold of you. I wanted to give you more information on the previous email sent on Monday 8/29. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

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Resolution: 8/31 Email replied

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 11:56:05	**Closed:**	08/31/2022 23:00:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Afternoon Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

No ma'am we will schedule everything for you I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	HyundaiCaseManagement5@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 12:53:14	**Closed:**	09/01/2022 12:08:02	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
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Yes our preferred dealer is:

Luther Burnsville Hyundai, 14700 Buck Hill Rd, Burnsville, MN 55306

Thank you!

On Wed, Aug 31, 2022 at 2:17 PM [redacted] wrote:

---------- Forwarded message ---------
From: <HyundaiCaseManagement5@hmausa.com<mailto:HyundaiCaseManagement5@hmausa.com>>
Date: Wed, Aug 31, 2022 at 1:57 PM
Subject: Hyundai Consumer Affairs Case#: [redacted]
To: [redacted]

Good Afternoon Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

No ma'am we will schedule everything for you I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

ESMERALDA
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Hyundai Motor America

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Resolution: 8/31 email reply

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/01/2022 12:05:36	**Closed:**	09/01/2022 12:07:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Mrs [redacted]

Thank you for that information I will reach out once I have more information.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: 09/01 Email reply

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 7:50 AM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Yes I would be interested. I read that they are doing a recall for the Palisades because of this problem. Is this part of that recall?

> On Aug 30, 2022, at 5:39 PM, <NationalCA@hmausa.com> <NationalCA@hmausa.com> wrote:
>
> Dear Mr. [redacted]
>
> On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
> As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.
>
> As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
> Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.
>
>
> Thank you,
>
> HANNAH
> National Consumer Affairs
> (844) 462-8722 x65051
> Hyundai Motor America
>
>
>
> ----------
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ----------
>

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Saturday, October 8, 2022 8:14 AM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I still have not heard from anyone about this.

> On Sep 9, 2022, at 5:52 PM, NationalCA@hmausa.com wrote:
>
> Hello [redacted],
>
> Our specialist who will be providing the replacement of the windshield wiper motor is working with your local dealership to create a schedule for the best time for you to bring in your vehicle. The dealership will be reaching out shortly to provide dates and times to see which would work best for your convenience.
>
> Thank you and have a wonderful day!
>
>
> HANNAH
> National Consumer Affairs
> (844) 462-5557 x65051
> Hyundai Motor America
>
>
>
> ----------
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ----------
>

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City:
State:
ZIP:
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 08/30/2022 14:38:27
Closed: 10/10/2022 08:42:02
Status: Closed
Sub Status: Closed
Last Updated Date: 10/10/2022 08:41:58
Creator: DREILING,HANNAH
Owner: DREILING,HANNAH

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Resolution Summary

10/10/2022-Dealership will contact and continue working with customer. Closing case
09/9/2022- Dealership will contact and continue working with customer. Closing case
9/2/2022- Spoke to customer and received information on best dealership.
8/30/2022- Created case and emailed customer.

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: LIBERTY HYUNDAI NJ045 Active
Service District: Eastern District 6 **Sales District:** Eastern District 6

Homepage Updated Flag: N
HCR Pending Approval: 0

Vehicle

VIN: KM8R5DHE5LU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 26202
Production Date: 12/07/2019
Date of First Use: 05/22/2020
Branded:
Branded Date:
Trim: LIMITED
Short Model: J1462A65
Accessory: 01
Blue Link Equipped: Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/30/2022 14:38:48	**Closed:**	08/30/2022 14:40:30	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(844) 462-8722 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:	
Cause:	
Correction:	

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/01/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/30/2022 14:39:46	**Closed:**	08/31/2022 14:44:08	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description:	Reach out to customer to further discuss
Email/Chat Description	
Resolution:	Customer responded via email
Comments:	

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	NationalCA@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 04:50:25	**Closed:**	08/31/2022 14:41:19	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Yes I would be interested. I read that they are doing a recall for the Palisades because of this problem. Is this part of that recall?

> On Aug 30, 2022, at 5:39 PM, <NationalCA@hmausa.com> <NationalCA@hmausa.com> wrote:
>
> Dear Mr. [redacted]
>
> On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
> As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.
>
> As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
> Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.
>
>
> Thank you,
>
> HANNAH
> National Consumer Affairs
> (844) 462-8722 x65051
> Hyundai Motor America
>
>
>
> ----------
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ----------
>

Resolution: Reviewed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 14:41:21	**Closed:**	08/31/2022 14:44:45	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello Mr. [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.
Thank you,

HANNAH

National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/02/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 14:44:10	**Closed:**	09/02/2022 14:30:20	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: See if customer responds to email request

Email/Chat Description

Resolution: No response to email. Reach out to customer via phone.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 14:32:31	**Closed:**	09/02/2022 14:38:38	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description:

Customer ([redacted] [redacted]) states:
- " This is he"
- Is this part of the recall recently notified?
- Would it need to be left overnight?
- Would like to take it to Liberty Hyundai of Mahwah.

Writer states:
- Inquired if speaking with customer.
- Advised name and calling from HMA.
- Advised call was being recorded.
- Advised calling to follow up on email about windshield wiper motor.
- Advised any recall for vehicles would be sent via USPS mail with next steps.
- Advised this is not a recall.
- Advised if vehicle is kept overnight a rental/loaner would be provided.
- Advised preferred dealership would be noted.
- Advised once more information is available for the dates and times they will receive further contact.
- Thanked customer for being a part of HMA family.

Email/Chat Description

Resolution: Spoke to customer and notated preferred dealership.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/19/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 14:38:41	**Closed:**	09/09/2022 14:51:36	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Reach out with further details for replacement

Email/Chat Description

Resolution: Reached out to customer to advise dealership will be in touch to schedule appt for part replacement.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/09/2022 14:51:45	**Closed:**	09/09/2022 14:54:57	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello [redacted],

Our specialist who will be providing the replacement of the windshield wiper motor is working with your local dealership to create a schedule for the best time for you to bring in your vehicle. The dealership will be reaching out shortly to provide dates and times to see which would work best for your convenience.

Thank you and have a wonderful day!

HANNAH
National Consumer Affairs
(844) 462-5557 x65051
Hyundai Motor America

Resolution: email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	

Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	NationalCA@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	10/08/2022 05:13:58	**Closed:**	10/10/2022 08:38:19	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I still have not heard from anyone about this.

> On Sep 9, 2022, at 5:52 PM, NationalCA@hmausa.com wrote:
>
> Hello [redacted],
>
> Our specialist who will be providing the replacement of the windshield wiper motor is working with your local dealership to create a schedule for the best time for you to bring in your vehicle. The dealership will be reaching out shortly to provide dates and times to see which would work best for your convenience.
>
> Thank you and have a wonderful day!
>
>
> HANNAH
> National Consumer Affairs
> (844) 462-5557 x65051
> Hyundai Motor America

>
>
>
> ----------
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ----------
>

Resolution: Reviewed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	10/10/2022 08:38:25	**Closed:**	10/10/2022 08:41:58	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Hello [redacted],

Description	Our specialists are working with the dealerships to get a time and date set up for them to preform the repairs. The dealership will be reaching out shortly with the date and times available to see which would work best for you. Thank you, HANNAH National Consumer Affairs (844) 462-5557 x65051 Hyundai Motor America
Resolution:	Email sent.
Comments:	

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Case Summary Report

Case Details

Customer

Last Name: [redacted]
First Name:
Phone:
Email:
Address:
City: SPRINGVILLE
State: NY
ZIP: [redacted]
Language:

Case Information

Case Number: [redacted] **Type:** CA
Opened: 08/31/2022 08:46:02
Closed: 09/19/2022 08:51:22
Status: Closed
Sub Status: Closed
Last Updated Date: 09/19/2022 08:51:19
Creator: GARCIA,ESMERALDA
Owner: GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey

Resolution Summary

09/09 Dealership will contact and continue working with cs Closing case

Transfer

Trans. To:
Trans. Team:
Trans. Type: Standard
Trans. Reason:

Indicators

IQS: N **SSI:** N
VDS: N **CSI:** N

Dealer

Case Dealer: WEST HERR HYUNDAI NY139 Active
Service District: Eastern District C **Sales District:** Eastern District C

Homepage Updated Flag: Y
HCR Pending Approval: 0

Vehicle

VIN: KM8R4DHEXLU[redacted]
Model Year: 2020
Model: PALISADE (LX) 3.8L
Mileage: 21233
Production Date: 01/18/2020
Date of First Use: 05/29/2020
Branded:
Branded Date:
Trim: SEL
Short Model: J1442A65
Accessory: 12
Blue Link Equipped: Y

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys				Completed

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 08:46:23	**Closed:**	08/31/2022 12:58:13	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out the newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	

Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/02/2022 16:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 08:49:14	**Closed:**	08/31/2022 11:47:07	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/02] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 8/31 outbound email

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	<NationalCA@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 10:47:47	**Closed:**	08/31/2022 11:46:54	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

ABSOLUTELY I'd like to participate! I'm looking forward to getting a call to arrange to have the wiper repaired.
Thank you.

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Wednesday, August 31, 2022 11:47 AM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mr. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out the newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Resolution: 8/31 Inbound email recieved

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**			

		Owner Team:		**Assign Team:**		**Email To:**	[redacted]
Created:	08/31/2022 11:47:09	**Closed:**	08/31/2022 12:58:19	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, let me provide you with more information during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	NationalCA@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 12:30:23	**Closed:**	09/01/2022 12:11:08	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

My preferred dealer is where I purchased the vehicle:

West Herr Hyundai

5485 Transit Road

Williamsville, NY 14221

(716) 932-4725

<tel:[redacted]>If West Herr is not possible, the other nearby dealer is:
Towne Hyundai
3525 Southwestern Blvd
Orchard Park, NY 14127
(716) 748-8111
<te[redacted]>

Thanks for your assistance with this! I live in 'snow country' and with winter coming in a couple of months, I am excited to have this issue repaired.

[redacted]

[redacted]

On Wed, Aug 31, 2022 at 2:49 PM <NationalCA@hmausa.com<mailto:NationalCA@hmausa.com>> wrote:
Dear Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, let me provide you with more information during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Resolution: 09/01 Replied to email

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/01/2022 12:11:14	**Closed:**	09/01/2022 12:11:55	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Thank you for that information Mr [redacted] I will reach out to you once I have more information.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	EVANS,BRYNDIAH	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	09/01/2022 14:54:17	**Closed:**	09/01/2022 14:56:55	**Creator FN:**	BRYNDIAH	**Creator LN:**	EVANS

Description: CUSTOMER STATES:
1. Updated VEH software and was completed now it is running again and would like to know what to do.

Email/Chat Description

Resolution: WRITER STATES:
1. Provided CUST phone number.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	TILTON,KYLE	**Assign To:**		**Email To:**	
		Owner Team:	BLCC Escalation Team	**Assign Team:**			
Created:	09/01/2022 15:30:50	**Closed:**	09/01/2022 15:37:57	**Creator FN:**	KYLE	**Creator LN:**	TILTON

Description:
HYUNDAI BLUE LINK HELP DESK
Agent States:
1. The Cust states the map update was completed but now when he inserts the sd card to the vehicle it starts to download and that has been happening for the past hr

Email/Chat Description

Resolution:
HYUNDAI BLUE LINK HELP DESK
Writer States:
1. Informed agent to refer Cust to AutoEver for assistance as cust is using the correct 64 gb usb drive and it isn't downloading in the vehicle

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	HERNANDEZ,GENESIS	**Assign To:**		**Email To:**	
		Owner Team:	BLCC General	**Assign Team:**			
Created:	09/01/2022 15:39:31	**Closed:**	09/01/2022 15:40:48	**Creator FN:**	GENESIS	**Creator LN:**	HERNANDEZ

Description:
CUSTOMER STATES:
1.custome very upset. he is doing a map update and it finished and started downloading again. hes already been walked through a head unit reset
2. customer is using a usb and its 64gb

Email/Chat Description

Resolution:
WRITER STATES:
1. called HD and was advised to transfer to autoever
2. asked customer if he is using a usb or sd
3.asked customer if hes using a 64gb
transferred to autoever

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Web - Hyundai.com	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	<consumeraffairs@hmausa.com>
		Owner Team:	Siebel Administrator	**Assign Team:**			
Created:	09/01/2022 17:10:09	**Closed:**	09/06/2022 06:37:15	**Creator FN:**	SIEBEL	**Creator LN:**	ADMINISTRATOR

Description: How to I get a printed copy (or a downloadable PDF file) of the user manual for the latest update to my 2020 Palisade's navigation system. While there is an interactive manual at the link below, that isn't of any use for people without easy internet access or who don't want to deal with a cumbersome & slow interactive system (yes, people like that actually do buy Hyundai vehicles):
[redacted]

Email/Chat Description How to I get a printed copy (or a downloadable PDF file) of the user manual for the latest update to my 2020 Palisade's navigation system. While there is an interactive manual at the link below, that isn't of any use for people without easy internet access or who don't want to deal with a cumbersome & slow interactive system (yes, people like that actually do buy Hyundai vehicles):
[redacted]

Resolution: Inbound Contact

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	ALKHAZEEM,KHAZEEM	**Assign To:**		**Email To:**	
		Owner Team:	BLCC Escalation Team	**Assign Team:**			
Created:	09/06/2022 06:28:37	**Closed:**	09/06/2022 06:29:33	**Creator FN:**	KHAZEEM	**Creator LN:**	ALKHAZEEM

Description:
HYUNDAI BLUE LINK HELP DESK
Agent States:

1. Cust wanted to sync a Blue link profile

Email/Chat Description

Resolution:
HYUNDAI BLUE LINK HELP DESK
Writer States:

1. Advised that we would refer to KB card 4617 and if that doesn't fix it than a ticket

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	JONES,IESHA	**Assign To:**			

		Owner Team:	BLCC General	**Assign Team:**		**Email To:**	
Created:	09/06/2022 06:22:23	**Closed:**	09/06/2022 22:30:36	**Creator FN:**	IESHA	**Creator LN:**	JONES

Description: Customer States
1. Weather option is not working
2. Driver profile is not working

Email/Chat Description

Resolution: Writer States
1. Provided number to srius xm
2. Caller disconnected

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	GUERRERO,MARGARITA	**Assign To:**		**Email To:**	
		Owner Team:	BLCC Escalation Team	**Assign Team:**			
Created:	09/06/2022 06:41:11	**Closed:**	09/06/2022 06:45:07	**Creator FN:**	MARGARITA	**Creator LN:**	GUERRERO

Description: ***HYUNDAI BLUE LINK HELP DESK***
Agent States:
1. customer is calling because he is not able to do the profile sync
2. KB card ID: 4617.1 but customer say once he try going to BL it does nothing
3. customer hang up but will call back and adv him

Email/Chat Description

Resolution: *****HYUNDAI BLUE LINK HELP DESK***
Writer States
1. adv agent what KB card she is using
2. adv agent if this did not work then need to summit a ticket but since we have a ticket already he need to call the CM that is assign to him to see if they can update the ticket and help him out

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DHIMAN,NAVNEET	**Assign To:**		**Email To:**	
		Owner Team:	BLCC General	**Assign Team:**			
Created:	09/06/2022 06:48:34	**Closed:**	09/06/2022 06:48:56	**Creator FN:**	NAVNEET	**Creator LN:**	DHIMAN
Description:	customer disconnected						

Email/Chat Description

Resolution: customer disconnected

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	GHARAIL,NAVJOT	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	09/06/2022 07:08:14	**Closed:**	09/06/2022 22:30:36	**Creator FN:**	NAVJOT	**Creator LN:**	GHARAIL

Description: CUSTOMER STATES:
1. CUST calling because after software update he is not getting any weather information but prior he get all the weather information.

Email/Chat Description

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	AMADOR,ADAL	**Assign To:**		**Email To:**	
		Owner Team:	BLCC General	**Assign Team:**			
Created:	09/06/2022 07:15:57	**Closed:**	09/06/2022 07:17:58	**Creator FN:**	ADAL	**Creator LN:**	AMADOR

Description: CUSTOMER STATES;

1-CALLING BECASUE I DID MAP UPDATE ON VEHICLE AND NOW THE WEATHER FEATURE IS GONE. I HAVE TRIED SPEAKING TO MULTIPLE DEPARTMENTS AND NOBODY HAS BEEN ABLE TO SOLVE THE ISSUE

Email/Chat Description

Resolution: WRITER STATES;

1-REFERRED CUST TO AUTO-EVER

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	

Concern:

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	MARUSZCZAK,WILLIAM	**Assign To:**		**Email To:**	
		Owner Team:	HCCC General	**Assign Team:**			
Created:	09/06/2022 07:28:07	**Closed:**	09/06/2022 07:37:23	**Creator FN:**	WILLIAM	**Creator LN:**	MARUSZCZAK

Description:
CUSTOMER STATES:
1.CUST did a software upgrade on Bluelink. CUST does not get the weather display anymore. CUST has been bounced around a lot and keeps getting passed from dept to dept.
2.VEH has not been to DLR for concerns.
3.CUST wants to speak to a BL SUP

Email/Chat Description

Resolution:
WRITER STATES:
1.Inq. if the CUST has had VEH to a DLR for concerns?
2.Recommended CUST bring VEH to DLR to have concerns looked at and if the DLR is unable to assist, the CUST could contact us at HCCC for further assistance.
3.Transferred CUST to BL for further assistance.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	AMADOR,ADAL	**Assign To:**		**Email To:**	
		Owner Team:	BLCC General	**Assign Team:**			
Created:	09/06/2022 07:41:15	**Closed:**	09/06/2022 08:02:47	**Creator FN:**	ADAL	**Creator LN:**	AMADOR

Description: CUSTOMER STATES;

1-WANTS TO SPEAK WITH SUPERVISOR. I HAVE BEEN ON THE PHONE FOR OVER AN HOUR AND NOBODY HAS BEEN ABLE TO HELP WITH MY ISSUE. WOULD LIKE TO SPEAK WITH SUPERVISOR
2-CALLED AUTO EVER NUMBER AND IT IS JUST A MACHINE GIVING INFORMATION ABOUT THE UPDATE, YOU ARE NEVER ABLE TO GET AN ACTUAL HUMAN
3-ALREADY SPOKE TO SIRIUS XM AND THEY WERE ONES TO REFER ME TO HYUNDAI. SPOKE WITH HYUNDAI CUSTOMER CARE MULTIPLE TIMES AND THEY ALWAYS TRANSFER ME TO BLUELINK
4-WOULD STILL LIKE TO SPEAK WITH SUP

Email/Chat Description

Resolution: WRITER STATES;

1-TRIED TO DE-ESCALATE. INFORMED CUST I SPOKE WITH HUIM EARLIER AND REFERRED HIM TO AUTO EVER. INQUIRED IF THEY WERE ABLE TO HELP HIM?
2-INQUIRED IF THEY HAVE SPOKE TO SIRIUS XM ABOUT THE ISSUE? INFORMED SIRIUS XM IS WHO OFFERS WEATHER FEATURE WITH THEIR SUBSCRIPTION
3-INFORMED UNFORTUNETLY THE WEATHER FEATURE IS ONE THAT IS PROVIDED FROM BLUELINK SO THERE IS NO TROUBLESHOOTING THAT CAN BE DONE FROM OUR END. ADVISED TO REFER TO DEALERSHIP TO SEE IF THEY CAN GO BACK TO SOFWTWARE THEY WERE ON BEFORE THE UPDATE
4-TRANSFERRED TO HD FOR SUP CALL

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	PATTON,JANEKWA	**Assign To:**		**Email To:**	
		Owner Team:	BLCC Escalation Team	**Assign Team:**			
Created:	09/06/2022 08:11:16	**Closed:**	09/06/2022 08:11:31	**Creator FN:**	JANEKWA	**Creator LN:**	PATTON

Description:
HYUNDAI BLUE LINK HELP DESK
Agent States:
1. Customer requesting sup because after map update his weather is no longer on vehicle
2. I did and I let him know to reach out to auto ever and he still wants sup

Email/Chat Description

Resolution:
HYUNDAI BLUE LINK HELP DESK
Writer States:
1. Advised to reach out to Sirius XM they handle weather
2. pls xfer

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Contact	**Contact:**	Internal	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	PATTON,JANEKWA	**Assign To:**		**Email To:**	
		Owner Team:	BLCC Escalation Team	**Assign Team:**			
Created:	09/06/2022 08:21:08	**Closed:**	09/06/2022 08:21:27	**Creator FN:**	JANEKWA	**Creator LN:**	PATTON

Description:
****SUPERVISOR CALL ****
Writer states:
1. Hi I was advised you needed to speak to a Supv. regarding Weather no longer working after update
2. Advised only SiriusXM handles weather
3. Advised when he got the vehicle he had a free trial with SiriusXM and they more than likely advised that because he never renewed the subscription. If after update weather is no longer available he will need to get subscription with SiriusXM
4. I can document the complaint or you can send in email on our site by clicking contact us
5. Only if its a legal matter
6. customer disconnected

Email/Chat Description

Resolution:
****SUPERVISOR CALL ****
Customer States:
1. I did the update and after the update the weather was no longer available
2. I called SiriusXM and they stated I dont have a subscription
3. well who can I talk to to file a complaint because you guys are sending out updates and dont even know how they work
4. Will anyone get back to me
5. I should have got a Toyota goodbye...customer disconnected

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	

Sentiment:		**Satisfaction:**	
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Inbound Transfer	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	PATTON,JANEKWA	**Assign To:**		**Email To:**	
		Owner Team:	BLCC Escalation Team	**Assign Team:**			
Created:	09/06/2022 08:23:39	**Closed:**	09/06/2022 08:24:34	**Creator FN:**	JANEKWA	**Creator LN:**	PATTON

Description:
wrong coding activity 20 disregard
****SUPERVISOR CALL ****
Writer states:
1. Hi I was advised you needed to speak to a Supv. regarding Weather no longer working after update
2. Advised only SiriusXM handles weather
3. Advised when he got the vehicle he had a free trial with SiriusXM and they more than likely advised that because he never renewed the subscription. If after update weather is no longer available he will need to get subscription with SiriusXM
4. I can document the complaint or you can send in email on our site by clicking contact us
5. Only if its a legal matter
6. customer disconnected

Email/Chat Description

Resolution:
****SUPERVISOR CALL ****
Customer States:
1. I did the update and after the update the weather was no longer available
2. I called SiriusXM and they stated I dont have a subscription
3. well who can I talk to to file a complaint because you guys are sending out updates and dont even know how they work
4. Will anyone get back to me
5. I should have got a Toyota goodbye...customer disconnected

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	<NationalCA@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/19/2022 03:06:45	**Closed:**	09/19/2022 06:05:46	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I believe I already responded to your request for which dealer I would like to use for the repair, but am not sure.
In case I did not, I would like to use West Herr Hyundai at 5485 Transit Road, Williamsville, NY 14221. Tel (716) 932-4725.

Do you have any idea how soon the wiper repair parts may be available? The reason I'm asking is that my car will be due for its complimentary oil change in about 1000 miles and I'd like to schedule the repair work for the same day if possible.

Thanks so much for you assistance with this.
[redacted]

-----Original Message-----

From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Wednesday, August 31, 2022 2:49 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, let me provide you with more information during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Resolution: 09/19 Email reply

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/19/2022 06:06:00	**Closed:**	09/19/2022 06:07:41	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Morning Mr [redacted]

The dealership has been updated and the dealership will reach out to you once they have the time and date of a technician going to their dealership.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Outbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	<NationalCA@hmausa.com>
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/19/2022 08:22:43	**Closed:**	09/19/2022 08:51:19	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you for the information

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Monday, September 19, 2022 9:08 AM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Morning Mr [redacted]

The dealership has been updated and the dealership will reach out to you once they have the time and date of a technician going to their dealership.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077

Hyundai Motor America

Resolution: Inbound Contact

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 1:11 PM
To: NationalCA@hmausa.com
Subject: RE: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

ABSOLUTELY I'd like to participate! I'm looking forward to getting a call to arrange to have the wiper repaired.
Thank you.

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Wednesday, August 31, 2022 11:47 AM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mr. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out the newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.

Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Wednesday, August 31, 2022 3:30 PM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#[redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

My preferred dealer is where I purchased the vehicle:
West Herr Hyundai
5485 Transit Road
Williamsville, NY 14221
(716) 932-4725

If West Herr is not possible, the other nearby dealer is:
Towne Hyundai
3525 Southwestern Blvd
Orchard Park, NY 14127
(716) 748-8111

Thanks for your assistance with this! I live in 'snow country' and with winter coming in a couple of months, I am excited to have this issue repaired.

[redacted]

On Wed, Aug 31, 2022 at 2:49 PM <NationalCA@hmausa.com> wrote:

Dear Mrs.[redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, let me provide you with more information during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Monday, September 19, 2022 6:06 AM
To: NationalCA@hmausa.com
Subject: RE: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I believe I already responded to your request for which dealer I would like to use for the repair, but am not sure.
In case I did not, I would like to use West Herr Hyundai at 5485 Transit Road, Williamsville, NY 14221. Tel (716) 932-4725.

Do you have any idea how soon the wiper repair parts may be available? The reason I'm asking is that my car will be due for its complimentary oil change in about 1000 miles and I'd like to schedule the repair work for the same day if possible.

Thanks so much for you assistance with this.
[redacted]

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Wednesday, August 31, 2022 2:49 PM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Dear Mrs. [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, let me provide you with more information during the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

do you have a couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

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Howell, Rosa (NHTSA)

From: [redacted]
Sent: Monday, September 19, 2022 11:22 AM
To: NationalCA@hmausa.com
Subject: RE: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you for the information

-----Original Message-----
From: NationalCA@hmausa.com <NationalCA@hmausa.com>
Sent: Monday, September 19, 2022 9:08 AM
To: [redacted]
Subject: Hyundai Consumer Affairs Case#: [redacted]

Good Morning Mr. [redacted]

The dealership has been updated and the dealership will reach out to you once they have the time and date of a technician going to their dealership.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Tuesday, September 6, 2022 9:15 PM
To: HyundaiCaseManagement5@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good evening,

Yes, I would like more information regarding the windshield wiper motor replacement. I appreciate your assistance with this.

Thank you,

[redacted]

Sent from my iPhone

> On Sep 6, 2022, at 5:51 PM, HyundaiCaseManagement5@hmausa.com wrote:
>
> Good Afternoon Mrs. [redacted]
>
>
> I'm writing to discuss the previous email sent to you. I tried to reach you by phone but you were unavailable. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.
>
> Would you be willing to help support our quality efforts?
>
> ESMERALDA
> National Consumer Affairs
> (844) 462-5557 x65077
> Hyundai Motor America
>
>
>
> ----------
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message.

We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ----------
>

Case Summary Report

Case Details

Customer

Last Name:	[redacted]
First Name:	
Phone:	
Email:	
Address:	
City:	CORNISH
State:	ME
ZIP:	[redacted]
Language:	

Case Information

Case Number:	[redacted] Type: CA
Opened:	09/01/2022 14:03:17
Closed:	09/09/2022 12:42:02
Status:	Closed
Sub Status:	Closed
Last Updated Date:	09/07/2022 06:08:33
Creator:	GARCIA,ESMERALDA
Owner:	GARCIA,ESMERALDA

Contact Reason Summary

HMA AD HOC ASSIGNMENT;
HMA OUTBOUND PROJECT; LX2
Windshield Wiper Motor Survey

Transfer

Trans. To:	
Trans. Team:	
Trans. Type:	Standard
Trans. Reason:	Case Handling

Resolution Summary

09/09 Dealership will contact and continue working with cs Closing case

Indicators

IQS:	N	SSI:	N
VDS:	N	CSI:	N

Dealer

Case Dealer:	
Service District:	
Sales District:	
Homepage Updated Flag:	N
HCR Pending Approval:	0

Vehicle

VIN:	KM8R2DHE1LU[redacted]	Production Date:	03/27/2020	Trim:	SEL
Model Year:	2020	Date of First Use:	05/18/2020	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	02
Mileage:		Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Request	Corporate	Surveys	Doors & Glass	Windshield		Cancelled

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/01/2022 14:03:24	**Closed:**	09/01/2022 23:00:36	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mr./Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.

As technological innovations become available, we call upon our valued customers from time to time to try out the newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			

Concern:	
Cause:	
Correction:	

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/06/2022 16:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/01/2022 14:04:00	**Closed:**	09/06/2022 14:51:06	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA
Description:	09/02 Email submitted will follow up on 9/06						
Email/Chat Description							
Resolution:	09/06 OUTBOUND phone call no answer left VM						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Case Summary Report

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	HCCM Western Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/06/2022 14:49:22	**Closed:**	09/06/2022 23:00:21	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Good Afternoon Mrs[redacted]

I'm writing to discuss the previous email sent to you. I tried to reach you by phone but you were unavailable. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.

Would you be willing to help support our quality efforts?

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/08/2022 15:00:00	**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/06/2022 14:51:08	**Closed:**	09/07/2022 06:08:33	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: FOLLOW-UP WITH CUSTOMER ON [09/08] REGARDING [LX2 Windshield Wiper Motor Survey].

Email/Chat Description

Resolution: 09/06 CS INBOUND EMAIL REPLY

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]

Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	HyundaiCaseManagement5@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/06/2022 18:15:24	**Closed:**	09/07/2022 06:04:04	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Good evening,

Yes, I would like more information regarding the windshield wiper motor replacement. I appreciate your assistance with this.

Thank you,

[redacted]

Sent from my iPhone

> On Sep 6, 2022, at 5:51 PM, HyundaiCaseManagement5@hmausa.com wrote:
>
> Good Afternoon Mrs [redacted]
>
>
> I'm writing to discuss the previous email sent to you. I tried to reach you by phone but you were unavailable. As part of our continuous efforts to improve vehicle quality, we occasionally perform vehicle inspections to help us better understand how our vehicles are performing in the market. Your vehicle is an ideal candidate for our study based on your vehicle's service history. During the course of this activity, your windshield wiper motor and linkage would be replaced with new parts at no charge to you. The inspection and part replacement should only take a couple of hours, and if you would be willing to participate, we will provide you with a loaner car for the day and a $300 gift card or check for your efforts. That will be mailed to you when the part replacement is complete.
>
> Would you be willing to help support our quality efforts?
>
> ESMERALDA
> National Consumer Affairs
> (844) 462-5557 x65077
> Hyundai Motor America
>
>
>
> ----------
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

> ----------
>

Resolution: 09/07 OUTBOUND EMAIL REPLY

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	GARCIA,ESMERALDA	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/07/2022 06:04:17	**Closed:**	09/07/2022 23:00:23	**Creator FN:**	ESMERALDA	**Creator LN:**	GARCIA

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mrs [redacted]

Thank you so much for your quick response. We appreciate your willingness to work with us regarding your vehicle part update.

I am currently working on obtaining more information as far as scheduling, parts availability, etc. and I will be reaching out to you within a week or two. In the meantime, do you have a

couple of preferred dealerships close to your area you would be willing to visit?

Please let me know.

Thank you,

ESMERALDA
National Consumer Affairs
(844) 462-5557 x65077
Hyundai Motor America

Resolution: Auto Closed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Thursday, September 8, 2022 6:49 PM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Greetings and Salutations Hannah.

I apologize for missing your calls and the delay in responding to this email. Yes, we would like to participate in this offer and get the new wiper motor.

Please let me know what the next steps are in the process to move forward with the replacement.

Very Respectfully,

[redacted]

On Wed, Aug 31, 2022, 3:39 PM <NationalCA@hmausa.com> wrote:

Dear Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have

received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Friday, September 9, 2022 2:28 PM
To: NationalCA@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#[redacted]

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Howdy and happy Friday!!

Liberty Hyundai, where we purchased the Palisade would be great.

V/R,

Kyle

On Fri, Sep 9, 2022, 12:24 PM <NationalCA@hmausa.com> wrote:

> Hello Kyle Huling,
>
> Thank you for getting back to me. To be able to get everything set up we would need to know which dealership you would prefer to take your vehicle to. We see the dealership you purchased the vehicle from was:
> Liberty Hyundai
> 404 Cambell Street
> Rapid City, SD 57701
> (605) 716-2000
>
> Please let us know if this dealership works for you, or if you have another one in mind.
>
> Thank you,
>
> HANNAH
> National Consumer Affairs
> (833) 462-8722 x65051
> Hyundai Motor America

Case Summary Report

Case Details

Customer		Case Information		Contact Reason Summary	Transfer	
Last Name:	[redacted]	Case Number: [redacted]	Type: CA	HMA AD HOC ASSIGNMENT; HMA OUTBOUND PROJECT; LX2 Windshield Wiper Motor Survey	Trans. To:	
First Name:		Opened:	08/31/2022 14:38:32		Trans. Team:	
Phone:		Closed:	09/09/2022 12:59:46		Trans. Type:	Standard
Email:		Status:	Closed		Trans. Reason:	
Address:		Sub Status:	Closed	**Resolution Summary**	**Indicators**	
City:	BLACK HAWK	Last Updated Date:	09/09/2022 12:58:59	09/09 Dealership will contact and continue working with customer. Closing case	IQS: N	SSI: N
State:	SD	Creator:	DREILING,HANNAH		VDS: N	CSI: N
ZIP:	[redacted]	Owner:	DREILING,HANNAH			
Language:						

Dealer

Case Dealer:	LIBERTY HYUNDAI	SD005	Active	Homepage Updated Flag:	N
Service District:	Mountain State District 5	Sales District:	Mountain State District 5	HCR Pending Approval:	0

Vehicle

VIN:	KM8R3DHE2MU[redacted]	Production Date:	01/04/2021	Trim:	SEL
Model Year:	2021	Date of First Use:	03/12/2021	Short Model:	J1442A65
Model:	PALISADE (LX) 3.8L	Branded:		Accessory:	02
Mileage:	22125	Branded Date:		Blue Link Equipped:	

Case Coding Details

Sentiment	Category	Sub Category	System	Component	Symptom	Resolution
Inquiry/Suggestion	Corporate	Surveys	Body	Wipers, Winshield	Other	Completed

Activity Details

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	08/31/2022 14:38:57	**Closed:**	08/31/2022 14:40:10	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Dear Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: Email sent.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					

Correction:	

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/02/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	08/31/2022 14:39:43	**Closed:**	09/02/2022 12:55:25	**Creator FN:**	HANNAH	**Creator LN:**	DREILING
Description:	Reach out to customer.						
Email/Chat Description							
Resolution:	Reached out to customer. Left VM.						
Comments:							

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N

Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/02/2022 12:55:27	**Closed:**	09/02/2022 12:56:43	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted] states:
- No answer. Left a VM.
- Provided name and direct contact info.
- Advised what call was regarding.
- Advised they mat respond to email as well if that is preferred.

Email/Chat Description

Resolution: No answer, left VM for customer.

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**	
Role Type:	**Role:**	**Dealer User:**	
Sentiment:	**Satisfaction:**		
Concern:			
Cause:			
Correction:			

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/08/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			

Created:	09/02/2022 12:56:45	**Closed:**	09/08/2022 14:33:44	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Outbound contact attempt # 2

Email/Chat Description

Resolution: Reached out to Customer. Left VM.

Comments:

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Outbound Contact	**Contact:**	Customer	**Method:**	Telephone	**Email From:**	
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/08/2022 14:33:46	**Closed:**	09/08/2022 14:34:20	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Customer ([redacted] at [redacted] states:
- No answer. Left a VM.
- Provided name and direct contact info.
- Advised what call was regarding.
- Advised they mat respond to email as well if that is preferred.

Email/Chat

Description

Resolution: Left VM. Will Make final attempt 9/12/2022

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**
Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/12/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/08/2022 14:34:22	**Closed:**	09/09/2022 11:20:02	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: Outbound Contact attempt # 3

Email/Chat Description

Resolution: Customer responded to email

Comments:

Dealer Information

Dealer Status:	**Assign To:**	**Dealer Code:**

Role Type:	**Role:**	**Dealer User:**
Sentiment:	**Satisfaction:**	
Concern:		
Cause:		
Correction:		

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	NationalCA@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/08/2022 15:49:32	**Closed:**	09/09/2022 11:18:58	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Greetings and Salutations Hannah.

I apologize for missing your calls and the delay in responding to this email. Yes, we would like to participate in this offer and get the new wiper motor.

Please let me know what the next steps are in the process to move forward with the replacement.

Very Respectfully,

[redacted]

On Wed, Aug 31, 2022, 3:39 PM <NationalCA@hmausa.com<mailto:NationalCA@hmausa.com>> wrote:
Dear Mrs. [redacted]

On behalf of Hyundai Motor America, I would like to personally thank you for being part of our growing family of Hyundai vehicle owners and for your loyalty.
As technological innovations become available, we call upon our valued customers from time to time to try out newest features and upcoming improvements to our existing model lineup.

As such, we would like to invite you to replace your current windshield wiper motor with a newer version and we would like to know if you would be willing to allow us to install it. We are offering $300 for those that want to participate.
Please expect a call from one of our representatives in the next few days to provide additional details if you would like to participate in this limited trial.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Resolution: Reviewed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**			

		Owner Team:		**Assign Team:**		**Email To:**	[redacted]
Created:	09/09/2022 11:20:05	**Closed:**	09/09/2022 11:25:14	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello [redacted],

Thank you for getting back to me. To be able to get everything set up we would need to know which dealership you would prefer to take your vehicle to. We see the dealership you purchased the vehicle from was:
Liberty Hyundai
404 Cambell Street
Rapid City, SD 57701
(605) 716-2000

Please let us know if this dealership works for you, or if you have another one in mind.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: Email sent

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	N
Type:	Follow-up	**Contact:**		**Method:**		**Email From:**	
Due Date:	09/12/2022 15:00:00	**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	
		Owner Team:	HMA Region Superuser	**Assign Team:**			
Created:	09/09/2022 11:24:03	**Closed:**	09/09/2022 12:56:00	**Creator FN:**	HANNAH	**Creator LN:**	DREILING
Description:	See if customer responds to with dealership preferred						
Email/Chat Description							
Resolution:	Customer responded.						
Comments:							

Dealer Information

Dealer Status:		**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					
Cause:					
Correction:					

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**		**Attachment:**	Y
Type:	Inbound Contact	**Contact:**	Customer	**Method:**	Email	**Email From:**	[redacted]
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	NationalCA@hmausa.com
		Owner Team:	HMA Region Superuser	**Assign Team:**			

Created:	09/09/2022 11:28:05	**Closed:**	09/09/2022 12:55:13	**Creator FN:**	EMAILUSER	**Creator LN:**	HMA

Description: Inbound Email Activity. See Email/Chat Description for more details.

Email/Chat Description

CAUTION:This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Howdy and happy Friday!!

Liberty Hyundai, where we purchased the Palisade would be great.

V/R,

[redacted]

On Fri, Sep 9, 2022, 12:24 PM <NationalCA@hmausa.com<mailto:NationalCA@hmausa.com>> wrote:
Hello [redacted],

Thank you for getting back to me. To be able to get everything set up we would need to know which dealership you would prefer to take your vehicle to. We see the dealership you purchased the vehicle from was:
Liberty Hyundai
404 Cambell Street
Rapid City, SD 57701
(605) 716-2000

Please let us know if this dealership works for you, or if you have another one in mind.

Thank you,

HANNAH
National Consumer Affairs
(833) 462-8722 x65051
Hyundai Motor America

Resolution: reviewed

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

Activity

Activity:	[redacted]	**Status:**	Closed	**Private:**	N	**Attachment:**	N
Type:	Outbound Contact	**Contact:**	General	**Method:**	Email	**Email From:**	NCA Email
Due Date:		**Owner:**	DREILING,HANNAH	**Assign To:**		**Email To:**	[redacted]
		Owner Team:		**Assign Team:**			
Created:	09/09/2022 12:56:02	**Closed:**	09/09/2022 12:58:59	**Creator FN:**	HANNAH	**Creator LN:**	DREILING

Description: New Email from Case. See Email/Chat Description for more details.

Email/Chat Description

Hello [redacted],

Thank you for your fast response. We have provided that information to our specialists that will be completing the replacement of the windshield wiper motor so they can work with the dealership to reach out and provide a date and time for the replacement to be completed at your convenience.

Thank you and have a wonderful weekend!

HANNAH
National Consumer Affairs
(844) 462-5557 x65051
Hyundai Motor America

Resolution: Email sent. Closing case.

Comments:

Dealer Information

Dealer Status:	General	**Assign To:**		**Dealer Code:**	
Role Type:		**Role:**		**Dealer User:**	
Sentiment:		**Satisfaction:**			
Concern:					

Cause:

Correction:

End of Report

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

FSE Report

1. General Information

Report No.	[redacted]	Report Status	Completed
Dealer	[NY139] WEST HERR HYUNDAI	FSE	Palahunik, Rich
VIN	KM8R4DHEXLU[redacted]	Prod. Date	01/18/2020
Model	[LX2] Palisade 2020-20xx MY	Model Year	2020
Engine	[LX2E] 3.8L V6 DOHC GDI Lambda II	Mileage	14,814
Severity	10 - Loss of primary function performance	Priority	High
Request Type	Field Report	Survey Type	
CA Case#	[redacted]	Tech. Case#	[redacted]
Symptom	WIPER - CONCERN,WIPER - INOPERATIVE	Customer Complaint	Windshield wipers (not working properly)
DTC		Tread Cat.	[C013] Visibility
Subject	2020 [LX 3.8L V6 DOHC GDI Lambda II - WIPERS STOP FUNCTIONING WITH SNOW BUILD UP IN COWL AREA		
Comment	This report contains three (3) additional VINS, for other vehicles, the dealer has observed with the same issue occurring. - Condition is able to be duplicated.		

2. Part Information

Cause	

#	Part No	Part Name	System	Nature	Cause	Part Collection

3. Assistance Request Information

Request No.		Request Date	
Group		Requested By	

4. Additional VIN List

VIN	Model	MY	Prod. Date	Maileage	CA Case#	Tech. Case#

5. Related FSE Report

FSE No	VIN	Model	MY	Dealer	FSE

6. Condition

Customer states that the windshield wipers are not working correctly in the snow.

Dealer finding on this vehicle and other vehicles.

Service manager observations with comments.

- We have looked at this vehicle 2 times now for a concern of his wipers becoming inoperable for up to 5 minutes after clearing moderate to heavy snow from the windshield.
- He states wipers will go up 1 time and get stuck near the down position.
- When we have tested the motor here, it has worked as designed both times, we concluded that the windshield/roof was not adequately cleared of snow, causing the motor to overheat and not work until cools back down.
- On 1/10/22 we had contacted tech line case# [redacted] in which they came to the same conclusion and had no TSBs to reference.
- **However since this customers last visit we have had at least 4-6 other customer all with 2020 or newer models experience similar issues.**
- **One of my technicians owns a 2020 Santa Fe, he drove in with no wipers last week, upon inspection we found SLIGHT ice build up on cowl, this prevented the wiper from completing its full swipe, which in return causes the wipers to become completely inoperable until ALL snow and ice buildup is cleared from the cowl and the wipers can return to the original position.**
- This is indeed what is happening with the Palisade and all other vehicle we have tested.
- With Buffalo winters being the way they are, I believe this will continue to happen to owners if it is snowing heavy, even if they do indeed clear the window prior to driving.
- We have also verified the same conditions on brand new vehicles on the lot.

VEHICLES WITH SAME CONCERN:

- 5NMS3CAD3LH[redacted]- 2020 SANTA FE, 17.400 MILES- TECHNICIAN OWNED VEHICLE. HAD VERY LITTLE ICE BUILD UP RIGHT BELOW WIPER ARM. CAUSED ARM TO NOT COMPLETE IT WIPING CYCLE THUS MAKING WIPER MOTOR INOPERABLE. Video attached

- KM8R4DHE7MU[redacted]- 2021 PALISADE 13152 MILES- CUSTOMER BROUGHT VEHICLE IN 2 TIMES FOR SAME CONCERN- video attached

- 5NMJBCAE1NH[redacted]- 2022 HYUNDAI TUCSON- 5 MILES- THIS ISSUE HAPPENED WHEN TECHNICIAN WAS PULLING CAR IN FROM LOT FOR PDI- VERY LITTLE ICE ON COWL BUT STILL CAUSED THIS-

We can duplicate the concern on any newer on the lot, We have also had other customers stop in/call with the exact same complaint.

7. Vehicle History

Dealer Code	Claim No.	Repair Order	Repair Date	Repair Mileage	Operation Description
NY139	[redacted]	[redacted]	20200317	3	[PREDELIV] PRE-DELIVERY INSPECTION/SERVICE

8. Root Cause Analysis

Function of wiper system when snow interferes with the wiper arm movement.

picture from video

Palisade






santa fe wipers (002)

picture from video of santafe





9. Corrective Action

No repair at this time Reported to document dealer / customer issue.

10. Reason(s) vehicle was not previously repaired

Documenting the complaint.

12. Attachments

No	Thumbnail	File Name	Size
1		santa fe wipers.mp4	16784 KB
2		palisade video.mp4	14986 KB

15. Action History

Drafted	02/10/2022	Submitted (A)	02/10/2022
Approved (B)	02/10/2022	Completed	02/10/2022
Days Open (B-A)	0		

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

VINquest

TechLine Case Details for Case [redacted]

Case#	[redacted]	***Status***	Closed
Agent	Peter Sarmiento	***Opened***	12/16/2019
Dealer	VA039	***Technician***	Noe Ortiz
Miles	2,853	***Last Contact***	02/06/2020
Symptom	WIPER - NO PARK	***DTC's***	None

Customer Concern

Customer states "the wipers are on full speed setting but they don't move".
Technician states " when the wiper is in intermittent, does not fully sweep without first pausing/sticking then it completes its sweep."

Advice / Results

Sort Table by Clicking Header Titles

Date	Agent	Advice	Results
12/16/2019	Peter S	Advised the Technician to inspect wiper motor connector E21 for conditions. Clean and improve GE02. Replace wiper motor for saftey and customer satisfaction.	Replaced the the motor. Customer returned with the wiper arm stops half way for a second then continue, on the way back down it stops half way then continues. This only happens when you press the arm up for a single wipe or at INT. No issues with settings set to ON or Fast.
01/07/2020	Peter S	Refer to the shop manual for installation instructions. The windshield wiper motor must be cycled to make sure that it is in the park position. If necessary adjust the wiper arm and blade.	**CASE AUTO CLOSED**

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

VINquest

TechLine Case Details for Case [redacted]

Case#	[redacted]	**Status**	Closed
Agent	Clint Hightower	**Opened**	12/29/2020
Dealer	NY077	**Technician**	Michael K Luce
Miles	4,020	**Last Contact**	01/28/2021
Symptom	WIPER - INOPERATIVE	**DTC's**	None

Customer Concern

C/S: Wipers not working after very heavy snow storm.
T/S: Duplicated concern. Replaced wiper motor. Vehicle currently not in shop. Customer wants Hyundai to fix wipers.

Advice / Results

Sort Table by Clicking Header Titles

Date	Agent	Advice	Results
12/29/2020	Clint H	No further diagnosis/repair advised. Wipers are operating as designed.	**CASE AUTO CLOSED**

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

VINquest

TechLine Case Details for Case [redacted]

Case#	[redacted]	***Status***	Closed
Agent	Jeff Estes	***Opened***	01/10/2022
Dealer	NY139	***Technician***	Brian Reynolds
Miles	14,814	***Last Contact***	01/10/2022
Symptom	WIPER - OTHER	***DTC's***	None

Customer Concern

Customer states that the windshield wipers are not working correctly in the snow.

Tech has duplicated the concern by holding the wiper arms from moving.

Advice / Results

Sort Table by Clicking Header Titles

Date	***Agent***	***Advice***	***Results***
01/10/2022	Jeff E	Advised the tech that the concern is normal so damage does not occur to the wiper motor to prevent it from working at all.	Case closed.

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

VINquest

TechLine Case Details for Case [redacted]

Case#	[redacted]	***Status***	Closed
Agent	Miguel Arreola	***Opened***	02/28/2022
Dealer	CT038	***Technician***	George Doebrick
Miles	850	***Last Contact***	03/30/2022
Symptom	WIPER - INOPERATIVE	***DTC's***	None

Customer Concern

Customer states: During both snow storm and ice storm, the wipers would not work while driving, couldn't reach to clear the area of ice and snow because the hood was in the way.

Tech states: Wipers are currently working, no codes. It was a severe storm, couldn't even shovel the snow off the floor because it was all solid ice during the storm.

Advice / Results

Sort Table by Clicking Header Titles

Date	***Agent***	***Advice***	***Results***
02/28/2022	Miguel A	System is operating as designed (JE).	**CASE AUTO CLOSED**

HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

VINquest

TechLine Case Details for Case [redacted]

Case#	[redacted]	***Status***	Closed
Agent	John Ngo	***Opened***	03/10/2022
Dealer	FL147	***Technician***	Lazaro A Danielson
Miles	2,204	***Last Contact***	08/02/2022
Symptom	WIPER - INOPERATIVE	***DTC's***	None

Customer Concern

Customer states
On cold start up, wiper is inoperative

Tech states
No DTC
Concern have been verified. If leave wiper on, wiper eventually will come on (1 minutes)

Advice / Results

Sort Table by Clicking Header Titles

Date	Agent	Advice	Results
03/10/2022	John N	Check and see if washer work when wiper does not work	**CASE AUTO CLOSED**
05/03/2022	Miguel A	1st visit, ordered the wiper motor assembly.	2nd visit replaced wiper motor assembly 4/4/2022
05/03/2022	Miguel A	3rd visit 5/3/2022 3,376 miles. Customer states: Wipers are intermittently inop.	Tech states: Duplicated the concern. No codes. Wipers do work right now, it only happens first thing in the morning. Cleaned the ground by the motor on last visit.
05/03/2022	Miguel A	Clean wiper ground GE02. Check current data of the switch when the concern is present.	**CASE AUTO CLOSED**