

NCA/ Central /MI031 / 2020 / Palisade / [REDACTED] / 60,900
/ Case Number [REDACTED] / [REDACTED]

Payne, Ashley [HMA]

Tue 11/14/2023 2:18 PM

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

To [REDACTED]
[REDACTED]
[REDACTED]

Hello James,

I am reaching out to you for assistance in getting in contact with someone in service at Fox Hyundai (MI031). I sent a DCM on 11/07/23 and did not receive a response. I also called the service department and left messages on 11/02, 11/10, 11/13, 11/14 but did not receive a callback. I'm looking for a vehicle update. The customer informed me that the parts are on backorder and the vehicle has been down for 2 months. The customer is seeking to get an ETA on the repairs and I'm just not having any luck in getting in contact with the service department to provide the customer with an update. Would you be able to connect me with someone there? My direct number is 714-410-4410.

I appreciate your assistance,

Thank you,

*Ashley
HCCM National Case Manager
714-410-4410
AshleyPayne@hmausa.com
Hyundai Motor America*