

From: [REDACTED]
To: NationalCA@hmausa.com
Subject: Re: Hyundai Case Management #: [REDACTED]
Date: Thursday, October 5, 2023 10:46:17 AM

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Good afternoon, I called to see if you have received an update for my vehicle. When I have called and try to leave a message the person I am connected to is saying my case manager is Ashley & I can leave a message for her. So I am not sure if you are helping or I need to communicate with an Ashley. Thank you for your time.

[REDACTED]
On Fri, Sep 22, 2023, 3:33 PM [REDACTED]

Hi Patty I am hoping to get in Fox Ann Arbor Hyundai. Thank you for your time!! I have called & left a message.

On Thu, Sep 21, 2023, 1:16 PM <NationalCA@hmausa.com> wrote:

Dear [REDACTED]

Thank you for contacting Hyundai Motor America regarding your 2020 PALISADE (LX2) 3.8L. My attempts to reach you by phone on ([REDACTED]) been unsuccessful. Please let me know if you would prefer a different method of communication, such as email. If assistance is still needed, please return my call at your convenience, Monday through Friday, and reference case number [REDACTED] alternatively, you can reach me by email at NationalCA@hmausa.com.

Hyundai's National Customer Affairs team is available to you should you decide, you would like our assistance regarding your vehicle in the future.

Thank you for being a valued Hyundai customer.

Sincerely,

PATTY
National Consumer Affairs
(877) 864-6006 x53214
Hyundai Motor America