

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Date: [REDACTED]

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I refuse to do to Hyundai of motor city after concerns with their service department. Please forward any information to Hyundai of chapel hills.

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From: ConsumerAffairs@hmausa.com <ConsumerAffairs@hmausa.com>

Sent: Tuesday, September 19, 2023 4:30:20 PM

Thank you for contacting Hyundai Customer Care. We attempted to contact you on 9/19/23 at the phone number we have on file, but we were unable to reach you. Your case is important to us and we have provided an update in this email.

We are sorry to learn of your seatbelt unbuckling concerns with your 2021 PALISADE (LX2) 3.8L.

We have assigned your case to our National office, which works closely with our dealerships. Our National personnel will work with PHIL LONG HYUNDAI of MOTOR CITY in order to address your concerns. You can expect to be contacted by a case manager from Hyundai Consumer Affairs within 3-5 business days with an update to your case. Your case manager will be calling from an 833, 844, or 877 area code phone number.

If we can be of further assistance, please feel free to contact us and refer to

Respectfully,

Hyundai Customer Care
Hyundai Customer Care (800) 633-5151
Hyundai BlueLink Care (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sundays Closed

Sunday Closed
For open campaign information, please visit <https://us01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.fda.gov%2Foc%2Fopen-records%2F>

<https://doi.org/10.1186/s13040-020-00499-9>

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

Subject

The seat belts in my 2nd row captain's chairs where my children sit are coming unbuckled randomly during car rides. I thought this was a fluke and made sure it was buckled but it's happening with more frequency. This is very unsafe, in the event of an accident my children would not be properly secured in their seats. I've seen a lot of reports of this on palisade forums. Why is this not recalled? I cannot even get in to see a dealership for 4 weeks! What happens if an accident occurs in the mean time?