

10/25/23, 10 30 AM

Re: [REDACTED] [HMA]

Re: [REDACTED]

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

[REDACTED] [HMA]

Wed 10/25/2023 10:23 AM

1 attachments (78 KB)

recall.PNG;

Customer was also complaining about recall has not been done yet. could you please tell me when are you going to do that ? I have attached the screenshot for recall

Regards,

Sapna Sapna
HCCM National Case Manager
[REDACTED]
SSapna@hmausa.com
Hyundai Motor America

From: [REDACTED] >
Sent: Monday, October 23, 2023 11:07:39 AM
To: Sapna, Sapna [HMA]
Subject: Re: [REDACTED]

CAUTION: This is an external email! STOP, ASSESS, and VERIFY

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.
To report this email as suspicious, please use the Report Phishing Button!

The customer has only been here once for this concern and we have not found any faults with the seat belt or buckle. Technically yes the repair should be under warranty. Now if we find and outside influence that has fell down in to the receptor of the seatbelt that will not be warranty and the customer will be charged accordingly.

Brandon Burris - Service Manager

EMAIL: bburris@nfhyundai.com
MAIN: [REDACTED]
DIRECT: [REDACTED]
FAX: 832.442.5374

From: Sapna, Sapna [HMA] <SSapna@hmausa.com>
Sent: Monday, October 23, 2023 12:02 PM
To: Brandon Burris <bburris@nfhyundai.com>
Subject: Re: [REDACTED]

Customer wants to know if it is covered under warranty or not?

Sapna Sapna

HCCM National Case Manager

[REDACTED]

SSapna@hmausa.com

Hyundai Motor America

From: Brandon Burris <bburris@nfhyundai.com>

Sent: Monday, October 23, 2023 10:42:27 AM

To: Sapna, Sapna [HMA]

Subject: Re: [REDACTED]

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Car has not been here since 8.3.23 , I will have my cashier reach out to him and set an appointment so we can look at it again.

Brandon Burris - Service Manager

EMAIL: bburris@nfhyundai.com

MAIN: [REDACTED]

DIRECT: [REDACTED]

FAX: 832.442.5374

From: Sapna, Sapna [HMA] <SSapna@hmausa.com>

Sent: Monday, October 23, 2023 11:20 AM

To: Brandon Burris <bburris@nfhyundai.com>

Subject: VIN: K [REDACTED]

Hello Brandon,

I have been trying to reach out to dealer but couldn't get ahold of anyone.

I am hoping to get an update on this case

-customer is saying he is having issue with seatbelt

-Seatbelt is keeps coming unbuckle 3times in every 15 min driving, it is a safety concern

-he said he took it at dealer they said nothing wrong with seatbelt . but he is still having issue , he said if seat belt unbuckle mid of the road and driving on maximum speed limit, if something happened he will sue Hyundai could you please look into this issue? and please let me know why it is not fixed ?

-is it covered under warranty ?

Please reply on this email

Regards,

Sapna Sapna

HCCM National Case Manager

[REDACTED]

10/25/23, 10 30 AM

Re [REDACTED] [HMA]

SSapna@hmausa.com
Hyundai Motor America