

From: [Kasey Brosamle](#)
To: HyundaiCaseManagement2@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: 22890206
Date: Sunday, March 24, 2024 2:46:22 PM

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Hello,

All service records should be as the Beardmore Dealership in Bellevue, NE as that is the only place we have taken it to be serviced. The purchase contract should also be in their records.

Sent from my iPhone

> On Mar 20, 2024, at 4:50 PM, HyundaiCaseManagement2@hmausa.com wrote:

>

> Dear Charlotte Brosamle,

>

> Thank you for taking the time to speak to me today, as mentioned I will be doing a full case review and evaluation. In the meantime, it will expedite my process if you send me these documents:

>

> - All repair orders in your possession.

> - All service records.

> - Purchase contract to confirm ownership of the vehicle.

> - Any expenses paid by you relating to the reason you have reached out to Hyundai.

>

> If you have any questions during the review, you may contact me directly by responding to this email or by calling and I will be contacting you within the next week to provide an update on my review. My hours of operation are between 7:00 a.m. and 4:00p.m. Pacific Time, Monday through Friday. Please reference the case number in the subject line and I will be able to assist you.

>

> Thank you for being a valued Hyundai customer.

>

> A reminder to ensure I receive a reply email, please do not alter the subject line.

>

> JOR'DEISHA

> CSS Department

> (714) 912-0083

> Hyundai Motor America

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