



Mora, Jose [HMNA]

To ○ 'pholland@wernerhyundai.com'; ○ 'mancheta@wernerhyundai.com'

Cc ○ Lee, Rachel [HMA]



10:35 AM

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

Good morning Mr. Holland and Mr. Ancheta,

I hope you are doing well. I am reaching out to you because I really need assistance and mostly communication with a mutual customer, [REDACTED], she has been dealing with a seatbelt that is not functioning properly and might become a safety hazard since that sit is used by her children. There is a service advisor already assigned his name is Tray and I talked to him once one month ago, with the promise that he will call the customer to talk to her on this matter and that has not happened so far. Also, I have called several times and left voicemails again with the same result, zero communication. Would you be so kind as to please look into her case and try to give her a call and let her know what is going on so far, she has been extremely patient since I have been handling this case since March, and still no resolution has been presented. She will greatly appreciate a call even if the parts are in Back Order.

I will be looking forward to your response.

Thank you,



Mora Jose

National Consumer Affairs

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