

From: [REDACTED]
To: HyundaiCaseManagement1@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]
Date: Friday, March 15, 2024 6:16:02 PM

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Thank you. Please know that this is an urgent issue as I have small children that need to ride in the car seat and use this faulty seatbelt. This is a huge liability concern and scary for me as a parent. I need this issue resolved as soon as possible.

Thanks
[REDACTED]

> On Mar 15, 2024, at 4:17 PM, HyundaiCaseManagement1@hmausa.com wrote:

>

> Good afternoon [REDACTED],

>

> I hope you are doing well. I want to let you know that so far I am aware that the Service advisor working on your vehicle is Tray, he has been extremely difficult to find and speak with, so I have tried to reach him via written with an international option we have here between Hyundai Corporate and the dealerships.

>

> My most sincere apologies for the delay [REDACTED] I am actively working on your case and as soon as we have an update I will communicate it with you so I can let you know the next steps to take for your vehicle concern.

>

> Thank you so much for your patience so far,

>

> JOSEPH

> National Consumer Affairs

> (714) 410-4328

> Hyundai Motor America

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