

From: [REDACTED]
To: HyundaiCaseManagement1@hmausa.com
Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]
Date: Thursday, May 9, 2024 6:45:15 AM

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
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Just wanted to touch base again and let you know that I have not heard from anyone
[REDACTED]

> On May 7, 2024, at 11:27 AM, HyundaiCaseManagement1@hmausa.com wrote:

>

> Good morning [REDACTED],

>

> I hope you are doing well. I have an update to provide, I have escalated this dealership because of their unresponsiveness, and my Regional Manager got involved in the case. He was able to get an answer from Ms.Langley which is the

> Dealer Administrative Assistant and she told us that she will be in touch with the Service Department including the Service Advisor and Manager so your vehicle and replacement of the belt itself can be taken care of.

>

> Please let me know if you have received any calls from the dealer and if not I can assure you since my regional manager was involved that it will be soon enough.

>

> Thank you,

>

>

> JOSEPH

> National Consumer Affairs

> (714) 410-4328

> Hyundai Motor America

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