

Ron Piper

From: Ron Piper <ronpiper2@gmail.com>
Sent: Friday, September 30, 2016 9:54 PM
To: bryanseagraves@rickcase.com
Cc: erinpiper2@gmail.com; jmannning@mmmlaw.com; rpiper@mmmlaw.com; rpiper@okinus.com; ronpiper2@gmail.com
Subject: RE: Urgent Recall - Ron Piper has a case opened with Hyundai Consumer Affairs and was told to work with Rick Case to fix or get me in a safe car.
Attachments: Hyundai Motor Finance Payment Authorization (1.61 KB); Hyundai Motor Finance Payment Authorization (1.61 KB); Hyundai Motor Finance Payment Authorization (1.62 KB); Settlement Options Per Hyundai 093016.PNG
Importance: High

Bryan – thank you so much for taking control of this urgent situation and bringing resolution to this problem. I also appreciate you understanding that this was Rick Case Hyundai Duluth Sales staff, Mike Green and the Managers signature on the contract (I can't read it, but I am sure it is on record) that pushed me into the Hybrid Sonata when I had to trade in the Genesis Coupe. They told me and my wife that the stalls and engine noise was normal and just takes getting used to, **which was complete nonsense, as "ADMITTED by Hyundai" and the URGENT RECALL notification received today from Hyundai.**

Per your request, here is what action I took and what I was advised by Hyundai Corporate and Consumer Affairs this afternoon:

- 1) I call the 800-633-5151 number and spoke with Consumer Assistance Department. I spoke with Kyle and he got his Manager involved and I was told this was a known issue and Hyundai Corp and Hyundai Financial was working with the dealers who were working with Customers to either fix the car or assist with getting the car replaced with a safe car immediately. They then referred me to the Consumer affairs department.
- 2) I was transferred to the Hyundai Consumer Affairs department and spoke with Helen. She confirmed that my 2012 Sonata Hybrid was one of the models with the URGENT RECALL email that is listed below DIRECTLY from Hyundai Motor America. She also confirmed there were many more to come and that not all VIN's had been identified and entered into the system yet, but my Hybrid Sonata was DEFINETLY on the list for the URGENT RECALL – Engine replacement. She promptly opened case # 9625621 for me and advised me that Hyundai Corp and Hyundai Financing was working with the impacted customers to repair or replace the dangerous vehicle. I informed her I was pushed into this HYBRID Sonata as the only option Rick Case Hyundai Duluth had when I was downsizing from the Genesis.

I am already financed with Hyundai Financing, have bought three cars from Rick Case and Hyundai Financing and want to remain a customer. I bought a new car and don't want one with a replaced engine. I want a SAFE NON HYBRID Sonata, with similar features to the very nice Sonata I paid so much for **at your teams recommendation and pressure.** Alternatively, you can take the faulty car back, since it is an "URGENT RECALL" and have Hyundai Finance pay off the note and you do whatever you want with that dangerous car. I will just take my business elsewhere and if needed, sue for the damages. I don't want to go that route, but if forced to I will and it will cost you all more than what it will take to just swap out the dangerous URGENT RECALL HYBRID SONATA and replace it with a regular gas engine with similar or nicer interior and features. My car has heated leather seats and is very nice. I will not accept a base model as a replacement.

Please let me know if you need anything else. As you promised me, I will hear from you by 10AM EST tomorrow, Saturday 10/1/16. I have also attached the confirmations where I just made multiple car payments on the vehicle

yesterday. I want to make sure that is considered in the decision and that Hyundai Financial has their systems updated, since it was just today. The system should be updated as I received the attached confirmations:

noreply@westernunionspeedpay.com

Hyundai Motor Finance Payment Authorization

Thu 5:15 PM

Your Payment Authorization Has Been ReceivedDear RONALD,We've received your payment

noreply@westernunionspeedpay.com

Hyundai Motor Finance Payment Authorization

Thu 4:51 PM

Your Payment Authorization Has Been ReceivedDear RONALD,We've received your payment

noreply@westernunionspeedpay.com

Hyundai Motor Finance Payment Authorization

Thu 4:51 PM

Your Payment Authorization Has Been ReceivedDear RONALD,We've received your payment

I look forward to hearing from you in the morning. **Let's just do the right thing and get this behind us this weekend, as in tomorrow.** I have to travel all next week and this cannot linger. I cannot drive that car when HYUNDAI says URGENT RECALL and you ask me to endanger my family.

My payment cannot go up and if Hyundai eats their portion, Rick Case cuts me a good deal and does the ethical customer service procedure, my family will be very happy and feel safe.

Otherwise, I will pursue other legal actions and it will cost you all a lot more than it will to make this right, and you will lose a lot of business due to this URGENT RECALL and the way you treat my family.

I plan to be there tomorrow to pick up my replacement car, or will spend the end of month weekend parked right there handing out the flyers DIRECTLY from Hyundai about the URGENT RECALL and how Rick Case is not taking care of their customers. Just exercising my first amendment rights.

Please correct this, as you are the GM of that location that created this mess for my family. You have the power to make it right and I thank you very much!

Kind regards,

Ron Piper

678-327-5303 Any time!

From: Ron Piper [mailto:ronpiper2@gmail.com]

Sent: Friday, September 30, 2016 6:13 PM

To: mattparnell@rickcase.com

Cc: erinpiper2@gmail.com; bryanseagraves@rickcase.com; ronpiper2@gmail.com; jmanning@mmmlaw.com

Subject: RE: Urgent Recall - Ron Piper has a case opened with Hyundai Consumer Affairs and was told to work with Rick Case to fix or get me in a safe car.

Importance: High

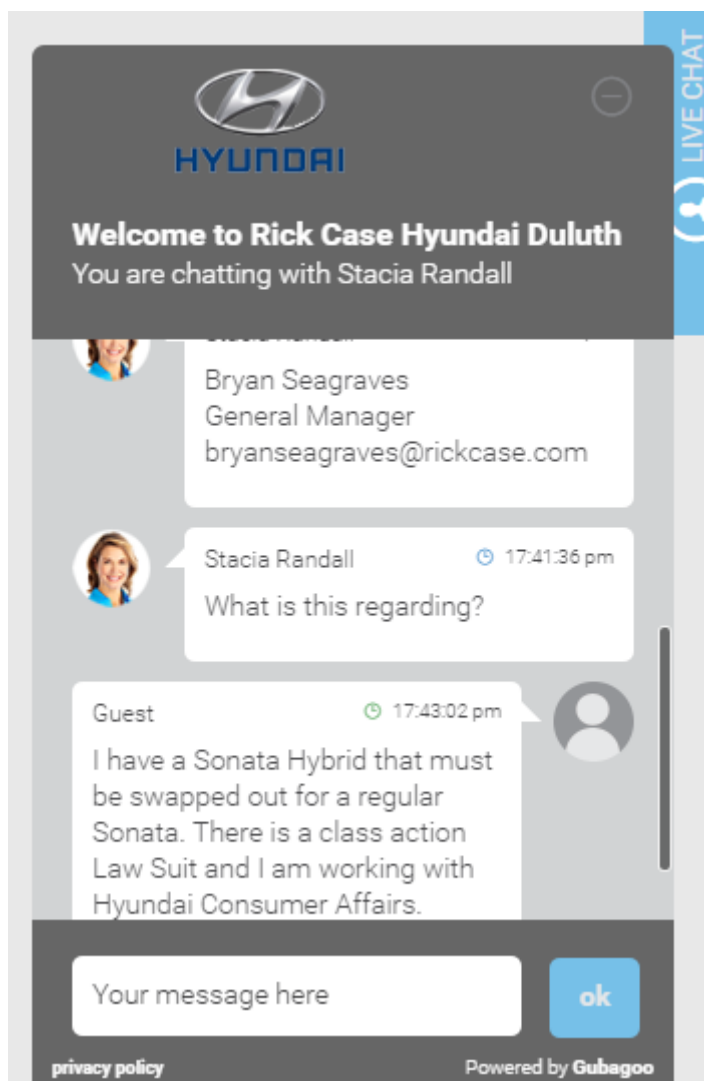
Matt – I need to work this out as soon as possible and I am including the General Manager, Bryan Seagraves, so he can help resolve this Rick Case Hyundai Duluth issue before he is contacted from the top. Thank you in advance for your leadership and support Mr. Seagraves. My family appreciates it very much and I am sure Rick and Rita do as well.

I just want a FAIR deal on a safe car and Hyundai Consumer Affairs agrees. It was Rick Case Hyundai Duluth Sales that misled my wife and I and put my family, with my disabled daughter in great danger, all for a simple sale. I am PAYING for a new Sonata and want a NEW Sonata that does NOT have this dangerous problem, as very well documented and admitted to by Hyundai themselves.

Now it is time for Rick Case Hyundai Duluth, along with Hyundai Corporate and Hyundai Financing to make it right. What similarly configured new Sonata's with a regular gas engine do you have that you can move me into and get me out of this dangerous Hybrid, keeping my monthly notes about the same.

Please work with me and keep me as a 4th car customer. It would mean a great deal to me and my family and is the ethical thing to do. None of us want this to get ugly, and it will cost you way more to ignore this, rather than properly addressing this issue and protecting the families you sell cars to.

I am prepared to go as far as it takes to get a safe car from Rick Case Hyundai Duluth that functions properly and is a SAFE product I paid for! Not one with an urgent recall from Hyundai themselves that is dangerous for my family. The customer is right and Hyundai Corporate and Consumer Affairs agrees.



From: Ron Piper [<mailto:ronpiper2@gmail.com>]

Sent: Friday, September 30, 2016 5:11 PM

To: mattparnell@rickcase.com

Cc: ronpiper2@gmail.com; erinpiper2@gmail.com

Subject: Urgent Recall - Ron Piper has a case opened with Hyundai Consumer Affairs and was told to work with Rick Case to fix or get me in a safe car.

Importance: High

I have a disabled daughter and have nearly had many wrecks do to this car stalling. It was stalling when I bought it **there from a Rick Case New Car Saleman named Mike Green and he knew it was stalling and during the test drive misled me and my wife to believe the stalls were normal and we would get used to it.** That is clearly not true "AS ADMITTED BY HYUNDAI" and this is gross negligence by Rick Case Hyundai in Duluth, where I bought the car. This car is not safe and I want to trade it for a regular engine Sonata with a regular gas engine. I don't mind paying what I owe on the death trap Hybrid, with the negative equity, and am already financed with Hyundai Motor Financing (I have bought three cars from you and want to remain a loyal customer).

Please work with me and Hyundai Corporate, along with Hyundai Financing to make it happen. I just made two payments on this Sonata today before I saw this message directly from Hyundai!!! I have a case number with Hyundai Consumer Affairs and everyone agrees Rick Case Hyundai should honor getting me out of this death trap and provide a similarly configured Sonata with a regular gas engine. No Hybrid.

Please call me and let's work this out professionally and not have to escalate.

Thanks

Ron Piper
678-327-5303

----- Original message -----


From: Hyundai Motor America <noreply@hmasusa.com>

Date: 9/27/16 10:27 AM (GMT-05:00)

To: ERINPIPER2@GMAIL.COM

Subject: Important Notice: 2011-2014 Sonata Class Action Engine Settlement

[Visit the Hyundai Sonata Class Action Engine Settlement](#)



HYUNDAI Assurance | CAR CARE

IMPORTANT INFORMATION:
**2011-2014 SONATA
CLASS ACTION
ENGINE SETTLEMENT**

**If you bought or leased
model year Hyundai
you could benefit from a class**

*A federal court authorized this settlement.
This is not a solicitation for legal services.*