



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, S.W.  
Washington, D.C. 20590

JUN 13 2005

NVS-216 jls/mjj  
Ref. No. 10064949

[REDACTED]  
Beverly Hills, CA [REDACTED]

Dear [REDACTED]

Thank you for your correspondence dated November 23, 2004, concerning the status of previous correspondence you submitted to the National Highway Traffic Safety Administration (NHTSA). Your correspondence was received on December 3, 2004. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are responsible for issuing Federal motor vehicle safety standards, which require specific minimum levels of safety performance for new motor vehicles and motor vehicle equipment. All new vehicles must comply with these safety standards at the time of their initial sale to the public. We are also authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

On June 14, 2004, we responded to your correspondence dated March 12, 2004. For your information, we have enclosed a copy of your letter and a copy of our response.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a large flourish extending to the right. Below the signature, the word "for" is written in a smaller, cursive script.

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, S.W.  
Washington, D.C. 20590

Signed & Mailed  
June 14, 2004

NVS-216 mjj  
Ref. # 10064949

[REDACTED]  
Beverly Hills, CA [REDACTED]

Dear [REDACTED]

Thank you for your correspondence dated March 12, 2004, concerning a problem you encountered with a dealership over the disclosure of certain information when you were purchasing a motor vehicle. Your correspondence was received on March 23, 2004. Your letter of March 12, 2004, was inappropriately identified as not requiring an answer. We apologize and regret any inconvenience our delay may have caused you.

Our form letter, which was mailed to you on April 30, 2003, attempts to direct consumers to the agency that could best assist them. However, the resale of salvaged vehicles does not fall under jurisdiction of the National Highway Traffic Safety Administration. In your case, as you mentioned, it falls under the jurisdiction of your State's Department of Motor Vehicles, which in most States is an agency under the State's Office of the Attorney General. If the dealership in question, Santa Monica Hyundai, has businesses in other States, you may consider contacting the Federal Trade Commission. Additionally, your local Consumer Protection Agency may be able to advise you of actions you may consider taking against Santa Monica Hyundai.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

**ORIGINAL SIGNED BY  
MICHAEL J. JORDAN (FOR)**

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

10064949

2004 MAR 23 FRI 2:58

Beverly Hills Cal  
March 12, 2004

Office of Defects Investigation  
400-7th St SW  
Washington, DC 20590

re Santa Monica Hyundai - now  
Santa Monica Group  
3131 Santa Monica Blvd  
Santa Monica Calif 90404  
Karyon Noiri

Sir,  
Enclosed find copy of an auto I had  
purchased from above. At the time I did not  
know how bad this auto was, had been a  
salvaged auto. This company never gave written  
notice as required by law to DMV - as a  
result I'm lucky I survived 4 years of driving  
such an unsafe auto until it had to be  
abandoned.

I sent this information to your office  
1/8/04 - no reply.

Yours Truly,  
[Redacted Signature]

MARK  
2/24/04

FRANCIS HANITY BODY SHOP  
2001 S. FIGUEROA STREET  
LOS ANGELES, CA 90007

VEHICLE FRAME INSPECTION REPORT

VEHICLE STOCK # \_\_\_\_\_

DATE: 1-30-97

V.I.N.# KMHLE32545

SOURCE: \_\_\_\_\_

MAKE: Hyundai

YR: 1987

MODEL: GLS

LIC # \_\_\_\_\_

miles 119037

FRAME CONDITION



PREVIOUSLY REPAIRED



CURRENT DAMAGE

ESTIMATED COST TO REPAIR: \_\_\_\_\_

DETAILS OF PREVIOUS DAMAGE OR CURRENT CONDITION

BROKEN Motor mount, Both Crossmember  
Bent, very poorly welded on one <sup>ct</sup> side of  
Subframe, Core support Bent,  
Rock + Pinion leaking. Upper Tie BAR  
Bent, Full of Bando, Rt FENDER AIRBRAK  
Full of Bando. Needs oil, P/S Fluid  
VERY LOW.

*They thought I was  
aware of Pulverage  
Condition*

SIGNED: \_\_\_\_\_

PRINT NAME: LAZAR VUKOVIC

DATE: 1-30-97

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**