

VIN# KMADN
Mileage - 81,042
January 17, 2005

10110810

2005 JAN 27 PM 9:57

Columbus, Ohio 43232

NHTSA
U.S. Department of Transportation
Washington, D.C. 20590

To whom it may concern:

I purchased a brand new Hyundai Elantra 2001 on September 22, 2001. The problem that I am having with this vehicle and have had on several occasions is with the air bag light. It began on September of 2003. I dropped it off at Dennis Hyundai where it was suppose to have been fixed. The airbag light came back on in November 2003. I dropped the car off again to the same dealership to be fixed where the matter was suppose to be taken care of. Of course, it was and the light reappeared in May 2004. By this time I was fed up with this matter not being resolved the other times I took the car in to be serviced for this reoccurring problem. AT that point, I contacted the owner of Dennis Hyundai who informed me that there was nothing they could do. I stressed to the owner that this is about me and my son's safety and I expected this company to provide me with such when I purchased their vehicle.

He then contacted the manufacture of Hyundai and requested that I bring the car into the dealership one more time to have it serviced again. The problem with the airbag light still remains. In order for me to keep the light off now, I have to have my driver's seat adjusted a certain way. This means that I can't adjust my own seat the way that I want to and my son who is 5'9 is unable to drive the car. I am 5'5 by the way. I was also told just recently (November 2004) that the airbag is not guaranteed to deploy when

1 OF 2

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Mine
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COMPLAINT LETTER CONTINUED:

I need it to. I contacted the Hyundai Manufacturer in December 2004 (File# 835852) and spoke to Laurie, who told me she would see what they could do and call me back. I heard nothing. I also contacted your office and spoke to Carolyn at extension 1005 who advised me to write a complaint letter. In December 2004, there was a recall for the Hyundai Elantra 2004 and 2005 for airbag light issues but they told me my car was too old to be included in the recall even though I have the same problem. This is my second Hyundai purchased and through this experience I have grown very dissatisfied with this vehicle at this time. I feel that my safety has been compromised. My car is obviously a lemon. I would appreciate an immediate response and resolution to this problem. I can be contacted at Thank you.

Vin - Km HDN-4
Mileage - 81,042