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2005 APR 26 AM 7:25

THE ATTORNEY GENERAL
STATE OF ARKANSAS
MIKE BEEBE

Friday, April 15, 2005

NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590

RE: Consumer Complaints-46429,

To whom it may concern:

The Consumer Protection Division of the Office of the Attorney General has received the enclosed complaint.

We are forwarding this information for your review in the hopes that you may be able to assist this consumer. You may contact the consumer directly for any additional information you may need.

We appreciate you taking the time to review this matter.

Sincerely,

Toni Robinson
Toni Robinson
Investigator
Consumer Protection Division

323 Center Street, Suite 1100 • Little Rock, Arkansas 72201
Telephone (501) 682-2007 • Fax (501) 682-8118
INTERNET WEBSITE • <http://www.ag.state.ar.us/>

Mania
4/29/05

Lisa J. McGuire

From: Andre Jones on behalf of Consumer Division
Sent: Tuesday, March 29, 2005 2:30 PM
To: Lisa J. McGuire
Subject: FW:

-----Original Message-----

From: Website.Visitor@goflashgo.com [mailto:Website.Visitor@goflashgo.com]
Sent: Tuesday, March 29, 2005 1:37 PM
To: Consumer Division
Subject:

Below is the information submitted on Mar-29-2005 14:36 EST

Name:
Address:
City_State_Zip: Jacksonville, Ar
H_Tel:
W_Tel:
Age: ..
Signed_Contract: Yes
Salesperson:
Against: Hyundai Motor America / Northland Hyundai
Against_Address: 10550 Talbert Ave
Against_C_S_Z: Hampton Valley, CA 92728
Against_Tel: 800-633-5151
Date_of_Transaction: 08/21/2004
Contacted_Co: Yes
Contacted_Atty: No
Atty_Name:
Prod_Serv_Involved: 2004 Hyundai Tiberon - air bag issues - see attached reports - Hyundai will not repair my car
Court_Action: No

Where:

Dollars_Involved: 20000.00

Your_View: repair my car to original working condition and pay my for time and money spent for 4 months or declare my car a lemon and give my back my money

Circumstances: On December 24, 2004 I had a wreck on the ice in Little Rock and slid into another car in the ditch. Drivers airbag did not deploy but passenger side did. Car was damaged on the drivers front - no damage done on passenger side. Hyundai claimed that my airbags worked properly (see attached letter). Received that letter from Hyundai and said okay and had my car repaired. The body shop repaired and replaced all items on the attached list. Drivers airbag was not replaced because supposedly nothing was wrong with it. The mechanic will not release the car to me because after all the replacement the airbag light will not go off. Hyundai will not do anything, insurance company doesn't care and will not allow mechanic to replace driver airbag. **THERE IS SOMETHING WRONG WITH THE AIRBAG SYSTEM ON THIS CAR.** So my car is once again sitting at Northland Hyundai with nothing being done to it by anyone, and I'm still paying on this car. I have not driven this car since Decemb! er 28, 2004. Can't someone help me and tell what I can do to get this car repaired or declared a lemon. Do I have to keep paying for something I don't have? Please help me.

3/29/2005