



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2005 NOV 29 PM 4:15

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

November 14, 2005

*Added to
10/24/05*

TO: National Highway Traffic and Safety Administration

FROM: BUREAU OF CONSUMER FRAUDS AND PROTECTION (120 BROADWAY)

RE: Our File Number [REDACTED]
Consumer: [REDACTED]
Company: Hyundai Motor America

Please be advised that the attached correspondence is a follow-up to a complaint referred to your office on 07/06/2005. We believe it relates to the same matter.

Thank you.

*NAC
11/30/05*

[REDACTED]
TROY, N.Y.
[REDACTED]

July 14, 2005

Thomas G. Conway, Assistant Attorney General in Charge
Office of the Attorney General
Consumer Frauds and Protection Bureau
120 Broadway, New York, NY 10271

Re: Your file No. [REDACTED]
Company: Hyundai Motor America

Dear Mr. Conway:

Last month, I filed the above-referenced detailed, written Complaint with your Office against Hyundai Motor America. Without going into great detail, my Complaint concerned Hyundai Motor America's refusal to honor the warranty on my 2003 Hyundai Sonata by repairing or otherwise remedying the tendency of the wheel covers on my vehicle to move on the tire rims and cut the tire valve stems, resulting in catastrophic tire failure.

Earlier this week, I received a letter from Philip Gamma of your Office, dated July 6, 2005, advising me that your Office had forwarded my Complaint to the National Highway Traffic and Safety Administration, and that I should follow-up with that agency.

While, quite clearly, the defect on my vehicle is a serious vehicular safety concern, within the jurisdiction of the NHTSA, I don't think that is the only concern here. I filed a Complaint with NHTSA shortly after this dangerous condition manifested itself. In all, at the present time, including mine, there are four (4) Complaints on file at NHTSA stating nearly identical facts, involving this exact year, make and model vehicle. The Office of Defect Investigation at NHTSA has not opened an investigation into this defect, much less initiated a recall. Unless many more Complaints of this nature are filed, I am not confident that NHTSA will take any action.

As I stated in my Complaint filed in your Office, I feel that, apart from the safety issue, there are serious consumer issues at play here as well. When the tires on my vehicle wore out, I purchased a new set of tires based on the information provided by Hyundai in the 2003 Hyundai Sonata Owner's Manual. Since purchasing the new tires, I have had the problem with the wheel covers cutting of the tire valve stems. Hyundai refuses to do anything about it. They say it is not their problem. They say I bought the wrong tires, even though I purchased the exact size specified in the Owner's Manual. They refuse to even tell me what replacement tires I can buy that will not cause the problem, except to say that I could purchase OE tires for \$160.00 each, before installation and tax. This on a car which I paid about \$15,000.00 for new, and which is worth about \$8,000.00 now.

-page 2-

Hyundai representatives have admitted to me that they are aware of this problem. Yet they refuse to take any responsibility. They are not warning people who own these cars that replacement tires other than the expensive OE tires will be dangerous. Hyundai's "customer care" phone line is a joke. Their suggestion to me was to buy after-market wheel covers.

I would most respectfully ask that you, or someone else in your Office, re-read my Complaint and see whether there is anything more you can do to assist me in this matter.

Very sincerely yours,

