

CL-10241514-2554

August 16, 2008

2008 SEP -4 PM 2:34

Hyundai Motor America
10550 Talbert Ave.
P.O. Box 20839
Fountain Valley, CA 92728-9937

2008 SEP -3 PM 1:17
TRANSPORTATION

To Whom It May Concern:

I recently received a recall notice regarding the front passenger side airbags on my new 2008 Sonata that was purchased on April 2, 2008. As you are aware, the letter instructed me to make an appointment to take in the vehicle, have it checked, and repaired - if necessary.

When I called the dealership where I purchased the vehicle (Dennis AutoPoint, 2900 Morse Rd., Columbus, OH 43231, (614) 471-2900), I was given the impression that they wanted nothing to do the recall. I was told **NOT** to bring in the vehicle unless I was experiencing problems and that the actual person who sat in the passenger front seat had to accompany me to the dealership.

If you are not serious about the recall, why even bother? What a sham - make it as difficult as possible and maybe the problem will go away!!!

Additionally, this is not the first bad experience I have had with this dealership, but it is definitely my last!!! When I purchased my Sonata, I had to wait two weeks to receive a second set of keys/remote and five weeks to receive my title of ownership and only upon my insistence. And for the first time in previous new car purchases (approximately 15 over the years) I did not receive a full tank of gas (actually it was less than half a tank) nor was the vehicle waxed (not even a cheapy clear coat).

If this type service is indicative of the Hyundai Motor Corp, you have my sympathy. I will definitely inform all my family, friends, and acquaintances to "steer clear" of Hyundai in general and Dennis AutoPoint in particular.

Sincerely,

[Redacted]
[Redacted]
Columbus, OH [Redacted]
[Redacted]

Cc: National Highway Traffic Safety Administration
Attorney General, State of Ohio

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9/4/08
ALJ