

Deming, NM

CL-10282406-5783

Hyundai Motor America

P O Box 20850

Fountain Valley, CA 92728-0850

case ref: 3689846

purchased Accent 2008, MARCH 12, 2009

from Borman Autoplex, 470 W. Boutz, Las Cruces, NM 88005

vehicle ID: KMHCM36C38

trade-in Hyundai Santa Fe 2005 GLS



August 27, 2009

Dear Consumer Affairs Division:

August 17, 2009, I did visit and explained to Dave Woodland of Borman Autoplex that my bumper (spoiler) came off this past weekend while my husband was driving on the highway at 70-75mph. we ran over it, it went under the car, we stopped and retrieved the spoiler, there were no other vehicles near us we were able to back up on the highway without a problem.. There was *not* a ditch or bumps on the highway (as per statement of Jason Perrino). the rivets were completely ripped off from the main frame of the car... Dave asked to see it and would I bring it in. I also came in for service of my tire I believe by running over the spoiler it cause some damage. the spoiler was scraped up very badly black marks running from side to side due to running over it.

August 26th I dropped off the spoiler.

Dave Woodland contacted District Service Manager, Jason Perrino of Texas he stated, " that I needed to contact my insurance carrier and file a claim for an accident or have them state it wasn't an accident. so he can then proceed with my complaint." Jason is putting the blame on me for a faulty part that Hyundai makes. Jason stated that I cause the spoiler to come off by hitting it at some point previous and the spoiler was all scrapped up. of course it was we just ran over it the rivets were completely torn off. The rivets were attached to the mainframe when my husband, [redacted] and I left for Las Cruces.

August 28, I called my insurance carrier in response to Jason Perrino for me to contact them they stated, "they're not adjusters and they don't have the ability to do what is asked of them."

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9/8/09  
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[REDACTED] Deming, NM [REDACTED]

In summary, I couldn't have drove the vehicle if it was in that condition with the rivets torn out or even one of them off. I don't like being called a lire. I don't like the way Hyundai is handling this situation. The spoiler is a faulty design stuck on with glue and 3 aluminum rivets. Traveling at the required highway speed 75 to 80 mph the vibration of the road upon the car and the uplift of air under the carriage had cause this unfortunate occurrence, not I. I will proceed to contact the NHTSA in Washington, DC and write a letter to the offices in Korea, because of Jason Perrino negative responds to my inquires. *if the tire(s) had busted , the car could have turn over many times and we probably would be dead.* This is a safety issue and needs to brought to the attention of the NHTSA .

This is my third Hyundai and last I am disgusted with the inability of Jason Perrino to accurately diagnosis the condition of a faulty part and accusing me of causing the problem. Let the customers deal with it.

Thank you for your time and consideration in this matter. My contact information is in the heading.

Sincerely,

[REDACTED]  
and [REDACTED]

Cc:

U. S. Secetryary of Transporation Mr. Ray Lahood

NHTSA Nt'l Hwy Trans Safety Asso.

Hyundai-kia Motors Township, MI

Hyundai Corp. CEO Noh Young-Don



**OFFICE OF DEFECTS INVESTIGATION (ODI)**

**SAFETY COMPLAINT CONFIRMATION**

Your Complaint Information is successfully submitted.  
 Your Confirmation number (ODI Number) is: **10282406**

**Your Complaint Information**

**Acknowledgement**

An e-mail was sent to

**Complaint Information**

**Description:** the spoiler(ft bumper) totally ripped off my vehicle while driving 70mph on the highway. i ran over it and then retrieved it. the rivets came right out of vehicle. the tires did not failed but the next day the warning light came on. i contacted Hyundai dealership they stated they wanted me to file an accident report. but i didn't have an accident the equipment is faulty the method in which its attached to the main frame. aluminum rivets and glue. the vibration of the road and the airflow coming up underneath made the spoiler rip off. i didn't have anything to do with it coming off. very dangerous and safety issues if the tires busted the car would have flipped many times and i would have been seriously injured or dead.

**Approximate Incident Date:** 8/13/2009

**Your responses to the questions regarding the incident:**

<b>Deaths/Injuries:</b>	No	<b>Property Damage:</b>	Yes
		<b>Crash:</b>	No
<b>Fire:</b>	No	<b>Police Report:</b>	No

[top](#)

**Vehicle Information**

**VIN:** KMHCM36C38U [REDACTED]  
**Year, Make, Model:** 2008, HYUNDAI, ACCENT  
**Failure Mileage:** 8000  
**Speed:** 70

**Vehicle Component Information**

**Component 1:** STRUCTURE:BODY

[top](#)

### Consumer Information

**Name:** [REDACTED]  
**Daytime Phone:** [REDACTED] **Ext:** [REDACTED]  
**Evening Phone:** [REDACTED]  
**E-mail:** [REDACTED]  
**Fax:** [REDACTED]  
**Address:** [REDACTED]  
**City, State, Zip:** Deming, NM [REDACTED]  
**Country:** USA  
**Referral Source:** Library

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[top](#)