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MAY 02 2011

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
CONSUMER FRAUDS & PROTECTION BUREAU

April 22, 2011

[REDACTED]
Lake Luzerne, NY [REDACTED]

Our File Number: 2011-955846
Company: Hyundai Motor America

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

John Van Voris

John VanVoris
Bureau of Consumer Frauds
and Protection

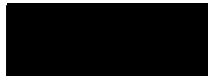
cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590


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Hyundai Motor America
10550 Talbert Avenue, P.O. Box 20850, Fountain Valley, CA 92728-0850
TEL: 714-965-3000 FAX: 714-965-3816
WEB: HyundaiUSA.com

March 23, 2011



Lake Luzerne, NY 

Re: HMA File# 4268919

Dear 

Thank you for your recent correspondence. We have thoroughly reviewed your comments and indeed regret the circumstances you have experienced.

Our inspection of your vehicle confirmed that your vehicle's supplemental restraint system operated according to its design. The system detected an impact sufficient to warrant frontal airbag deployment. We found no indication during our inspection of any defect or malfunction in your vehicle's airbag system. Thus, while we sympathize with you about the incident, we cannot agree that your vehicle contained a product defect.

By this letter, we put you on notice of the duty to preserve the subject vehicle. Any alteration or destruction of the vehicle may result in a claim of spoliation.

We do need to advise you that this is Hyundai's final decision in this matter. If you should have any other concerns that you want to discuss with us, please feel free to write or call our Consumer Assistance Center at 1 (800) 633-5151.

Sincerely,

Marisa
National Customer Connect
Hyundai Motor America



Lake Luzerne, N.Y.



Attorney General
The Capital
Albany, N.Y. 12224

1222439999



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
THE CAPITOL
ALBANY, NY 12224-0341



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Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg
Washington, DC 20590

