

over

3/1/2014

The National Highway Traffic Safety Administration  
Department of Transportation  
1200 New Jersey Avenue SE  
West Building  
Washington, DC 20599

cc: Hyundai Motor America

MAR 11 2014

To Whom This may concern,

Attach is a copy of a complaint on my 2013 Hyundai. How does a lease car not supply the car with a spare tire. I sent this letter to the Better Business Bureau who suggested I write to you. Attach is a copy of a letter I sent to Better Business on 2/9/2014 and another letter sent ~~to~~ to Hyundai. To date I never got a response from Hyundai and the Better Business Bureau can not assist me.

If this department is for Traffic Safety tell me how can a Business sell a car without supplying a spare tire. I never ever bought or leased a car without a spare. I need sometype of resolution. I am seriously looking to take this issue to ~~the~~ cablevision to broadcast this issue.

Please respond. Thank you,

NAM

3/1/14

SMD

Holbrook, W

① Better Business Response

② Letter from Better Business Bureau

③ Letter letter to Hyundai



Better Business Bureau - Long Island, Nassau and Suffolk Counties  
399 Conklin Street  
Suite 300  
Farmingdale, NY 11735  
Phone: 516-420-0500 | Fax: 516-420-1095  
longisland@newyork.bbb.org

Wednesday, February 26, 2014

[REDACTED]  
Holbrook, NY, [REDACTED]

Dear [REDACTED]

This is in reference to your complaint against Hyundai Motor America. Your complaint was assigned ID#9942863.

After careful review, the BBB has determined that the issues you raised are not within the scope of services that we offer to the community, nor have you provided facts that we may present for purposes of dispute resolution. We are, therefore, unable to process your complaint.

Your BBB helps settle many marketplace disputes between consumers and businesses, but we do not provide legal advice or legal services. ***Please understand that we are not an enforcement agency and are not the right forum for certain matters in dispute.*** You may now want to pursue this matter through Hyundai Motor America, P. O. Box 20850, Fountain Valley, CA 92728-0850 1800-633-5151 [consumeraffairs@hmmausa.com](mailto:consumeraffairs@hmmausa.com) as well as contact The National Highway Traffic Safety Administration (NHTSA) of the U.S. Department of Transportation <http://www.nhtsa.gov/> 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590 1-888-327-4236.

Thank you for contacting your BBB.

**Marilyn Lehrer**

Tel: 516-420-0500 ext. 3404 Fax: 516-420-1095

Email: [mlehrer@newyork.bbb.org](mailto:mlehrer@newyork.bbb.org)

Better Business Bureau  
399 Conklin Street Suite 300  
Farmingdale, NY 11735  
(516) 420-0500

cc: Hyundai Inc.

see attachments, previous letter and expenses.

To whom this may concern,

Yesterday my Lease Car, Hyundai Elantra had a tire blow out. Per episodes I dealt with previously I knew I had no spare so I had to get my car towed to my house and my brother-in-law fixed my tire. But due to the car not supplied with a spare I spent two hours in darkness waiting for a tow truck. I had my nephew come to me to assist but due to no tire he could do nothing. This complaint started on 5/18/2013. Note, I leased my car 10/2012, therefore the car was not even 1 year old. With the car I was to get free service for a year.

On 5/18/2013 I was told from a gas attendant that my tire was flat. Drove to another gas station since the one I was at could not assist me. That's when I found out I had no spare. The gas

attendant used the mechanism that I got with this Lease car. This mechanism was to pump the tire & seal the tear. However, the mechanism never worked. I wrote a letter to Hyundai concerning this episode & never received a response. See attachment. On 1/14/2014 I had to go to Hyundai to get an oil change. I discussed my previous episode with the service attendant who told me to buy a tire repair kit for 296.00.

I am a single parent and money is tight. I figured when I get my tax refund check I will try to buy this. My brother-in-law tells me this is ~~not~~ totally ~~not~~ an incorrect procedure. Between tires, towing and the time I spent outside waiting for towing which causes my life to be in danger I refuse to lease any future car or buy a car without a tire. I want this reported. Between 2 tires, towing I spent close to \$400.00. I still need to buy a spare tire which my brother-in-law tells me he can get me for \$100. I did say I still need to get the tools also to put the tire on. I do not understand how a car dealer does not supply you with a spare. I never bought a car without a spare.

Help.

Holtbridge, NY

Auto Mall Hyundai, Inc.  
DBA Atlantic Hyundai  
193-205 Sunrise Highway  
West Islip, NY 11795

To whom this may concern.

Saturday, January 11th I went to Hyundai in Centereach to get my oil change. I was also advised to get my tires rotated which was done. Total fee I paid was \$69.79. At the time I was at the service station it brought to my mind the ~~incident~~ <sup>incident</sup> that happened on 5/18/2013. I went to get gas and I was told by the tenant that my passenger front tire was flat. Of course I freaked out. At the gas station it was morning & the service people were not there. I drove quickly down the block to the next service station who attempted to assist me. That's when I realized I had no spare tire, only a mechanical instrument that to blow my tire up. However when we used it somehow the instrument did not work correctly. Its now within the first year I had the car. I called the ~~and~~ emergency service to come to where I was to service me. I was told that my car was to get towed to the nearest ~~sear~~ Hyundai service center but I would not get my

car back until the following Monday.  
5/18/2013 was a Saturday & ~~the~~ I needed  
my car at the time and definately  
Monday morning for work. So what I ended  
up doing was calling Pep Boy to tow  
my car & get serviced with a tire. Attach  
is the fee I paid. Of course, I was  
furious with the cost, time, effort it  
took from me to get this repair done.  
Now I realize I am driving a car with  
no spare. When I was at the service  
station & spoke with an attendant  
who told me I can buy a fire repair  
kit for \$296.00. One) the breakage  
of the tire blower was with my first  
year I had the car. Two) Why pay that  
fee for a lease car. Three) I am  
presently driving a car without a spare.  
I would appreciate some type of  
assistance for this situation, asap.

Thank you,

Holbrook, ny



Pep Boys #564  
425 SUNRISE HIGHWAY  
PATCHOGUE, NY 11772  
(631) 758-0045  
www.pepboys.com

05/18/2013

5:09:56 PM EST

Trans.: 065314

Store: 0564

Reg.: 105

Till: 105

Cashier: 355264

Service Work Order COMPLETE



056410506531420130518

Hankook Ventus V2 Concep 140.99 T  
TIR1012470 1 @ 140.99

Order #: 2107887

TIRE INSTALLATION PACKAG 39.34 T  
9084807 1 @ 39.34

TIRE MOUNTING 0.00 N

9125984 1 @ 0.00

TIRE HANDLING CHARG 0.79 T

8585558 1 @ 0.79

WHEEL BALANCE PASSE 12.99 T

8582685 1 @ 12.99

ROAD HAZARD WARRANT 16.57 T

9158085 1 @ 16.57

DILL Tire Pressure 8.99 T

0672575 1 @ 8.99

REBUILD TPMS 0.00 N

0399061 1 @ 0.00

Order #: 2107887

NYS WASTE TIRE MANAGEMEN 2.50 T  
9234518 1 @ 2.50

Order #: 2107887

Sub-Total 182.83

Tax 15.54

Total 198.37

Account: [REDACTED]

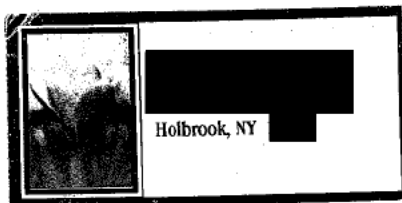
Auth: 480493 (A)

Total Tender

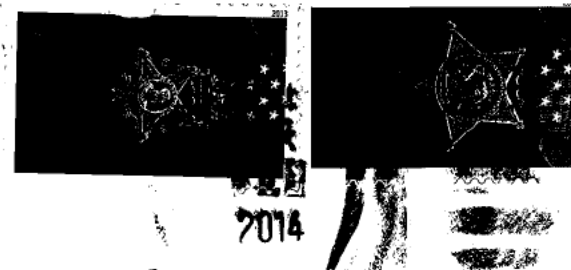
198.37

Change Due

0.00



W41-323



The National Highway Traffic Safety  
Administration of U.S. Dept Transportation  
1200 New Jersey Avenue SE  
West Building  
Washington, DC 20590

