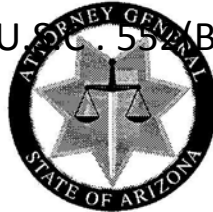


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10965469-5827



MARK BRNOVICH
ATTORNEY GENERAL

OFFICE OF THE ARIZONA ATTORNEY GENERAL
CIVIL LITIGATION DIVISION
CONSUMER PROTECTION & ADVOCACY SECTION

CONSUMER INFORMATION &
COMPLAINTS
(520) 628-6648
(IN-STATE ONLY) (800) 352-8431

February 07, 2017

[Redacted]
Vail, AZ [Redacted]

FEB 10 2017

RE: [Redacted] / HYUNDAI

Dear Consumer:

Thank you for the complaint you recently forwarded to the Arizona Attorney General's Office. Your complaint may fall within the jurisdiction and authority of the agency listed below.

We are forwarding a copy of your complaint to this agency for appropriate action. Please contact that agency if you have any questions regarding your complaint.

Thank you again for bringing this matter to our attention.

Sincerely,

Consumer Information and Complaints

National Highway Safety Administration
AUTO SAFETY
400 7TH STREET, SW
WASHINGTON, DC 20590

CPA:O (9/15)

ET
3817
SHD

CONSUMER COMPLAINT FORM
www.azag.gov



OFFICE OF THE ATTORNEY GENERAL
ATTORNEY GENERAL MARK BRNOVICH

Complaint/Confirmation #: 17-001402

 YOUR ADDRESS
 Vail AZ _____
 CITY STATE ZIP

 HOME PHONE NUMBER BEST NUMBER TO CALL DURING THE DAY

 EMAIL ADDRESS

Hyundai
 NAME OR FIRM YOU ARE COMPLAINING AGAINST
 P.O. Box 20850
 ADDRESS OF FIRM
 Fountain Valley CA 92728-0850
 CITY STATE ZIP
 800-927-2808 consumeraffairs@hmausa.com
 PHONE NUMBER OF FIRM EMAIL ADDRESS

For statistical purposes, please indicate:

- Your Age:
 Under the age of 30 Between the age of 60-79
 Between the age of 31-59 Over the age of 80

- Military/Veteran:
 Currently in military service
 A veteran

How did you hear about our complaint form (please choose only one): *Called Tucson AG Office*

- | | | |
|---|---|--|
| <input type="checkbox"/> Called Phoenix AG Office | <input type="checkbox"/> Visited an AG Satellite Office | <input type="checkbox"/> Another Arizona State Agency/State Legislator |
| <input type="checkbox"/> Called Tucson AG Office | <input type="checkbox"/> An out of State Agency | <input type="checkbox"/> Attended AG Presentation/Event |
| <input type="checkbox"/> Went onto AG Website | <input type="checkbox"/> Media: Newspaper/Radio/TV | <input type="checkbox"/> Other _____ |

May we send a copy of this to the person or firm you are complaining against: *Yes* YES NO

(By selecting the answer, "Yes", to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No", we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter: *No* YES NO

May we send a copy of your complaint to another government agency for their review or investigation: *Yes* YES NO

Was an oral or written warranty given: *No* YES NO

Did you sign any documents: *No* YES NO

Date of transaction: _____ Place of transaction: _____

Witness to transaction: _____ Salesperson's name: _____

Total amount of damages (list actual loss only): _____

Have you complained to the firm: *No* YES NO

What was their response: _____

Was the product or service advertised: *No* YES NO

If yes, indicate the date and how it was advertised:

Date: _____ Description: _____

Do you have an attorney: *No* YES NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending: YES NO

List any other consumer agencies contacted: *NHTSA and AG office in Washington, DC. I was informed to contact AZ AG.*

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT IN THE FOLLOWING PAGE PROVIDED.

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge:

Signature  _____

Date 02/06/2017 _____

CONTINUATION

Circumstances surrounding your complaint:

I have a rust issue with the frame on our 2007 Hyundai Entourage mini-van. It is part of the frame that supports part of the front lower control arm and it has had rust issues and is progressively getting worse. This has been going on since the van was 3 years old. There has been 2 previous recalls for rust on front suspension and rear axle and now 1 on the hood latch system. This issue is a safety issue because it involves steering of the van. And Hyundai needs to address.



OFFICE OF THE ATTORNEY GENERAL
MARK BRNOVICH
CONSUMER PROTECTION & ADVOCACY SECTION
400 WEST CONGRESS, SUITE S-315
TUCSON, ARIZONA 85701-1367

PHOENIX
AZ 852
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02/07/2017

US POSTAGE \$000.46⁰

FIRST-CLASS MAIL



ZIP 85701
011E1 1673338

National Highway Safety Administration
AUTO SAFETY
400 7TH STREET, SW
WASHINGTON, DC 20590

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