

Reference # 11048086
I wrote to you

MAY 16 2018

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

Auburn, AL
May 1, 2018

Hyundai of Auburn
823 Opelika Rd.
Auburn, AL 36830-4021

CL-11048086-6912

To All Concerned

Thank all of your mechanics you all their thoughtful help and suggestions regarding my dangling sun visors. It has taken 6 months to fix the "dangle" in my sun visors.

An elderly gentleman who has seen every car from the 1930's to our most expensive car today, laughed and said he had never seen sun visors like that. He owns a modern service center for cars & repairs, and has the best mechanics. He has all those years of experience & learning, that your mechanics lack, merely due to being too young to know everything there is to know about cars, what a shame?

In less than 1 minute, he laughed and told me what he would do to my sun visors. What a COINCIDENCE? We only differed on the brand name. He wanted to do what I wanted to do 6 months ago.

NM
5.17.18

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your Reference#

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I'm sorry I thought it was a shoe string holding up my sun visors. The gentleman graciously told me my mistake. He told me that it is a small electrical conductor wired to my sun visor to light a mirror.

I'm merely country and I'm an old [redacted] year old ex-accountant, of course retired. I still count DOLLARS at home and when he agreed with my idea to fix the sun visors, I could not refuse. He saved me \$220 for sun visors plus \$19.80 tax plus all that labor you would charge me for installing them. Best of all they are permanently fixed (by experience gained from working on (and manufacturing cars) cars, VOLVOS MADE IN SWEDEN) I drove a VOLVO for years and saw permanent fixtures on my car using this material when car ran about 200,000 miles. Heck! That was as good as my 26 year old Ford Van - Aviator. It even had permanently mounted sun visors, when I traded it in to buy my HYUNDAI. Now I can love my HYUNDAI again and see safely to drive.

I'm happy with my Hyundai now, so I don't need to bother you any more. Thank you so much for those hours of listening to me complain. I will send this letter to all received, my complaints as case is closed - I'm happy. Sincerely [redacted]

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stjude.org

My car has rear
view and side view
mirrors to make driving
safe. I did not know
a car needed a mirror
on the Sun Visor. I
waited 6 Mos to fit my
Sun Visor because of
a mirror, worthless
~~wast~~
worthless
junk.



Auburn, AL

MONTGOMERY AL 360

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Ave SE
Washington, D.C. 20077-9382

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To close case

20077-9382

