

These people have guts, claws & teeth
To Better Business Bureau @ take care of HYUNDAI



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

Customer Complaint Form

MAY 04 2018



CL-11048086-9392

NEW & USED

Please print clearly and complete each section of this form.

HYUNDAI OF AUBURN - PRE OWNED SUPER CENTER 334-821-7990
1057 OPELIKA RD. AUBURN, AL 36830
Company Name, Address, City, State, Zip: Consumer Name, Address, City, State, Zip:

HYUNDAI OF AUBURN
823 OPELIKA RD.
AUBURN, AL 36830

[REDACTED]
AUBURN, AL
[REDACTED]

Company Phone: 334-321-0777
Company Fax:
Company Email/Website:

Consumer Phone: [REDACTED]
Consumer Fax: - -
Consumer Email: - -

What is your complaint? (be sure to enclose copies of contracts, receipts, cancelled checks or other relevant documents)

FLOPPING SUN VISORS MOUNTED TO ROOF OF CAR
DANGLING ON "WHAT" APPEARS TO BE A
SHOE STRING DANGLING THROUGH HOLE IN
TOP OF CAR RUNNING THROUGH a 1/2" tube on
pipe. I HAVE NEVER SEEN ON ANY MAKE OF CAR,
A 1/2" tube on pipe WITH A SHOE STRING RUNNING
THROUGH IT TO SECURE SUN VISORS TO TOP-
OF CAR (SAFELY & PERMANENTLY) HYUNDAI MUST
BE ONLY CAR MFGERS THAT USE THIS

SUPERBLY UNIQUELY CHEAPLY FACTORY (continued on reverse side)

INSTALLATION
Consumer Signature: [REDACTED]

Date Complaint Submitted: 4-8-2018 NM
5.16.18
UD

Please mail/fax/e-mail this form to the below address. NOTE: The normal processing time for a complaint is thirty (30) days from the day we receive your complaint. If you have any questions concerning this form or the status of your complaint, please do not hesitate to contact us at: 478-742-7999 or 706-210-7676.

BBB Serving Central Georgia
277 Martin Luther King, Jr., STE 201
Macon, GA 31201
Phone 478-742-7999 | Fax 478-742-8191
info@centralgeorgia.bbb.org

BBB Serving CSRA
4400 Columbia Rd STE 100
Augusta, GA 30907
Phone 706-210-7676 | Fax 706-210-2765
info@csra.bbb.org

BBB Serving Chattahoochee Valley
233 12th Street, Suite 911B
Columbus, GA 31902
Phone 706-324-0712 | Fax 706-324-2181
info@columbus-ga.bbb.org

OVER-

The girl who waits up the repair orders was very familiar with Hyundai's dangling sun visors. She yanked my doors open, rammed them up into the roof of car with some Very Strong Bang of her arms.

(continued from the front) Having driven a 1983 Ford Aerator Conversion Van, for 26 years - I know about repairs on vehicles. I traded my Ford in on the Hyundai. The car had 34,000 miles on it. With mileage that low, I knew there would be no major problems, so I did not waste money on car repair insurance. I've only driven it 5000 miles and this will be my last driving license in Texas, I suppose. Hyundai wanted to punish me for not buying car repair insurance. - So they would attempt to sell me 2 new sun visors for over \$200⁰⁰ and add about \$300 installation charge. \$500

(Shoe String running thru a 1/2" plastic pipe is OUTRAGEOUSLY EXPENSIVE)

I Do Not need new sun visors - I need a SAFE PERMANENTLY ATTACHED PAIR OF SUN VISORS like on normal American cars - 26 year old Ford Van - same engine

What settlement would you consider fair?

in cash & new gear.

I would appreciate Hyundai replacing the 1/2" tube & shoe string with something permanent - and to replace the Right Front Hub Cap I smashed on curb while beating the sun visors back into roof. - I'm afraid of them now

Please indicate your preferred method of contact: Mail Email none

as I don't trust people like them - they are sneaky enough to mess up engine, now as I had guts to complain about them.

- Reference # 11048086
in Washington DC

pride owner of junky expensive
2008 HYUNDAI with 39,000 miles no car
repair insurance

The sun visors are attached on the side
next to the doors with "what" appears
to be a shoe string pulled through
a 1/2" plastic tube or pipe that drops from
a hole in roof of car. This string jerks up
& down over bumps when the driver

line driver almost all makes of American
cars - and some foreign cars - This is
the first time I've ever driven a car with

Also Federal Trade Commission
1-877-382-4357
has complaint #

such superbly "UNIQUELY CHEAPLY" FACTORY
designed sun visors that slide up & down
on a string in a pipe or tube. What a
thrill to have jumping sun visors when
you hit the curb and smash your
hat cap. Just lucky to have these lovely
sun visors I suppose. You can see
I'm too angry to even write.

Item: SAFELY IN ROOF

The mechanic said the sun visors fall
when you go over bumps. He thought "that
is a woman & women are fools. She will
be !@#% enough to pay over \$200⁰⁰
for new sun visors & we can charge her
at least \$500⁰⁰ to install them for a crazy old
year old woman. HA HA HA - I fooled thing
I did not know a mucky mouse string
running thru a 1/2 plastic pipe cost that
much & DID YOU? I'll bet the
new sun visors would fall if I hit
a bump. I'll bet they would, money on it.

The sun visors
left side new - they are
good - But mucky mouse
string in 1/2 tube can't hold



AUBURN, AL

POST OFFICE BOX 360

Reference
1104608
from
11-2-18

30 APR 2018 PM 3 L



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NEF-100
WASHINGTON, D.C. 20077-9382

20077-9382



has no teeth or claws or guts to
encourage Hyundai to make Safe Sun Visors.