

CL-11061908-2544

December 1, 2017

NHTSA Headquarters
1200 New Jersey Ave SE
West Building
Washington DC 20590
Attn: Takata Airbag Recall

JAN - 3 2018

[REDACTED]
Odessa FL [REDACTED]

Takata AirBag
NHTSA Recall # 16V-340 & 17V-006
Vin 2T1BU4EE7BC [REDACTED]
NHTSA Tracking # 10995900

Dear Sir or Madame.

I recently had my passenger Airbag replaced at my local Toyota dealer. My question is why was only the passenger airbag replaced and NOT the drivers

side airbag replaced. The local Toyota dealer could not answer that question for me. I was under the impression that BOTH driver and passenger airbags

were defective. Thank you for any information you can give to me.

Thank you for your time.
[REDACTED]

NM
1.9.18
UD

9/13/2017

Opinion of fraud by Hyundai Dealership, "Jason Pilger, Hyundai.com", Gautier, MS 39553 to Customer (on her way to FL), [REDACTED]

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COPY - email sent 9/13/2017

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in:sent

Gmail

COPY

Move to Inbox

More

P.L

COMPOSE

Inbox (3,852)

Starred

Important

Sent Mail

[REDACTED] (100)



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Opinion of fraud by Hyundai Dealership, "Jason Pilger, Hyundai.com", Gautier, MS 39553 to Customer (on her way to FL), [REDACTED] Hollywood, FL [REDACTED]

3:09 AM (5 hours ago) ☆

to nhtsa.webmaster

To: NHTSA

From: [REDACTED] VIN KM8SC73D82L [REDACTED] 2002 Hyundai Santa Fe

Date: 09/15/2017

Re: Dealership claiming serious recalls were listed for my 2002 Hyundai Santa Fe, after requesting my VIN.

Note: I will try to list these facts as they happened without emotion, as I can be very emotional when money is taken from me fraudulently, when I am trying to live off my only income of Social Security Disability.

1. I temporarily went to stay with siblings in Ocean Springs, MS [REDACTED] as one has Parkinson's Disease that was becoming very advanced. They asked for help.
2. Although I had a strong battery, my Santa Fe did not start one morning. My Geico Roadside Assistance came and started it but informed me that it was not a bad battery, rather a "battery light" down under the brake pedal, a part I had never heard of before..He said that if the battery light didn't work, the car would not start. I drove it to a mechanic shop called "Fast Eddie's on Bechtel, Ocean Springs.
3. He (owner/manager) confirmed the diagnosis. and had one of his mechanics fix it.

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P. 2

Gmail

More

COMPOSE

Inbox (127,253)

Starred

Important

Sent Mail

Search (100)

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~~A mechanic drop called. Fast Eddies on Decatur, GA. 1000 Springs.~~

3. He (owner/manager) confirmed the diagnosis, and had one of his mechanics fix it, which took very little time, and I was paying him \$87-\$88 in what seemed a few minutes.

4. This owner told me that this part had been on a large recall list. I was the second owner of the car so I thought that I had not heard due to secondary ownership.

5. Again, due to finances, I wanted to know if my Santa Fe had been recalled to have this fixed and if so, would that mean the manufacturer would reimburse me?

6. I called the nearest dealer, (listed above), and asked if my Santa Fe had been recalled for the part that made my battery go dead.

7. The woman asked for my VIN, which I gave her. She came back telling me that it was not recalled for the brake light, but for 2 other areas of the car that made it very dangerous to drive and I should bring it in to them right away since I was on my way back to my family in Miami, almost 800 miles away. I was suppose to leave the next day. She told me that I should drop it off that evening, using the key drop, and it would be among the 1st in. I did.

8. I received an upsetting call early afternoon from a man that worked at the dealership service department. He claimed he had to replace 2 tires, because they were so bad, there were wires coming out of them, and I needed to have a full 4 wheel alignment, as well as needing to replace the front right lower ball joint. He gave me a verbal estimate of ~\$550.00 along with the remark that my Santa Fe wouldn't last 100 miles down the road. *(Without these repairs.) Ann*

9. Normally more level headed and think about car repairs from mechanics, private or dealers, I was upset, leaving one sibling with just one other, when he needed a lot of

help, my daughter in FL, calling every day with new apartments for me to look at so I would come home, and so I told them that if it had to be done then they would need to do it as I needed to get back and help out my daughter's family since she was about to give birth.

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COMPOSE

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Starred

Important

Sent Mail

Drafts (100)

A [redacted] governmentjobs.cc

R [redacted]

give birth. And Hurricane Irma was coming in.

10. Without any additional work, somehow, the bill was \$200.00 more than was quoted earlier in the day; \$748.98. I did complain immediately but the woman from the office just said that was the bill, no explanation, and if I wanted my car....

11. I couldn't stop thinking about this huge job, and completed so quickly, between supposed recall work and what they said I needed. It also brought to mind that all 4 of my tires were in great shape, 4 Goodyear tires that still had warranty on them. I check the fluids on my cars and tires, and it made me realize that some parts, (at least) of this bill were not correct and it appeared that I had been cheated. I had my car checked out just before I left for MS mid-March and again, while I was here, because I was driving over to Galveston.

12. I found your website, put in my VIN, and the message back stated that there had/have been NO RECALLS on my Santa Fe.

Their receipt also has false statements on it, with each line stating "customer states replace the right front lower ball joint". "customer states mount and balance 2 new tires". I never stated anything. They shoved everything at me starting with recall work that your agency lists was not needed, to the extra work that forced me to stay in MS without enough funds to go home.

Their heading on the 2 page receipt contained more odd comments, such as Estimate: \$95.00. The recalls were quoted as covered and I never discussed any other work with them that would cost 95.00. If we had, then they were way off with giving me a bill of 748.98. Another odd comment on the heading was: WAIT created 2017-08-08 01:32:00PM. I have no idea what that even means!

This Hyundai Santa Fe has low mileage for a 2002 = 108,733. I purchased it from a dealer, for my oldest daughter, in 2009, with 32,000 miles on it. She kept it in pristine

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Gmail

More

COMPOSE

Inbox (127,256)

Starred *My street address*

Important *is not*

Sent Mail

Drafts (400)

A

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R

This Hyundai Santa Fe has low mileage for a 2002 = 108,733. I purchased it from a dealer, for my oldest daughter, in 2009, with 32,000 miles on it. She kept it in pristine condition. [REDACTED] is stated as owner on the receipt as she gave it back to me when her husband's company set him up in a home office. My temporary USPS address in MS is [REDACTED] Ocean Springs, MS [REDACTED] My cell: [REDACTED] email: [REDACTED] new email: [REDACTED]

One of the oddest statements on top is that they list the beginning and ending mileage. The Santa Fe never moved. The gauge is not in 10th's of a mile but a short test run with all that work, before and after would be the norm, but according to their numbers, it appears to have not left the space in the lot. I feel this dealership needs a full investigation as to their business practices and I would like to know how to get my money back. I always check out my car's alignment when on a flat, straight road and that car did not need it. And all 4 Good Year tires were in the same shape. A tire shop around the corner, on Government Street, in Ocean Springs checked them all recently as I felt I had a slow leak in one. I did, and they saw why; I had picked up a nail. But about 3 of the guys were all looking at the tires and they all looked in great shape, no where close to being so bald as to having wires sticking out.

Can your agency do anything to help me or advise me of the proper agency that can? Due to "Irma", and my family evacuating to North Carolina, (they were in the news due to the baby being born in Greensboro). I have taken a short lease here, [REDACTED] Ocean Springs, MS [REDACTED] If anyone can and or will help, and I need to fill out forms, my USPS mail starts there on Thursday or Friday of this week, 9/17 or the 18th.

Thank you in advance for any help you can give me.

[REDACTED]

email sent 9/13/17

Copy (this copy) sent 12/1/2017

[REDACTED]
Ocean Springs, MS

GULFPORT MS 395

01 DEC 2017 PM 2 L



NHTSA
1200 New Jersey Ave, SE
West Building
Washington DC
20590

