

MAY 20 2019



GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

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May 10, 2019

[REDACTED]
Conyers, Georgia [REDACTED]

CL-11110732-3314

Re: Reference File Number [REDACTED]
Business Name: Nalley Hyundai

Dear [REDACTED]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Nalley Hyundai. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

D. Neumann
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)

EA
5.21.19
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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 4/25/2019

Consumer name: [REDACTED]

Address: [REDACTED] Conyers, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Nalley Hyundai

Address: 7909 Mall Pkwy

Lithonia, GA 30038

Phone: 678-509-8248

Month / Year of transaction: June 2018

Complaint details as submitted:

On 10/31/17 I purchased a 2013 Hyundai Tucson. In June 2018 my vehicle started shaking and loss power while driving on the way to work. The vehicle now only has 42000 miles. I got the car towed to Hyundai dealership. They did a negligent diagnosis and said there is no oil. With out proof of oil changes they said the warranty was voided.

They said the vehicle needed a new engine, and quoted me \$7000. Unable to afford a new engine the vehicle sits in my garage, still making payments on a \$16,000 loan. Investigating the engine ourselves we found a huge hole in the engine block. Explaining why Hyundai said it had no oil. The engine in this vehicle is a Theta 2. The Theta 2 has been recalled on many vehicles. Including 2011-2013 Tucsons. For some reason my 2013 isn't included. We have a Face Book page called Hyundai Tucson engine failure, with 200 members going through the same situation.

I have contacted Hyundai consumer affairs many times. Still they deny me for a warranty repair, buy back, or a loaner vehicle. I was forced to purchase a replacement vehicle. Making 2 car payments is very stressful. Especially paying for one that doesn't work. I would like Hyundai to buy back this vehicle. Even a warranty repair would work. Please help.

GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

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Suite 356

Atlanta, Georgia 30334

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National Highway Traffic Safety Administration
DOT Auto Safety Hotline
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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