

THOMAS J. MILLER
ATTORNEY GENERAL



IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

1305 E. WALNUT ST.
DES MOINES, IA 50319
Main: 515-281-5926
Toll Free: 888-777-4590 (In Iowa)
Fax: 515-281-6771
consumer@ag.iowa.gov
www.iowaattorneygeneral.gov

November 1, 2021

CL-11440200-6250

Avoca, IA

Re: [REDACTED] vs Hyundai
File [REDACTED]

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

We have received and reviewed your letter about the above-referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was **forwarded** to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to act, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lisa Judge".

LISA JUDGE
Investigator
Lisa.Judge@ag.iowa.gov

cc: **National Highway Traffic Safety Administration**
Department of Transportation
400 7th Street SW #2318
Washington, DC 20590

Phone: 888-327-4236
Website: <https://www.nhtsa.gov/>

From: [REDACTED] (State of Iowa Office of the Attorney General)
<webteam@feedback.iowa.gov>
Sent: Monday, October 25, 2021 12:12 PM
To: AG CONSUMER [AG]
Subject: Submission from State of Iowa Office of the Attorney General (Online Consumer Complaint Form)

The following was submitted on October 25, 2021 at 12:12 pm US Central.

Consumer Information

Title: [REDACTED]
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: avoca
State: Iowa
Zip Code: [REDACTED]
Email Address: [REDACTED]
Phone: [REDACTED]
Age: [REDACTED]

Please check appropriate box if you or your spouse are an active or former duty service member or U.S. military veteran: none

Who are you complaining about?

My Complaint is Against (Company or Name of Individual): Hyundi
Company or Individual's Address: none
Company or Individual's City: none
Company or Individual's State: none
Company or Individual's Zip Code: none
Company or Individual's Phone Number: none
Company or Individual's Fax Number: none

Email Address (if available): none

For motor vehicle complaints, list the Vehicle Identification Number (VIN): KM8NUDCC1B [REDACTED]

Product or service involved: Recall--# 197 on the Valve cover gaskets making the Alternator Die and rendering the vehicle Dead on the Road No Power!! this has happened 4 times since 2019 I was told when the fix came out i could get reimbursed for what I have had to pay out if it was in line with the recall I submitted my bills and they refuse to pay! there have been recalls on this in 2012

Is the product?: Used

Date of purchase or contract: November 1st 2018

Amount of purchase or contract: 8,000

Actual amount paid: 8,000

How did you pay?: check

Have you contacted the business or person?: Yes, I have contacted the business or person.

Have you contacted an attorney?: none

What do you think should be done to resolve your complaint fairly?: I would like to have the Money reimbursed back that I have had to Pay out to try to fix this recall!!!bought the car

Summary of your complaint: Bought the Veracruz /20/2018 had Complete Power Failure in 7/18/2019 had the vehicle fixed on 8/31/2020 then had complete Power failure again on 1/7/2021 had the car towed to Hyundai Edwards Auto 1029 32nd Ave Council Bluffs Iowa 51501they said there was no fix yet and if I wanted to be able to drive my car I would have to pay for a repair and then get reimbursed when the fix comes in so I did on 3/18/2021 then on 6/30/2021 I noticed oil on the alternator again and I took it to Hyundai Again because I got a letter saying a fix was available so I mad the apt to have it checked out and when I got the car over there they told me they didn't have a fix yet so I told them to check the alternator and Yes it was full of oil again so I left the car there till Aug 21 2021 hoping its fixed now?

Attachment: none

Note: For uploading more than three attachments in the same submission, please use file compression or "zip" software. For information about using zip software, [click here](#).

If mailing attachments: none

Note: Complaints are "Open Records."

Under Iowa law, complaint forms or letters are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against. Please contact the Consumer Protection Division if you have questions about the open records law.

I understand that the Attorney General's Office is not my private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

Submitter: [REDACTED]

[View this submission](#) within the administrative area of your website.

This email was sent by: www.iowaattorneygeneral.gov
User Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/94.0.4606.81 Safari/537.36
Remote Host: 10.20.10.52
Remote Address: 69.63.13.204

State of Iowa
Department of Justice
CONSUMER PROTECTION DIVISION
Second Floor, Hoover Building
Des Moines, Iowa 50319-0109

Address Service Requested

PRESORTED
FIRST CLASS



U.S. POSTAGE & METALS



ZIP 50319 \$ 000.46¹
02 4W
0000357606 NOV 01 2001

National Highway Traffic Safety Administration
Department of Transportation
400 7th Street SW #2318
Washington, DC 20590

JAM26AB 20024

