

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

October 28, 2022

Des Moines, IA

Re: vs Hyundai

File #

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

Dear :

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 that reads "Marti Quigley".

MARTI QUIGLEY

Investigator

Marti.Quigley@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/>

Handwritten initials, possibly "PR", in the bottom left corner.

RCVD OCT 18 2022

Des Moines, IA
October 13, 2022

Stew Hansen Hyundai
Attn: Service
11344 Hickman Rd.
Des Moines, IA 50325

RE: A/B Recall Orig Date 2013

To Whom It May Concern:

I am writing regarding the above mentioned 'RECALL', one of at least 3-4 RECALLS I've been informed of since originally purchasing my Hyundai 12/2008 in Kansas City, KS.

The Airbag has come on again 07/31/2022, and I've been in communication with both you and Hyundai Corporate on and off since then, still with NO RESOLUTION!!!

Enclosed, please find receipts of all FOUR times you've repaired it, since originally receiving the RECALL on the Airbag!!! (Since moving back to my home state of Iowa 01/2013).

The last time, after me scanning and emailing the 'extended warranty' information to Corporate, it was agreed, after you guys told me it was NOT covered under the warranty, they found that it was, and you took out the passenger seat, and shipped to them, to again "FIX" the A/B light being on????
(07/31/2019)

MY QUESTION IS THIS... THIS, THE FACT THAT MY A/B LIGHT IS INDEED ON AGAIN, HAS NOTHING TO DO WITH THE 'EXTENDED WARRANTY', BUT THE FACT THAT THIS IS PART OF A RECALL ON THE A/B PROBLEM, WHY ARE YOU NOT FIXING IT???

I had an appointment set up for 10/14, the first available opening, some 2 months out, to 'fix' this. Secondly, was told there would be a \$200 charge for diagnostics; as don't have \$200, as only form of income is SSI, last 12 years, and don't feel I should pay this, if this ISSUE WAS JUST FIXED RIGHT THE 1ST TIME??

So, had a LT friend who owns a car place, scan it for me, and came up with CODE B1706, which was informed by you guys is COVERED!!!

After my last correspondence 09/30/22 with Hyundai Corporate they AGAIN, told me IT WASN'T COVERED, due to me being second owner, and it is now past "the 15 years from original delivery date" AND PASSED ME ON to BBB NATIONAL PROGRAMS -1-800#...

I then, proceeded to receive papers from them, recently, with information REGARDING 'LEMON LAW'... CRITERIA AND PAPERS TO FILL OUT, REGARDING FILING A CLAIM TO GET THIS DONE???

Enclosed, please find copies of the ONLY 2 emails I received, after MULTIPLE CALLS INTO BOTH YOU AND CORPORATE FOR A PERIOD OF 6-8 WKS SINCE IT CAME BACK ON, WITH ONLY 1 BRIEF VM FROM THE 2ND 'CASE MANAGER' ASSIGNED TO ME???

I'VE NOT BEEN IMPRESSED WITH ANY OF YOUR CUSTOMER SERVICE, OR SHOULD I SAY 'LACK OF CUSTOMER SERVICE' IN RESOLVING THIS ISSUE???

undai Consumer Affairs [REDACTED]

Yahoo/Angels

•

NationalCA@hmausa.com <nationalca@hmausa.com>

[REDACTED]

Fri, Aug 19 at 8:29 AM

Hello,

I am the case manager assigned to your case regarding your vehicle.

I will be your point of contact from today onwards and we will be working together on your case.

While I investigate your case and review the previous communication, can you give me a brief overview and update of your case till date and answer these questions in a brief manner

What is the issue with the vehicle?

Is the car at the dealer?

What has the dealer mentioned?

What are you seeking for?

I will be calling you in 1 to 2 business days on the contact information provided. You can also choose the preferred method of communication, either via email or phone call and mention the preferred call back time.

Your case is important to us and we will revert within the given period.

Thank you for contacting Hyundai Motor America.

Regards,

GURSEWAK

National Consumer Affairs

(877) 864-6006 xX53049

Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure,

NationalCA@hmausa.com <nationalca@hmausa.com>

To: [REDACTED]

Tue, Aug 23 at 9:21 AM

Hello,

I am your new case manager assigned to your case regarding your vehicle

We have tried to contact you by phone to speak with you regarding your vehicle 2007 Sonata. We attempted to contact you at the number provided [REDACTED] but we were unable to reach you.

Your case is important to us so we will continue to attempt to reach you by phone. Or feel free to email an alternate phone number and a convenient time to call.

Thank you for contacting Hyundai Motor America.

GURSEWAK
National Consumer Affairs
(877) 864-6006 xX53049
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

What if you have other questions?

- If you have any questions or difficulty having this repair performed, call the Hyundai Customer Care Center at 1-855-671-3070.

Please remember to save this letter in case you need to take advantage of this additional coverage program. We thank you for your purchase of your Sonata and hope for your continued satisfaction as a Hyundai owner.

Hyundai Motor America



Stew Hansen
HYUNDAI

WE HEAR YOU

Stew Hansen Hyundai
144 Hickman Road
Des Moines, IA 50325
515-253-3172
stewhansenhundai.com

Service Department Hours

Monday - Friday
7:30 a.m. - 4:30 p.m.
Saturday
8:00 a.m. - 2:30 p.m.

DISCLAIMER OF WARRANTIES: Any warranties on the products used herein are those made by the manufacturer. The dealer hereby disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and agrees to hold the customer harmless from any and all claims, damages, and expenses, including attorney's fees, arising from the use of any products used herein. The dealer does not warrant the quality of workmanship or the quality of the parts used in the repair.

PHIL JOHNSON 13886 4386 04/08/15

110.547 /

07/HYUNDAI/SONATA/4DR SDN GLS AT

5 N P E T 4 6 C 3 7 H

04/08/15

MO:

LABOR & PARTS

J# 1 99HYZ01 MULTI-POINT INSPECT/HOURS: TECH(S):13864 0.00
PERFORM WALK AROUND AND MULTI-POINT INSPECTION
REGULAR PRICE: \$25
YOUR PRICE: \$0
COMPLETED. FOUND MISFIRE CODE P2187 AND P0301.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 73HYZ RECALL HOURS: TECH(S):13864 WARRANTY
PRETENSIONER WRTY EXT. (TSB#15-BE-002)
COMPLETED ZIP TIES ON PRE TENSIONER PLUG SA PER CAMP

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$110.00 (+TAX)

COMMENTS

CG Appt created 2015-04-06 02:48:00pm taken by Ruth Lower Customer
is under the new warranty extension

TOTALS

*****		TOTAL LABOR	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G.	0.00
*****		TOTAL MISC CHG	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Stew Hansen
HYUNDAI

WE HEAR YOU

Stew Hansen Hyundai
1454 Hickman Road
Des Moines, IA 50325
515-253-3172
stewhansenhyundai.com

Service Department Hours

Monday - Friday
7:30 a.m. - 4:30 p.m.
Saturday
8:00 a.m. - 2:30 p.m.

DISCLAIMER OF WARRANTIES

Stew Hansen Hyundai, Inc. warrants that the parts and materials used in the repair of your vehicle are new, unless otherwise specified. Stew Hansen Hyundai, Inc. does not warrant the labor performed by its technicians. This warranty is void if the vehicle is not driven for a period of 100 miles after the repair. Stew Hansen Hyundai, Inc. is not responsible for any damage to the vehicle or its contents caused by fire, theft, or other causes not covered by this warranty.

CELL [REDACTED]

JORDAN INGRAM 36548 4331 06/10/19 [REDACTED]

156,670

07/HYUNDAI/SONATA/4DR SDN GLS AT

S N P E T 4 6 C 3 7 H [REDACTED]

DES MOINES, IA [REDACTED]

06/10/19

MO [REDACTED]

LABOR & PARTS

J# 1 34MIZ010 AIRBAG DIAGNOSIS HOURS: TECH(S):449
CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON
B1448 OCS MAT DEFECT
WILL NEED TO TAKE SEAT BOTTOM OUT & BE SENT OUT TO BE
REPAIRED

INTERNAL

WOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00MIZ003 MULTI-POINT INSPECT HOURS: TECH(S):449
PERFORM WALK AROUND AND MULTI-POINT INSPECTION
REGULAR PRICE: \$25
YOUR PRICE: \$0
0

0.00

WOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

(CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL S.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Des Moines, IA

Thomas Miller, Attorney General
1505 E. Walnut St.
Des Moines, IA 50319

DES MOINES IA 500
13 OCT 2022 PM 4 L



50319-010699



Stew Hansen
HYUNDAI
Stew Hansen Hyundai
1004 Hickman Road
Des Moines, IA 50325
515-253-9172
stewhansenhyundai.com

Service Department Hours
Monday - Friday
7:30 a.m. - 4:30 p.m.
Saturday
8:00 a.m. - 2:30 p.m.

CELL [REDACTED]

NICK McDONALD 34163 2370 07/31/19
158,068 /

07/HYUNDAI/SONATA/4DR SDN GLS AT

5 N P E T A G C 3 7 H [REDACTED]

07/25/19 REPRINT# 1

LABOR & PARTS

OR [REDACTED]

TELL ME MORE

HOURS:

TECH(S):20037

WARRANTY

CUSTOMER STATES OCS MAT DEFECT PA IS APPROVED UNDER RO 18755

APPROVES PASSENGER SEAT CUSHION TO SEND IN AS REQUESTED.

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF 50.00 (+TAX)

TOTALS

OUR GOAL IS TO PROVIDE YOU WITH 5 STAR SERVICE EVERY TIME!
IF FOR ANY REASON YOU FEEL WE FELL SHORT OF THIS PROMISE
PLEASE CALL OUR SERVICE MANAGER TONY PELHAM
AT 515 253-9179 SO YOUR NEEDS CAN BE TAKEN CARE OF RIGHT AWAY.
WE THANK YOU VERY MUCH FOR YOUR BUSINESS!!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHRG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

[] CASH [] CREDIT [] CHECK # []

CUSTOMER SIGNATURE



Stew Hansen
HYUNDAI

WE HEAR YOU!

Stew Hansen Hyundai
144 Hickman Road
Des Moines, IA 50325
515-253-3172
stewhansenhundai.com

Service Department Hours

Monday - Friday
7:30 a.m. - 4:30 p.m.
Saturday
9:00 a.m. - 2:30 p.m.

MICHAEL BROWN 84 3804 07/05/18

147,438 /

07/HYUNDAI/SONATA/4DR SDN GLS AT

5 N P E T 4 6 C 3 7

07/05/18

MO:

LABOR & PARTS

Job # 43H12010

ENGINE ELEC CONCERN HOURS:

TECH(S):28677

WARRANTY

CUSTOMER STATES AIR BAG LIGHT IS ON C A
COMPLETED TSA ON VEHICLE, RE CHECKED FOR CODES, NO LONGER
HAS AIR BAG LIGHT ON

JOB # 1 TOTAL LABOR & PARTS 0.00

Job # 00H12007

MULTI-POINT INSPECT HOURS:

TECH(S):28677

0.00

PERFORM WALK AROUND AND MULTI POINT INSPECTION
REGULAR PRICE: \$25
YOUR PRICE: \$0
COMPLETE

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

TOTALS

[] CASH [] CHECK CK. NO. []
[] VISA [] MASTERCARD [] DISCOVER
[] MISC. ADDRESS [] OTHER [] CHARGES

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE



Stew Hansen
HYUNDAI

Stew Hansen Hyundai
111 Hickman Road
Des Moines, IA 50325
515-253-3172
stewhansenhundai.com

Service Department Hours

Monday - Friday
7:30 a.m. - 4:30 p.m.
Saturday
8:00 a.m. - 2:30 p.m.

TONY PELHAM

459

2557

11/19/13

99,230 /

07/HYUNDAI/SONATA/4DR SDN GLS AT

5 N P E T 4 6 C 3 7

11/19/13

LABOR & PARTS
JOB # 1 73HY2

RECALL

HOURS: 1.20 TECH(S): 1216

WARRANTY

RR CROSS MEMBER CORR TREATMENT 13-01-039
HYUNDAI MOTORS RECALL
PERFORMED RECALL PASSED INSPECTION

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB # 2 73HY21

RECALL

HOURS: 0.00 TECH(S): 1216

WARRANTY

AIR BAG RECALL
NO CODES STORED

JOB # 2 TOTAL LABOR & PARTS

0.00

JOB # 3 07HY28

MULTI-POINT INSPECT

HOURS: TECH(S): 1216

0.00

PERFORM WALK AROUND AND MULTI-POINT INSPECTION
REGULAR PRICE: \$25
YOUR PRICE: \$0
INSPECTION, OIL TOR A 90K SERVICE AND REAR BRAKE SERVICE

JOB # 3 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

TOTAL

* CASH *
* VISA *
* MASTERCARD *
* DISCOVER *
* AMER XPRESS *
* OTHER *
* CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



EXTENDED WARRANTY NOTIFICATION

This notice applies to your vehicle, 5NPE146C3 [REDACTED]

Dear Hyundai Vehicle Owner:

The warranty coverage for the seat belt pretensioners (SABTs) on 2006–2008 Sonatas has been extended to 15 years from the date of original purchase or the date of first use, or 250,000 miles, whichever comes first.

What is the reason for this additional coverage?

- Hyundai has determined that, in some vehicles, the airbag warning light may illuminate due to assistance wiring connected to the front seat belt buckles. This condition does not pose a safety risk. If necessary, the integrity of the airbag system is determined by a trained technician, and the wiring is repaired or replaced as required.

What should you do?

- If the "AIR BAG" warning lamp illuminates with Sonatas turning off a few seconds after starting your vehicle, your airbag system is operating normally and there is no need for service.
- If the "AIR BAG" warning lamp is on for the remainder of when your vehicle is running, schedule an appointment with your nearest dealer to have the air bag system diagnosed and replaced if the warning lamp is illuminated due to the seat belt buckle system electrical system. The repair will be performed at no charge under the recall repair program.

Reimbursement Notification

- Hyundai has agreed to reimburse the cost of the repair of the seat belt buckle(s) retained due to the problem described above. To obtain information about reimbursement, including the form you need to fill out, visit www.hyundaiusa.com/CarguardTXX2. You will also be able to request reimbursement electronically. For more information, please call our customer support center at 1-855-471-3059.

What if you no longer own this vehicle?

- If you are not the current owner of this vehicle, please forward this letter to the new owner. We have provided this notice because our records, which are based primarily on state vehicle title and registration data, indicate that you are the current owner.

copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its

*** WHY IS THIS HAPPENING YET AGAIN. IF YOU GUYS 'FIXED' IT 4 TIMES NOW??!!
WERE YOUR TECHNICIANS NOT TRAINED ON HOW TO FIX THIS RECALL RIGHT THE
FIRST TIME??!! SO, THE BBB, YOU, AND HYUNDAI CORPORATE ARE NOW SAYING I'VE
BEEN DRIVING AROUND A 'LEMON' THE LAST 9+ YEARS, SINCE THE ORIGINAL RECALL
CAME OUT!!!???

This lack of attention to this ONGOING REVOLVING ISSUE, has lead to no other choice, but to
contact the Iowa Attorney General in hope of resolving this ISSUE: hopefully, for THE FINAL AND
LAST TIME??!!

Disoustingly Yours



(Enclosures)

cc: Hyundai Motor America
Iowa Attorney General, Tom Miller