



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

February 9, 2023

[REDACTED]
Floral Park, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: Hyundai Motor America

Dear Stanford Altschul:

On behalf of Attorney General Letitia James, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the agency shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that agency. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Ronald Furan

Ronald Furan
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office Of Defects Investigation
West Bldg, 1200 New Jersey Ave SE
Washington, DC 20590-0001

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OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



Bureau of Consumer Frauds and Protection
The Capitol
Albany, NY 12224 -0341
Phone: (518) 776-2307 Fax: (518) 915-7736

Consumer Hotline
(800) 771-7755
TDD (800) 788-9898
<http://www.ag.ny.gov>

1. Please be sure to complain to the company or individual *before* filing a complaint.
2. Please type or print clearly in dark ink. Form may also be filled in online using Adobe Acrobat version 5.0 (or later) and printed out for mailing.
3. Complete the *entire* form. Incomplete or unclear forms will be returned to you.
4. Please attach *photocopies*—no originals—of supporting documents.

RECEIVED
NYS OFFICE OF THE ATTORNEY GENERAL

FEB 8 2023

CONSUMER FRAUDS BUREAU
ALBANY, NEW YORK

CONSUMER

Home

Business phone

City/Town

Floral Park

County

NY

State

NY

COMPLAINT:

Name of seller or provider of services

Hyundai USA

Phone

Email address

Street Address

10550 Talbert

Website

City/Town

Fountain Valley

County

CA

State

CA

Zip

92728-0850

Date of transaction

2015-April

Cost of product or service

\$25,000

Method of payment

CASH

Did you sign a contract? ☒ Yes ☐ No

Date signed:

4/2015

Where signed:

Valley Stream NY

OPTIONAL: Other seller, provider of services, manufacturer or warrantor		Phone	
Hyundai Dealer		Email address	
Street Address		Website	
City/Town	County	State	Zip
Valley Stream	Nassau Co	NY	
Was the product or service advertised? ☒ Yes ☐ No			
Date advertised:		Where/how advertised:	
Date and method of complaint to company or individual:		Person contacted (include title):	
☐ Email ☐ Telephone ☐ In person ☐ Other: Letter		Jose Munoz CEO	
Date(s) and nature of response(s):			
Has this matter been submitted to another agency or attorney? (If "Yes," please provide name and address.)			
☐ Yes ☒ No			
Is court action pending? (If "Yes," please describe.)			
☐ Yes ☒ No			

Briefly describe your complaint:

I purchased a 2015 Hyundai Sonata. It was built without an ignition immobilizer. They have not recalled the vehicle to fix this problem.

My vehicle is subject to theft, additional insurance fees and repairs. Also loss of resale value

What form of relief are you seeking? (e.g., refund, credit, exchange, repair, etc.)

Repair of the vehicle.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form *photocopies* of any paper involved (web printouts, contracts, warranties, bills, statements, cancelled checks, correspondence including email, etc.) **DO NOT SEND ORIGINALS**. Due to the volume of complaints we receive, any final resolution of this matter may take some time and your patience is greatly appreciated. In order to protect your privacy, we suggest you remove all confidential information from the complaint and documents you submit to us, such as your Social Security number, financial account numbers, and any medical information.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

In filing this complaint, I understand that:

- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
- The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
- In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
- The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

The above complaint is true and accurate to the best of my knowledge. I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Date

2/1/2023

Return completed form and documents to:

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Phone: (518) 776-2307 Fax: (518) 915-7736

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The Capitol
Albany, NY 12224-0341



FEB 21 2020

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Washington, DC 20590-0001

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