



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
WESTCHESTER REGIONAL OFFICE

August 14, 2023

[REDACTED]
Haverstraw, NY [REDACTED]

Re: Our File Number:
Subject: Hyundai Motor America

Dear Crystal Payne:

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,

John Katzenstein

John Katzenstein

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
(888) 327-4236

OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES

STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
44 South Broadway
White Plains, NY 10601-5008
Tel: (914)422-8794 | Fax (914)422-8792

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

Intake Id [REDACTED]

Complaint Bureau

Bureau Where You Filed Your Complaint WESTCHESTER

Your Information

First Name [REDACTED]

Last Name [REDACTED]

Your Business/Organization Name

Street Address [REDACTED]

Address Line 2 [REDACTED]

City/Town Haverstraw

State NY

County ROCK

Zip/Postal Code [REDACTED]

Country US

Email Address [REDACTED]

Phone Number [REDACTED]

Alternate Phone Number

Subject of Your Complaint

Are you complaining about a person or a company? COMPANY

Business Name Hyundai USA

Street Address

Address Line 2

City/Town Fountain Valley

State CA

Zip/Postal Code

Email Address

Phone Number

Website

Additional Complaint Information

Location of Incident/Transaction Pomona, NY

Date of Incident/Transaction 2023-07-17

Name of Product or Service 2010 Hyundai Sonata

Cost of Product or Service

Method of Payment CASH

Complaint Description

My engine failed due to the known to the "Oil Consumption Defect" in all 2009-2010 Hyundai Sonatas manufactured in Alabama.

My car is named as a member of the affected class outlined in [REDACTED]

[REDACTED] on behalf of themselves and all others similarly situated v. Hyundai Motor Company LTD and Hyundai Motor America, INC, Kia America Inc, and Kia Motors Corp. This case was filed on March 23, 2023 and settled for over \$700 million in June of this year.

Hyundai refuses to replace my engine despite them knowing there malfunction caused the engine to fail.

Did you sign a contract? N

Was product or service advertised? N

Have you already complained to company/individual? Y

How? BY EMAIL/WEBFORM

Complaint Date 2023-07-25

Person contacted Daniela

Job title National Consumer Affairs

Nature of response I hope you are doing well. In this email, you will find Hyundai's final resolution for your records.

Date of response 2023-08-04

Has matter been submitted to another agency or attorney? N

Is court action pending? N

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

Repair - Replacement of my engine.

Manufacturer of Product Hyundai

Street Address PO Box 20850

City/Town Fountain Valley

State/Town CA

Zip/Postal Code 92728

Product Model or Serial Number 2010

Warranty Expiration Date

Did Business Arrange Financing? N

Uploaded Documents

User Uploaded Document Names [REDACTED]

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.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature

A solid black rectangular box redacting the signature of the complainant.

Date of Affirmation

08-04-2023

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
WESTCHESTER REGIONAL OFFICE
44 SOUTH BROADWAY
WHITE PLAINS, NY 10601

FIRST-CLASS



US POSTAGE TM PITNEY BOWES

ZIP 10601 \$ 000.63⁰
02 7H
0006133838 AUG 16 2023

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

2059030001 0000

