



STATE OF IDAHO
OFFICE OF THE ATTORNEY GENERAL
RAÚL R. LABRADOR

April 5, 2024

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, D.C. 20590

Re: Hyundai Motors America Corporate Office / Matter [REDACTED]

Dear Sir or Madam:

The Attorney General's Consumer Protection Division received the enclosed consumer complaint regarding the above-identified business. We are referring this complaint to your agency because its subject matter *may* fall within the purview of the laws your agency enforces.

We are providing this complaint to your agency for informational purposes only and without an expectation of a response.

If you have questions about this letter or the enclosed complaint, you can contact me at april.mckinnie@ag.idaho.gov or at [REDACTED]. When communicating with our office, please reference the above Matter No. Thank you.

Sincerely,

[REDACTED]
CONSUMER SPECIALIST

Enclosure

From: [REDACTED]
To: [Consumer Protection Mailbox](#)
Subject: Consumer Complaint Submission
Date: Monday, March 4, 2024 11:49:41 AM

The following information was submitted to our office regarding a Consumer Complaint on 03/04/2024.

COMPLAINANT / CONSUMER INFORMATION

[REDACTED]
Nampa, Idaho [REDACTED] United States
[REDACTED]

INFORMATION ABOUT THE BUSINESS OR PERSON THE COMPLAINT IS AGAINST

Hyundai Motors America
P.O. Box 20839
Fountain Valley, CA. 92728-9937 United States
Phone Number: (188) 537-1946
Email: WWW.hyundaiusa.com/campaign251

INFORMATION ABOUT COMPLAINT

Describe the product or service the complaint involves.

The car is a 2014 Hyundai Elantra

What was the date of the purchase or lease?

11/09/2014

What was the amount paid?

\$32,448.20

What is the description of the complaint, including names, dates and actions.

On September 22, 2023 a recall was issued by Hyundai Motor America Recall # 251 to repair a condition involving the Anti-lock Break System (ABS) on the vehicle. The ABS Module may leak internally causing a condition that would cause an engine compartment fire while the vehicle is parked or while being driven. Their recommendation until they resolve the problem is park the vehicle outside and away from structures. I have chosen not to drive my vehicle as well because I do not want to drive a vehicle that may burst into flames while I am driving it. On 2/15/2023 @ 11:20 Case [REDACTED] I called Hyundai Motor America to express my concerns about the time frame of the recall and was informed that there was no solution to the problem at this time. It has been 5 months since we received the recall and I have not had use of the vehicle. Paperweights have their place but I thing paying \$32 thousand + is a little spendy. We have registered a complaint with Hyundai Motor America and I feel I need some backing from Idaho as a Idaho resident. I know you are not my attorney but your words may speak louder than mine alone.


Explain a fair resolution of the complaint.

A fair result for me is for them to fix the problem so that I can drive and park my vehicle with confidence that it will not burst into flames. I am sure they have other vehicle they have manufactured since 2014 that have the same type of ABS system that will not burst into flames with a better module that does not leak fluid and cause a fire. I want them to fix my vehicle sooner than later. 5 months is more than ample time if they are working as they say on a solution to this problem.

Uploaded evidence files (if applicable):

How do they want their complaint addressed?

Informal Dispute Resolution

Complainant Signature: 

Signature Date: 03/04/2024

OFFICE OF THE ATTORNEY GENERAL
STATE OF IDAHO
P.O. BOX 83720
BOISE, ID 83720-0010



CPD/AFM

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NEF

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Administration
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Washington, D.C. 20590



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