



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

January 31, 2024

NHTSA
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

Re: Family Hyundai
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Keya Lowe

Keya Lowe
Citizen's Advocate
Consumer Protection Division
keya.lowe@ilag.gov
312-814-3760

enclosure

500 South Second Street, Springfield, Illinois 62701 • (217) 782-1090 • TTY: (877) 844-5461 • Fax: (217) 782-7046
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AK



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name	Ms. [REDACTED]	County	will
Address	[REDACTED] New Lenox IL [REDACTED]	Phone (Daytime)	[REDACTED]
		Phone (Evening)	[REDACTED]
		Email Address	[REDACTED]
Senior Citizen	Yes		
Veteran	No		
Service Member	No		

NAME OF SELLER/PROVIDER OF SERVICE

Name	Family Hyundai
Address	8101 West 159th St Tinley Park IL 60477
Phone	(888)712-7356x
Website	familyhyundai.com
Complained to company?	Yes
Person	[REDACTED]
Phone	[REDACTED]

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name	
Address	IL
Phone	
Website	
Complained to Company?	No

TRANSACTION INFORMATION

Transaction Date	2022-09-22	Total cost	\$17,945.24
Signed a contract?	Yes on 2022-09-22	Amount paid to date	\$17,945.24
Product was advertised?	No	Method of payment	Check:
		Transaction Location	At the firm's place of business:
Registered a dispute with the credit card company	Yes		

COMPLAINT DESCRIPTION

I bought a 2016 Hyundai Sonata from Family Hyundai on 9-22-22 with 85,000 miles. I have put approximately 6,000 miles on the car since the purchase, and had the oil changed at approximately 3,000 miles. Over the last 5 months my car has been consuming oil. I brought the car to Silver Auto on 8/23/23 due to the car shaking. The car was found to have very dirty spark plugs and fouled oil and very low oil. Service charges were \$536. I needed another oil change on 11-10-23 due to very dirty thick oil. Since that time I have had to put 1-2 quarts of oil in my car every two weeks because it continues to consume oil. I have since learned that Hyundai has a known problem for many years with the motors on their cars consuming oil at around 90,000 miles, causing motors to blow up due to no oil. I brought the car back to Family Hyundai on 10-11-23 to address this problem and they agree it is a defective motor that will continue to excessively consume oil. They told me that because I was not the original owner they would not replace my motor free of charge. Hyundai needs to stand behind their products and when there is as severe as a problem as this is. They need to replace the motor no matter if I am not the original owner. I did not spend close to \$18,000 on a car only to have to replace the motor in less than a year. Hyundai has known about this problem, and should disclose this on a sale of a used car.

REQUESTED RELIEF

Hyundai to replace my motor without charge

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

OFFICE INFORMATION

Reference Number	Date Submitted:	OAG Office:	Language:	Print Date
[REDACTED]	Dec 27, 2023 7:25 PM	CHI	English	Dec 28, 2023 10:46 AM

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION					Page 2 of 2
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STATE OF ILLINOIS
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