

2005 AUG 12 AM 3: 22

ODI  
New Lenox, IL

E-MAIL

Re: Recall notice 2003-2005

Kia Sedona

Vin # kn2up131146

101 33422 *copy*

Having received the above notice and being the owner of said van when having the oil changed on my van at the Kia Dealer, I requested the rear hub caps be replaced which was the recall. The dealer said they did not have the part and they were not sure when the cap would be delivered and simply asked that I check back at a later time. (This was on July 20.) On July 22nd I called Kia customer assistance which required several phone calls and was told by a representative that Kia did not have the part available at this time and the person I spoke with did not know when they would be delivered. If in fact we have a safety problem with this van model, I don't think this is a very good response to your recall. Kia should be responsible for having this part ready for customers and I feel their response is unsatisfactory. Thank you,

Dealer: Matteson Imports - Kia  
5355 Miller Circle Dr.  
Matteson, IL 60443

*Edison  
8/16/05*