

CL-10199220-6112,

NM...

[Redacted]  
[Redacted]  
Galloway, OH [Redacted]  
Home: [Redacted]  
Work: [Redacted]

2007 AUG -9 AM 8:19

August 1, 2007

To Whom It May Concern:

I own a 2003 KIA Rio. I purchased this car in late January of 2007. Since I have had the car I have had a lot of trouble with it, as you can see from the invoices I have included. My car is back in the shop again. It was towed in on July 24 and is still there today. Communication is very poor and the service is very slow. My warranty is up in about 2000 miles and I have no confidence that my car will not break down again. They told me that they put a new engine in it in June, but now it was smoking, over heating, and then it died and would not start back up. They ignore my phone calls now, the only thing they have told me is that the head gasket needs replaced and that they have ordered it. My car does not seem like it is very safe to drive, and I never know where or when it will leave me stranded. I appreciate any advice or help you can offer. Thank you.

Sincerely,

[Redacted Signature]

mc  
8/9/07  
cc

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INVASION OF PERSONAL PRIVACY  
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THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**