

CL-10283171-9736



ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

2009 AUG 28 PM 4:58

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

August 17, 2009

[REDACTED]
[REDACTED]
Fenton, MO [REDACTED]

RE: Complaint No. CF-2009-21706

Suntrup KIA

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the National Highway Traffic Safety Administration, 400 7th Street, SW, Room 2318, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

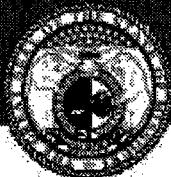
CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Complaint Investigator
Consumer Protection Division

KB
4:58
8/28/09
NW

Consumer Complaint Form



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Missouri Attorney General
Chris Koster

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER INFORMATION

NAME [REDACTED]
ADDRESS [REDACTED]
Fenton MO [REDACTED]
COUNTY Jefferson
HOME PHONE [REDACTED]
WORK PHONE [REDACTED]
E-MAIL [REDACTED]

COMPANY INFORMATION

NAME Suntrup KIA
CONTACT
ADDRESS Lemay Ferry Rd.
St. Louis MO 63026
COUNTY St. Louis
PHONE 314-894-2311
WEBSITE
E-MAIL

TRANSACTION INFORMATION

DATE OF TRANSACTION/PURCHASE 8/1/2005 AMOUNT PAID \$22,600.00 PAYMENT METHOD Loan
HOW AND WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? Yes

BRIEFLY EXPLAIN YOUR COMPLAINT

bought a 2005 Kis Sportage. Harmonic Balancer is out on the car and Kia refuses to fix it. They state that it is not covered under the warranty. My problem is that the part on the car should not be bad at 69,000 miles. This is not a normal wear and tear part. There is no reason for this part to be bad unless it is defective. I've spoken to a mechanic already about this problem. Furthermore there are countless numbers of people with the same problem. (look on consumer affairs website there are pages of people all over the country with the same problem) This should be a recall item, if the engine seizes up while somebody is going down the road the outcome could be very bad. (if this is let go and not fixed that is what will happen.) KIA should stand behind their product and take an interest in the safety of their vehicles that they sell!!!!!!!

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

Repair my car

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

Repair -

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT? No

NAME OF ANY AGENCY CONTACTED

KIA

CF-2009-21706