

CL-10876138-6703

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



ADDRESS REPLY TO:  
Hoover Bldg., 1305 E. Walnut Street  
Des Moines, Iowa 50319

Telephone: 515-281-5926  
Toll Free: 888-777-4590 (In Iowa)  
Fax: 515-281-6771  
www.IowaAttorneyGeneral.gov

THOMAS J. MILLER  
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION

Department of Justice

June 6, 2016

[Redacted]

JUN 15 2016

Iowa City, IA [Redacted]

Dear [Redacted]

We have received and reviewed your letter about the above referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was **forwarded** to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit.

Sincerely,

MARTI QUIGLEY  
Investigator  
[Marti.Quigley@iowa.gov](mailto:Marti.Quigley@iowa.gov)

cc: National Highway Traffic Safety Administration  
Department of Transportation  
1200 New Jersey Avenue SE  
Washington, DC 20590

NM  
6/21/16  
SMD

**AG CONSUMER [AG]**

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**From:** [REDACTED] <webteam@feedback.iowa.gov>  
**Sent:** Sunday, May 08, 2016 11:18 AM  
**To:** AG CONSUMER [AG]  
**Subject:** Submission from Iowa Attorney General (Online Consumer Complaint Form)

The following was submitted on May 8, 2016 at 11:18 am US Central.

**Consumer Information**

**Title:** [REDACTED]  
**First Name:** [REDACTED]  
**Last Name:** [REDACTED]  
**Address:** [REDACTED]  
**City:** Iowa City  
**State:** IA  
**Zip Code:** [REDACTED]  
**Email Address:** [REDACTED]  
**Phone:** [REDACTED]  
**Age:** [REDACTED]  
**Please check appropriate box if you or your spouse are an active or former duty service member or U.S. military veteran:** My spouse is a U.S. Veteran.

**Who are you complaining about?**

**My Complaint is Against (Company or Name of Individual):** John Won Sohn - President and CEO of KIA Motors America  
**Address:** KIA Motors America Headquarters, 111 Peters Canyon Rd.  
**City:** Irvine  
**State:** CA  
**Zip Code:** 92606  
**Phone:** 1-949-468-4515  
**Fax:** 1-949-468-4515  
**Email Address (if available):** none  
**For motor vehicle complaints, list the Vehicle Identification Number (VIN):** KNADM5A33E6 [REDACTED]  
**Product or service involved:** Vehicle 2014 KIA-RIO-Lx hatchback  
**Is the product?:** New  
**Date of purchase or contract:** August 27, 2014

**Amount of purchase or contract:** \$ 16681.9

**Actual amount paid:** Paid in full

**How did you pay?:** Wells Fargo Bank loan - we paid this loan already

**Have you contacted the business or person?:** Yes

**Have you contacted an attorney?:** No

**What do you think should be done to resolve your complaint fairly?:** The KIA company has to recall our car and replace it or refund our money because they caused us a lot of distress and it is common sense that a car should not be eaten by squirrels. I am also open to other options if they are reasonable.

**Summary of your complaint:** My husband [REDACTED] and I bought a new KIA-RIO hatchback car on August 27, 2014. After less than three weeks, we noticed deterioration in the appearance of the black front grill. There were small bite marks in the plastic grill, causing the grill to be shredded. The damages became bigger and worse every day (see attached photos). We contacted the dealer Billion Auto - KIA in Iowa City to complain, but they refused to fix it. The response from the KIA service people was that this is probably due to squirrels chewing the black plastic parts from our car. They also said that since it was not a manufacturing defect it was not covered by warranty. We were very unhappy with this answer. This is a manufacturing defect because they used cheap plastic in the making of this car. We had purchased the car brand new, and it got deteriorated immediately with no actions of our own. We looked at many cars including KIA cars in our city and we couldn't find any car damaged like ours. And squirrels live everywhere around this area. Our question is: why did the squirrels eat only our car and nobody in many auto services haven't heard about a similar problem? While looking for answers we finally found out on Internet that some car companies (Toyota and Mazda) as opposed to KIA have honestly admitted that they used ecological plastic in the manufacturing of some vehicles. Apparently this black plastic is made out of organic components, like soy oil, which attracts animals to chew on. Here are four articles describing similar cases that we found online: [REDACTED]

[REDACTED]

[REDACTED] Over a period of seven months, between November 2014 and May 2015, we made several phone calls and wrote four letters to the KIA President and Vice President of Sales of Operations. Here is the list of letters we wrote in chronological order: -Two letters to John Crowe Vice President, Service and Aftersales Operations (on November 10, 2014 and on January 2, 2015) -Two letters to Jong Won Sohn- President and CEO KIA Motors America (on May 15, 2015 and on May 27, 2015. We received no response to the first three letters and it was only after the fourth letter when finally we received a letter from KIA stating that they are not responsible to what happens to our car outdoors and that the car should be fixed at our expense. Meanwhile, the damages were getting worse and worse, even on the back bumper, not just the front bumper. My husband who was a veteran died unexpectedly five months ago and I am alone now and overwhelmed. How can I fight with such a customer-unfriendly corporation to solve this problem? This is why I had decided to write to you and hope to find the help I need. Why didn't KIA

tell us that they sold us a car made with an experimental ecological plastic? Why do we have to go through so much trouble with a new car? Why do we have to pay for this company's unsuccessful experiment? My husband and I bought this new car to feel safe and secure and to not have trouble with an old car, but it turned out that we had way more trouble than we've ever imagined. Thank you so much for your time.

Yours, [REDACTED]

**Attachments:** [REDACTED]

**Attachments:** none

**Attachments:** none

Note: For uploading more than three attachments in the same submission, please use file compression or "zip" software. For information about using zip software, [click here](#).

**If mailing attachments:** none

**Submitter:** [REDACTED]

[View this submission](#) within the administrative area of your website.

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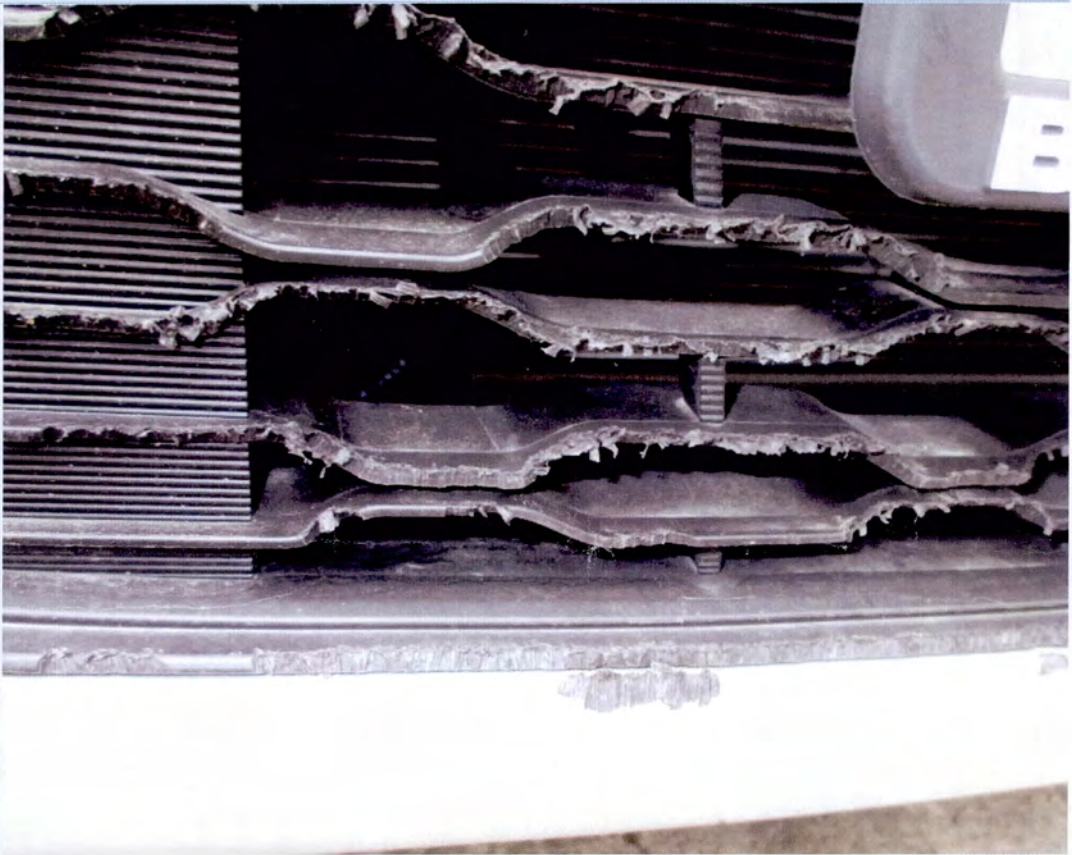




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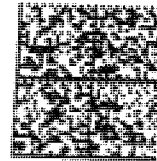


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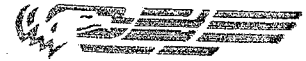


State of Iowa  
Department of Justice  
CONSUMER PROTECTION DIVISION  
Hoover Building  
Des Moines, Iowa 50319

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