

APR 13 2017

attributes this to the use of an ecological plastic in the vehicle's manufacture. She has made attempts to address this issue with the dealership that sold her and her husband the vehicle, and she has also contacted the Iowa Attorney General's Consumer Protection Division for help. Since June, our office has inquired with the CFPB, the FTC, and the Iowa Attorney General's office on her behalf. The former two agencies have provided general guidance regarding her concerns, but the Iowa Attorney General's office has informed us that the damage is not a manufacture defect and that it is not covered under the existing warranty.

The Iowa Attorney General's Office provided us with a copy of a letter they wrote to our constituent on June 6, 2016, wherein they informed her that they referred her complaint to the NHTSA. I recently received a letter from the constituent in February stating that she did not receive a response from the NHTSA following the Iowa Attorney General's referral. As such, I wanted to ask if perhaps the NHTSA did respond to our constituent's concern, and if so, if a copy could be provided to her since it appears that she did not receive it. If no response was issued, is it possible for you to provide any guidance or information for Senator Grassley's office to relay to the constituent regarding her concerns?

For your reference, I have attached copies of the documentation provided to our office last June by our constituent, along with copies of the letters that were provided to us by the Iowa Attorney General's office. One of these is the June 6th referral to the NHTSA. Our constituent's name is [REDACTED] of Iowa City, Iowa.

Thank you very much for taking the time to look at this matter.

Sincerely,

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

Zachariah Beck
Constituent Services
U.S. Senator Chuck Grassley
111 Seventh Avenue Southeast, Box 13
Cedar Rapids, Iowa 52401
319-363-6832
319-363-7179 FAX
zachariah_beck@grassley.senate.gov



From: Beck, Zachariah (Grassley) [mailto:Zachariah_Beck@grassley.senate.gov]
Sent: Wednesday, March 08, 2017 5:40 PM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: Constituent Assistance Request

Hello, Megan,

I was informed that you are the congressional liaison for the NHTSA. The reason for my email is to ask for your assistance and guidance regarding a constituent issue. We have conducted several inquiries for this constituent since June of last year, and in the process it has come to our attention from the Iowa Attorney General's Office that they referred this constituent's issue to the NHTSA in June of 2016 for review and response.

By way of background, Senator Grassley's constituent has a complaint against Kia Motors regarding her 2014 Kia Rio Hatchback. Specifically, she reports that her vehicle sustained damage from rodents gnawing on the plastic. She

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4.13.17
LD



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

June 15, 2015

[REDACTED]

Iowa City, IA [REDACTED]

Dear [REDACTED]

I am in receipt of a letter you sent to President Sohn, dated May 27, 2015.

I attempted twice to reach you by phone [REDACTED] but was unable to get through. It rang twice and then went dead. I also tried to respond to your email address [REDACTED] but the email was returned as undeliverable.

Although we empathize with the issue you are experiencing with squirrels in your parking lot, we are declining assistance for damage they caused to your Rio. Contrary to your assertion that we are trying to avoid responsibility, it is simply beyond our control. Your insurance should cover it however.

An internet search on the concern has revealed that rodents gnawing on hard plastic and other materials is not uncommon. There are several explanations for the attraction to vehicles and other products. Here are a few URL's that that may provide insight:

[REDACTED]

There are products on the market that have been developed to help alleviate squirrels' attraction to plastic and other materials. A quick internet search can lead you to a method you prefer.

Best regards,

Brad Holt
Manager, National Consumer Affairs
Kia Motors America, Inc

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U.S. SENATOR CHUCK GRASSLEY

Constituent Service Request Form

Please complete this form and return to:

Senator Charles E. Grassley

111 7th Ave. SE, Box 13 - Suite 6800

Cedar Rapids, IA 52401

Phone: (319) 363-6832 Fax: (319) 363-7179



Name: _____

Address: _____

City: Iowa City - Iowa Zip: _____

Social Security Number: _____ Date of Birth: _____

Phone: _____ Email: _____

SPOUSAL INFORMATION - if applicable

Spouse Name: _____ - died on Nov. 22, 2015

Address: _____

City: _____ Zip: _____

Social Security Number: _____ Date of Birth: _____

Phone: _____ Email: _____

STATEMENT OF PROBLEM - in detail

Please use my June 22, 2016 letter as my issue statement

****Please feel free to use additional sheets, if necessary****

Receipt/Case #: _____ A#: _____
****Immigration cases only****

CONSENT FOR RELEASE OF PERSONAL RECORD INFORMATION

The Privacy Act of 1974 generally prohibits applicable Government agencies from revealing particular information from personal files of individuals without the express permission of the person involved. Disclosure of personal records to a Senator who is acting on behalf of a constituent may be prohibited, unless the individual to whom the record pertains has consented. I, the undersigned, hereby authorize Senator Charles E. Grassley to receive information in my file in connection with _____ on my behalf.

Signature: _____ Date: July 2, 2016

Signature of Spouse: _____ Date: _____
(if applicable)

2/16

JUN 27 2016

Iowa City
June, 22, 2016

Dear Mr. Senator Charles Grassley,

I address you this letter asking for help with an upsetting situation I am currently experiencing.

My husband [REDACTED] and I bought a new KIA-RIO 2014 hatchback car on August 27, 2014. After less than three weeks we noticed a deterioration in the appearance of the black front grill. There are small bite marks causing the grill to be shredded. The damages became bigger and worse every day.

We contacted the dealer (Billion from Iowa City), but they refused to fix it.

~~After some discussions the response from KIA service was that this probably due to squirrels chewing the black plastic in our car.~~

They also said since it is not a manufacturing defect, it is not covered by warranty. We were very upset with this answer. This is a manufacturing defect because KIA used a cheap plastic in the making of our car. We purchased the car brand new, and it got deteriorated with no actions of our own. We looked on many cars (including and KIA) in our city but we couldn't find one car damaged like ours. And squirrels live everywhere around. Our question was: "Why squirrels eat only this car", and nobody in many auto services haven't heard about similar problem?

Finally we found out on Internet, that some car companies honestly admitted that they used an ecological black plastic in manufacturing of some vehicles. This black plastic is made out of organic components, like soy oil, which attracts animals to eat.

My husband started to call KIA corporate office to get involved in this problem but they said it is not their responsibility. Over a period of seven months, between November 2014 and May 2015 we wrote over four letters to KIA Motors President and Vice President of Sale of Operation. After the fourth letter KIA representative informed us, it is not their problem, and the car should be fixed at our expense.

~~Meanwhile, the car damages are getting worse. Recently I found a squirrel eating from the bottom of the back of the car.~~

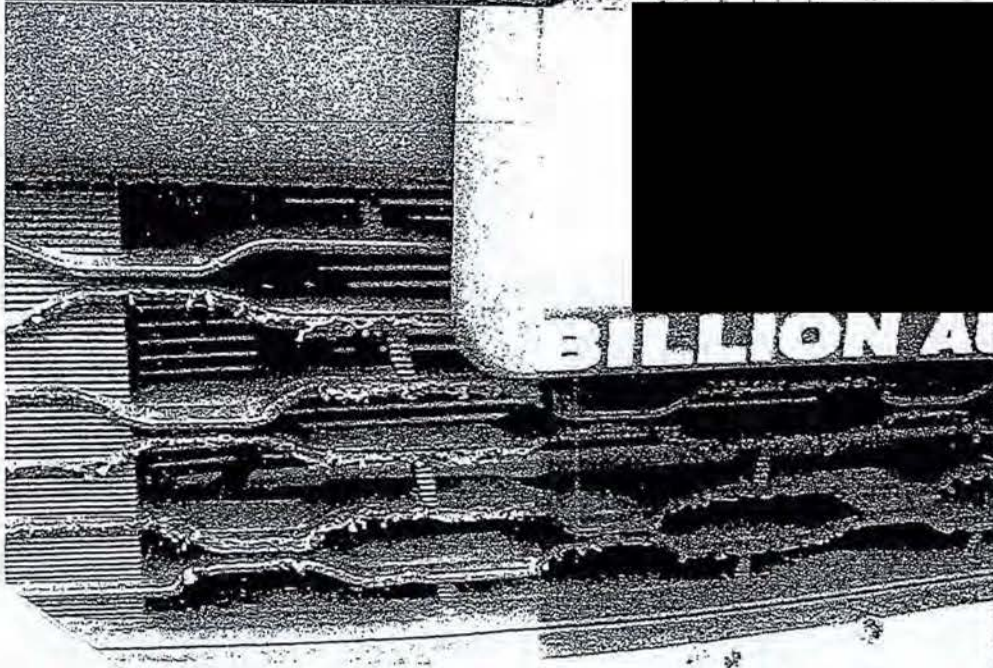
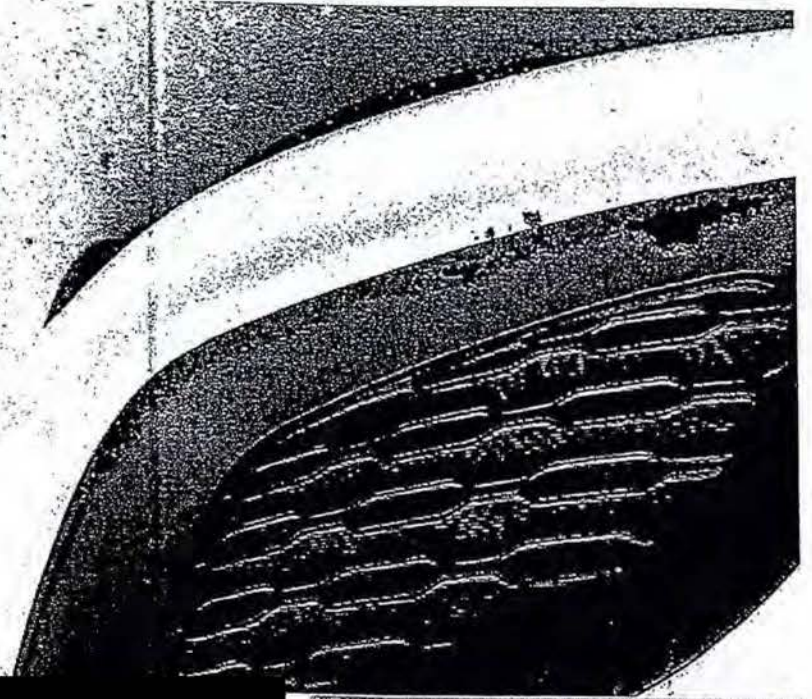
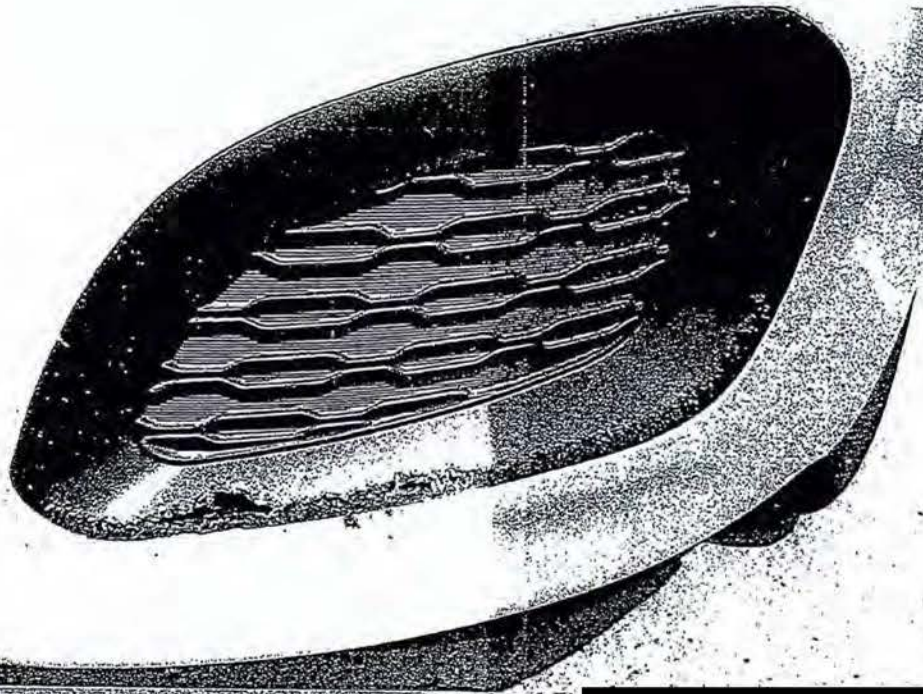
My husband died unexpected on November 22, 2015, and I am alone now. How to solve this problem? There are several class actions against KIA with this problem. They have to get involved in this. Why didn't KIA tell us they sold us a car made with an experimental ecological plastic? Why do we have to go through so much trouble with a new car? Why do we have to pay for this company unsuccessful experiment? How safe is to drive this car on public roads? The KIA company has to recall this car, and replace it or refund our money.

Thank you so much for your time!

[REDACTED]
Iowa City, IA

e-mail: [REDACTED]

Tel: [REDACTED]



BILLION A

