

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

NEF-010

7/11/2017

CL-11021948-8591

To: Nicholas Parks Kia, 2085 Wayne Avenue, San Leandro, CA 94577

Kia Motors America, Inc., Consumer Affairs Dept. SC147, PO Box 1091, Royal Oak, MI 48068-9976

✓ National Highway Transportation Safety Administration, 1299 New Jersey Ave., SE, Washington, DC

Identifying Information: [REDACTED], Berkeley, CA [REDACTED]

JUL 22 2017

Telephone number [REDACTED]

Facts: I purchased a 2011 Kia Optima LX in June 2011, vehicle ID #KNAGM4A77B5 [REDACTED] from San Leandra Kia, which later became Nicholas Parks Kia. The car abruptly stopped on a city street on Octoner24, 2016, and was towed to the dealer the following afternoon, mileage just under 45,000. More than a week went by before it was diagnosed as needing a new engine, which would be replaced under the warrantee. Engine was back-ordered so that work was not completed until 1/10/2017. Kia Motors reimbursed me for almost \$2,000 in car rentals three months later.

Approximately June 5, 2017, I received a recall notice NHTSA Number 17 V224, which appears to be similar to the engine replacement which was completed in January.

Problem: After several phone calls to the Kia dealer and Kia Consumer Assistance, I have not received a response on whether this work has already been completed and no further action is required for me. The Consumer Affairs case number was [REDACTED] I seek assistance in resolving this dilemma, and appreciate your help.

Sincerely,

[REDACTED]

ENCLOSURE

1. A copy of the letter to the National Highway Traffic Safety Administration (NHTSA) dated June 5, 2017, regarding the recall of 2011-2012 Kia Optima LX vehicles.

2. A copy of the letter to the National Highway Traffic Safety Administration (NHTSA) dated June 5, 2017, regarding the recall of 2011-2012 Kia Optima LX vehicles.

3. A copy of the letter to the National Highway Traffic Safety Administration (NHTSA) dated June 5, 2017, regarding the recall of 2011-2012 Kia Optima LX vehicles.

R2

NM
9117
LD

Company Name

To: W41-306

4 West

Mailstop:

NEC, NOA, NIA

Department:

Phone:

PRIORITY

Purchase Order
(Item VarName4)

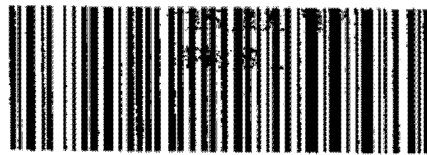


Route

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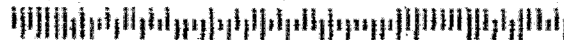
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CERTIFIED MAIL™



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