

THOMAS J. MILLER
ATTORNEY GENERAL



IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

DL-11031149-9055

NEF-010

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DES MOINES, IA 50319
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August 30, 2017

SEP 08 2017

[Redacted]
Randall, IA [Redacted]

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

Re: [Redacted] vs Kia Motors America, Inc.

File # [Redacted]

(Please refer to the above file number when communicating with our office.)

Dear Mr. [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 L. QUIGLEY
Investigator
Martha.Quigley@iowa.gov

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

pd

ET
9-28-2017
W

Diggins, Selena [AG]

From: [REDACTED] <webteam@feedback.iowa.gov>
Sent: Sunday, July 30, 2017 11:00 AM
To: AG CONSUMER [AG]
Subject: Submission from Iowa Attorney General (Online Consumer Complaint Form)

The following was submitted on July 30, 2017 at 11:00 am US Central.

Consumer Information

Title: [REDACTED]
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: Randall
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: none

Who are you complaining about?

My Complaint is Against (Company or Name of Individual): Kia, Motors America
Address: 111 Peters Canyon RD
City: Irvine
State: CA
Zip Code: 92606
Phone: 1-949-468-4800
Fax: 1-949-468-4515
Email Address (if available): none
For motor vehicle complaints, list the Vehicle Identification Number (VIN): 5XYKT3A12DG [REDACTED]
Product or service involved: 2013 Kia Sorento
Is the product?: Used

Date of purchase or contract: 5-24-2014
Amount of purchase or contract: 19975
Actual amount paid: 18239
How did you pay?: Bank Loan
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?: I believe Kia Motors should pay to have the engine replaced since there is pearly a defect as they do not make that motor anymore and have had a recall done on another motor for this same reason.

Summary of your complaint: 2013 Kia Sorento 114,000 miles 2.4 Liter MPI engine blew on my way home from work while I was driving down Interstate 35 at 65 mph was able to coast to the side of the road had it towed to the nearest service repair shop who told me the engine blew and needs to be replace. They could get a used engine with 90,000 miles for \$6,090.00 since they were not a Kia Dealer had car towed again to Kia of Des Moines who told me the same thing needs a new engine and they have a used one with 120,000 miles on it for \$5845 plus tax or a new engine for \$7131.00 plus tax. Called Kia Motors Consumer Service Dept who looked into it and told me there is nothing they can do because I am not the original owner, didn't buy from a Kia dealer, over the mileage of what warranty was left on it, not serviced by a Kia Dealer(had routine oil changes done by a closer dealership-Have receipts)they don't make that motor anymore and they have to prioritize who they help. I can have a short block motor put in it for \$4850 parts only.

Attachments: none
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

Note: Complaints are "Open Records."

Under Iowa law, complaint forms or letters are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against. Please contact the Consumer Protection Division if you have questions about the open records law.

I understand that the Attorney General's Office is not my private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

Submitter: 

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

This email was sent by: www.iowaattorneygeneral.gov

User Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115 Safari/537.36

Remote Host: 173.23.118.179
Remote Address: 173.23.118.179

