

SEP 03 2019

~~AUG 27 2019~~

August 23, 2019

CL-11142200-6926

US Dept. of Transportation

NHSTA Office of Defective Investigation

NVS-210

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

1200 N.J. Ave S.E. West Build

Washington DC 120590

To whom it may concern:

My 2014 KIA Soul is a complete Lemon, I received recalls after recalls concerning this vehicle. My last incident was with my engine causing a burning smell and disturbing sounds. This vehicle is known to catch fire and blown up while driving.

Reference NO.

10-23-18

01-23-19

05-18-19

04-13-19

07-01-19

NM
9-4-19
LD

RR

Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:25 PM
To: Reteguis, Karla
Subject: Fwd: Kia Consumer Assistance Center Case [REDACTED]

For Federal Trade Commission

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Aug 23, 2019, 1:14 PM
Subject: Fwd: Kia Consumer Assistance Center Case [REDACTED]
To: Reteguis, Karla <karla.reteguis@mail.house.gov>

----- Forwarded message -----

From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Mon, Jul 1, 2019, 3:22 PM
Subject: RE: Kia Consumer Assistance Center Case [REDACTED]
To: [REDACTED]

Thank you for contacting Kia Motors America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.

Sincerely,
Kia Motors America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:17 PM
To: Reteguis, Karla
Subject: Fwd: NBC 4 Baquero--Kia Recall [REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Mar 15, 2019, 10:57 AM
Subject: Re: NBC 4 Baquero--Kia Recall 374539
To: Franklin, Lauren (NBCUniversal) <lauren.franklin@nbcuni.com>
Cc: [REDACTED]

Good Day Ms. Franklin,

I am currently communicating with the Queens Borough President office of Melinda Katz .I was asked to wait up until Monday March 18, 2019 while they try to forward my complaint to the Attorney General Office of Leticia James in a timely manner.I did file a claim [REDACTED] with Angel at Kia Corporate office in California on October 17, 2018. I am in total disbelief how my car is held hostage by Nemet Motors Kia on Hillside Avenue in Jamaica Queens . On October 22, 2018 I called 311 complaint [REDACTED] DOT National Highway Traffic Safety Administration complaint # ODI 11142200. Case number with NYC Consumer Affairs [REDACTED] CMPL. November 1, 2018 Congressman Gregory Meeks office. Senator Comrie office on January 29, 2019. I asked for my license plates from Nemet Kia in the meantime to avoid my driving license wouldn't be suspended, especially having a commercial driving license and being a former Greyhound Coach driver. Nemet Kia responded with a solid no. I contacted my State Farm insurance company they kindly regretted there wasn't anything they could do. Please help me it would be greatly appreciated. I pay a car note loan from MCU every month. Last but not least I have a filed complaint with the Federal Trade Commission on March 1, 2019 the OMB Control [REDACTED]

Thanking you in advance,

[REDACTED]
[REDACTED]
Phone number [REDACTED]

Sent from my iPad

On Mar 13, 2019, at 4:02 PM, Franklin, Lauren (NBCUniversal) <lauren.franklin@nbcuni.com> wrote:

Hello [REDACTED]

Thank you for contacting NBC 4 Better Get Baquero. Was there an investigation done on the vehicle? Did you file a claim with corporate or your insurance company?

Best Regards,

Lauren Franklin

Consumer Hotline Producer

p: 214-303-5195 f: 682-503-5479

Lauren.Franklin@nbcuni.com

<image001.jpg>

Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:35 PM
To: Reteguis, Karla
Subject: Fwd: Kia Consumer Assistance Center Case# [REDACTED]

----- Forwarded message -----

From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Mon, Jun 24, 2019, 6:24 PM
Subject: RE: Kia Consumer Assistance Center Case# [REDACTED]
To: [REDACTED]

Good evening [REDACTED]

I have confirmed a tow request for tomorrow, Tuesday June 25, at 1:30PM EST. Please ensure you are at Nemet Kia at that time to authorize the release of the vehicle to the transport provider. You will need to accompany/follow the vehicle to the Enterprise location to authorize its delivery at that location as well.

Thank you,

Kristen S
Kia Motors America, Inc.
Consumer Affairs
Phone: (949) 468-4632
Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case# [REDACTED]

Tuesday June 25, 2019 at 1:30 PM. I will be at Nemet Kia [REDACTED] Sent from my MetroPCS 4G LTE Android Device

----- Original message -----
From: Kia-Consumer-Assistance-Center@Kiausa.com
Date: 6/20/19 5:09 PM (GMT-05:00)
To: [REDACTED]
Subject: RE: Kia Consumer Assistance Center Case# [REDACTED]

[REDACTED] I have confirmed with Nemet Kia that they will allow the transport of the vehicle and that no fees are necessary at this time. However, they will not release the vehicle without your direct authorization. Can we arrange a transport of the vehicle next week (Monday-Friday) at a pre-arranged time so that you can be present

at Nemet Kia to release the vehicle to the tow provider and then follow it to Enterprise, where you will also need to be present to accept the vehicle. Please let me know if you have a day/time preference, keeping in mind it must be during the Service operation hours of the dealership. Thank you, Kristen SKia Motors America, Inc. Consumer AffairsPhone: (949) 468-4632Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case [REDACTED]

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Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:35 PM
To: Reteguis, Karla
Subject: Fwd: RE: Kia Consumer Assistance Center Case# [REDACTED]

----- Forwarded message -----

From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Fri, Jun 21, 2019, 11:17 AM
Subject: RE: RE: Kia Consumer Assistance Center Case# [REDACTED]
To: [REDACTED]

Thank you for contacting Kia Motors America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.

Sincerely,
Kia Motors America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:34 PM
To: Reteguis, Karla
Subject: Fwd: Kia Consumer Assistance Center Case# [REDACTED]

----- Forwarded message -----

From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Thu, Jun 20, 2019, 5:10 PM
Subject: RE: Kia Consumer Assistance Center Case# [REDACTED]
To: [REDACTED]

[REDACTED]

I have confirmed with Nemet Kia that they will allow the transport of the vehicle and that no fees are necessary at this time. However, they will not release the vehicle without your direct authorization. Can we arrange a transport of the vehicle next week (Monday-Friday) at a pre-arranged time so that you can be present at Nemet Kia to release the vehicle to the tow provider and then follow it to Enterprise, where you will also need to be present to accept the vehicle.

Please let me know if you have a day/time preference, keeping in mind it must be during the Service operation hours of the dealership.

Thank you,

Kristen S

Kia Motors America, Inc.

Consumer Affairs

Phone: (949) 468-4632

Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case [REDACTED]

Yes ,I will be there . Barry.chafetz@dmv.ny.gov is the contract person regarding the 2014 Kia Soul. 718 526-1054

On Mon, Jun 17, 2019, 4:17 PM
wrote:

> Good afternoon [REDACTED]
>
>
>
> Did you have an opportunity to review my email, below?
>
>
>
> As it relates to a possible drop-off at Enterprise, would you be able to
> accompany or follow the vehicle so that you are present to accept it at the
> Enterprise location when it arrives?
>
>
>
> Also, I'm still waiting for clarification from Nemet Kia regarding the
> vehicle's availability for pick-up. Was there a specific point of contact
> at the dealership that advised you, or your representative, that the
> vehicle was available to be picked up at any time and that no fees were due?
>
>
>
> Thank you,
>
>
>
> Kristen S
>
> Kia Motors America, Inc.
>
> Consumer Affairs
>
> Phone: (949) 468-4632
>
> Fax: (949) 299-3218

>
>
>
> -----
>
> REPLY INSTRUCTIONS: If further communication is desired with a Kia
> Consumer Assistance agent, please reply directly to this e-mail without
> altering or deleting any information. This will allow for your response to
> be routed to the appropriate agent in a timely manner. Case# [REDACTED]
>
>
> -----

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Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:33 PM
To: Reteguis, Karla
Subject: Fwd: Kia Consumer Assistance Center Case# [REDACTED]

----- Forwarded message -----

From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Fri, Jun 7, 2019, 8:16 PM
Subject: RE: Kia Consumer Assistance Center Case# [REDACTED]
To: [REDACTED]

Good evening [REDACTED]

I was able to connect with Trisha at Enterprise, and she advised that they would only accept transport of the vehicle if you were present to accept it when it arrived.

"We are unable to take in [REDACTED] vehicle unless she would like to trade it in. If this is the situation she has to be here with the car and the title so that we can appraisal it. If she isn't able to accompany her car than we won't be able assist because we aren't authorized to have plated vehicle on our sales lot."

I'm also waiting for clarification from Nemet Kia regarding the vehicle's availability for pick-up. Was there a specific point of contact at the dealership that advised you, or your representative, that the vehicle was available to be picked up at any time and that no fees were due?

Please advise,

Kristen S

Kia Motors America, Inc.

Consumer Affairs

Phone: (949) 468-4632

Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case [REDACTED]

Thank you, [REDACTED]

I have reached out to both Nemet Kia and Enterprise Car Sales East Elmhurst to request both businesses' respective authorization for the removal/delivery of the vehicle before we can consider providing transport.

I will follow-up with you as soon as I have an update.

Best,

Kristen S

Kia Motors America, Inc.

Consumer Affairs

Phone: (949) 468-4632

Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case [REDACTED]

Good Day, The contract information you requested is Enterprise car sales located at 108-14 Astoria Blvd 11369. Trish Johnson 718 672 7444. E275Sk@erac.com Thank you [REDACTED] Sent from my MetroPCS 4G LTE

Android Device

----- Original message -----From: Kia-Consumer-Assistance-Center@Kiausa.com Date: 5/29/19 1:50 PM (GMT-05:00) To [REDACTED] Subject: Kia Consumer Assistance Center Case# [REDACTED]
Good afternoon [REDACTED] Per our call a moment ago, I unders...

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Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:32 PM
To: Reteguis, Karla
Subject: Fwd: Kia Consumer Assistance Center Case# [REDACTED]

----- Forwarded message -----

From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Wed, May 29, 2019, 1:50 PM
Subject: Kia Consumer Assistance Center Case# [REDACTED]
To: [REDACTED]

Good afternoon [REDACTED]

Per our call a moment ago, I understand you are requesting assistance from Kia Motors America in towing your vehicle from Nemet Kia to a third party location. In order to review this request, please send me the location's address and a point of contact.

I will follow-up with you upon receipt and review.

Best,

Kristen S

Kia Motors America, Inc.

Consumer Affairs

Phone: (949) 468-4632

Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please

reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case [REDACTED]

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Reteguis, Karla

From: [REDACTED]
Sent: Friday, August 23, 2019 1:36 PM
To: Reteguis, Karla
Subject: Fwd: Kia Consumer Assistance Center Case# [REDACTED]

----- Forwarded message -----
From: [REDACTED]
Date: Fri, Aug 23, 2019, 1:32 PM
Subject: Fwd: Kia Consumer Assistance Center Case# [REDACTED]
To: Reteguis, Karla <karla.reteguis@mail.house.gov>

----- Forwarded message -----
From: <Kia-Consumer-Assistance-Center@kiausa.com>
Date: Wed, May 29, 2019, 1:50 PM
Subject: Kia Consumer Assistance Center Case# [REDACTED]
To: [REDACTED]

Good afternoon [REDACTED]

Per our call a moment ago, I understand you are requesting assistance from Kia Motors America in towing your vehicle from Nemet Kia to a third party location. In order to review this request, please send me the location's address and a point of contact.

I will follow-up with you upon receipt and review.

Best,

Kristen S

Kia Motors America, Inc.

Consumer Affairs

Phone: (949) 468-4632

Fax: (949) 299-3218

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case#12905781.

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