

APR 03 2019

March 15, 2019

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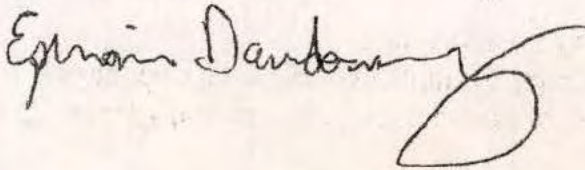
To Whom It May Concern

RE: [REDACTED] Claim # [REDACTED] Against Kia Motors

I am Ephraim Davidowicz, Proprietor of Four Star Automotive located in Tallman
New York.

[REDACTED] leased 2018 Sportage was towed to my shop on January 29, 2019 and
was found to have a catastrophically failed engine, due to metal shavings in the oil.
The oil was drained and samples saved. As noted on the internet the metal shavings
are due to a defect in 2.4 liter Kia and Hyundai GDI design engines.

Ephraim Davidowicz



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4.10.19
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New York State Insurance Department
14 Reynolds Avenue
Oneonta, New York 13820

Better Business Bureau
30 East 33 Street
New York, New York 10016

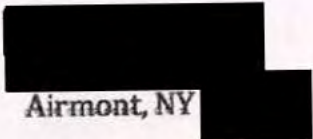
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Mr. Gary L. Lipton P.C.
55 Old Turnpike Road
Suite 304
Nanuet, New York 10954

Mr. Seungkyu (Sean) Yoon
President and CEO
Kia Motors America/Headquarters
111 Peters Canyon Road
Irvine, CA 92606

Mr. Michael Cole
Chief Operating Officer and
Executive Vice President
Kia Motors America/Headquarters
111 Peters Canyon Road
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Mr. William Peffer
Vice President - Sales Operations
Kia Motors America/Headquarters
111 Peters Canyon Road
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Airmont, NY

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- February 19, 2019 in order to resolve this issue; Kia Corporate personnel arranged for the vehicle to be towed to Kia Liberty in Ramsey, New Jersey for an independent evaluation. The Service Manager spoke with my father (who was acting as my agent as I was not available) and he asked my father "Why was this vehicle towed here?" My father responded that Kia Corporate was trying to resolve an issue as to the failure of the engine in my vehicle. My father gave him the Case Number [REDACTED] and told him that the West Nyack dealer was denying this claim for warranty because they stated the oil plug was the cause of the failure. The Service Manager told my dad that this was nonsense and opened a "tech line" case # [REDACTED]
- February 22, 2019 in the morning, my father followed up with the Service Manager at Kia Liberty who stated that Kia "tech line" had approved the replacement of the engine and it was on order. He stated to my father that your daughter should come into his shop to arrange for a rental vehicle.
- February 22, in the afternoon, I received a call from Susan Torborg, Kia Corporate who asked me if the car was towed to Kia Liberty. I stated affirmatively and mentioned that according to the Kia Liberty Service Manager, the vehicle was scheduled for repair under the warranty.
- February 25, 2019 in the morning my father called the Liberty Kia Service Manager to arrange a rental vehicle for me. The Service Manager stated that the Kia Corporate personnel instructed him that the claim was denied because an aftermarket oil plug was the cause of the engine failure. This action overruled the Service Manager and precluded him from rendering an independent opinion, which would have repaired the engine under warranty.
- On March 1, 2019, I received e-mail from Susan Torborg, Kia Corporate stating that the claim was denied. And I quote from her e-mail:

"Hello [REDACTED]

I just spoke to your father in regards to the re-review on the engine replacement. Liberty Kia was not aware that you had already be denied the replacement of the engine from the Kia of West Nyack dealership. They notified our tech line engineers whom then requested pictures of the 3rd party oil plug and the under carriage of the engine. It was determined that there was oil splashed on the underside that had been partially cleaned off.

With that being said, the engine replacement will not be covered under warranty. I advised your dad to have you get with the 3rd party company that did the previous oil change and request that they cover the engine.

If you need further assistance on this or have any further questions, please feel free to contact me.

Thank you."

- The statements in the Susan Torborg note were not factual. My father responded to her about her conduct. The Kia Liberty Service Manager was fully aware of the reason that the vehicle was towed there.

I am a long-term client of your dealership and extremely disappointed in the way I have been treated.

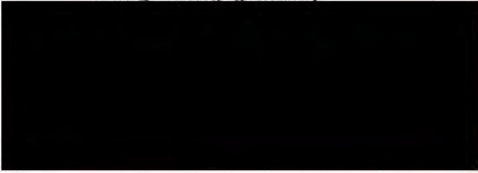
In light of these facts, you have forced me to take corrective steps to repair the vehicle so I can use the vehicle.

Therefore and in light of these facts, I believe you are responsible for all direct, indirect, consequential and inconsequential damages, court costs, interest, contingency costs and disbursement, interest and possible legal fees.

Also, I am forwarding a copy of this letter on to a number of regulatory agencies in the hope that others will not be confronted with such inappropriate actions.

Thank you in advance for your consideration in this matter. It is very much appreciated.

Very truly yours,

A large black rectangular redaction box covering the signature of the sender.

CC:

Letitia James
New York State Attorney General
Office of the Attorney General
The Capitol
Albany, NY 12224-0341

Ed Day
Rockland County Executive
Office of the County Executive
11 New Hempstead Road
New City, New York 10956

James Elick, Director
Rockland County Consumer Protection
50 Sanatorium Road
Building A - 8th Floor
Pomona, NY 10907

New York State Department of Financial Services
One State Street
New York, New York 10004

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
WESTCHESTER REGIONAL OFFICE
44 SOUTH BROADWAY
WHITE PLAINS, NY 10601

WESTCHESTER

NY 105

28 MAR '19

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National Highway Traffic & Safety Admin.
1200 New Jersey Ave., SE
West Building
Washington, D.C. 20590

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