



State of Wisconsin
Governor Tony Evers

Department of Agriculture, Trade and Consumer Protection
Bradley M. Pfaff, Secretary

SEP 16 2019

August 29, 2019

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

COPY

CL-11257014-9936

Verona WI

RE: File [REDACTED] (Refer to this number when contacting our agency)
KIA Motors America Inc
PO Box 52410
Irvine CA 92619-2410

Dear [REDACTED]

Thank you for submitting your complaint about KIA Motors America Inc.

The laws dealing with this issue are enforced by the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

You may contact them directly for information about your complaint.

Sincerely,

James Mach
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: James.mach@wisconsin.gov
www.facebook.com/wiconsumer

Copy: National Highway Traffic Safety Administration

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

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LD

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General Consumer Complaint

Your Information

Salutation

First Name

Last Name

Address Line 1

City

Verona

State

WI

Zip

Cell Phone

Email

Phone me between 8-4 at

Cell

Best time to call

Any

Information about the person or business your complaint is against:

Business Name

Kia Motors

Business Phone

(800)333-4542

Name of the person you talked to

Samuel Kim

Title of the person you talked to

Your Complaint

The hood of my [REDACTED] mother's 2012 Kia Soul disengaged while she was driving down the highway and smashed against the windshield. Both the primary and secondary latches gave way. The dealership (Kocourek Kia in Wausau, WI) told her it happens sometimes and charged her \$3,500 to repair all the damage. Twice after that, the primary latch gave way again but the secondary latch held... so the hood shook violently without smashing against the windshield. She took the car back in to the dealer both times but they said they couldn't find anything wrong. However, since it was the 3rd instance, they replaced both the primary and secondary latches. She hasn't had a problem since but is still terrified to drive. And she's out \$3,500 from the initial repairs. After the 3rd time I called KIA Motors USA and explained the situation. They said they'd call back in 48 hours but never did. I tried again and again and again but they never call back. I've been calling them for almost 12 months now and they completely ignore my concerns/calls. This is a safety issue and they don't care. My mother's name is [REDACTED]. If you contact Kia they should have a case file either under my name or hers. I don't know where else to turn at this point. Please help.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*

Other

If other, describe the other method of contact.

My mother bought a car and has incurred a safety issue

If printed ad, when was it printed?

If printed ad, where was it printed?
When did the first contact occur?
How old is the person who had contact with the business?

What product or service did you buy? 2012 Kia Soul

Was it advertised? Yes

Date advertised?

Where advertised? TV

Did you sign a contract / agreement?

Date Contract Signed

Number on Contract, Policy or Receipt

Where were you when you signed the contract?

Payment Information

Amount Paid

Payment Method

Description of Payment Method (if "Other")

Where did you pay the business?

Description of Payment Location

Interactions with the Business

Did you contact the business about your complaint? Yes

When did you contact the business? 11/01/2018

What happened when you contacted the business? They ignored me time and time again

Resolution Information

Have you filed this complaint with another agency? Yes

Agency name NHTSA

What happened when you contacted the other agency? Nothing. I received confirmation that a case has been opened but nothing else.

Have you contacted a private attorney? No

Have you started court action? No

How do you feel this complaint should be resolved?*

Initially we wanted the \$3,500 reimbursed but that won't solve the safety issue. Kia needs to research the reason the hood disengaged. Someone could die and they don't care.



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

TCP TRADE

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08/30/2019

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590

FRC-SSB 20590

