

[REDACTED] Laguna Beach, California [REDACTED]

November 14th, 2019

CL-11282193-2334

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

NHTSA

1200 New Jersey s/e
Washington, D.C. 20590

KIA HEADQUARTERS

111 Peters Canyon road
IRVINE, California 92606

[kia tel. Ref. # [REDACTED]]

RE. seven recall notice[s] DEALER FAILED repair and parts

ref [REDACTED] owned NEW 2017 KIA NIRO

Dear KIA and NHTSA,

In late summer of 2019 I took my above Kia to the Palm Springs dealership, with an appointment for the long seven Recall item matter.

My vehicle was at the dealership for 2 and ½ days. I was told that "only five of the matters for recall fixes were completed"... and that a SPECIAL part needed to be ordered and delivered to the dealer.

On my appointment of September 17, 2019 after 5 telephone calls ...no authority would confirm my long scheduled appointment. The next day I was told "the part was in". I informed the dealer I could not wait for a new appointment for repair of the Recall items.

[REDACTED] receptionist] indicated the PART would be sent to KIA of Irvine.

On November 13, 2019 Kia of Irvine [REDACTED] receptionist] confirmed and with "parts"... no Part for the recall had [nor would be] delivered... from Palm Springs to Irvine, California. No notes about this so-called part transfer were at Irvine >?

Since the Palm Springs work as above described my vehicle has not been functioning as it was prior to the Recall work. My assistant [REDACTED] drove the car for one day. He confirmed, "the car is very sluggish now, and has little power", "what did they do to your car." etc.

Additionally, the tire pressure light is flashing constantly and even when filled with air, it still flashes. I too have experience a decline in auto-power and sluggishness ...since the recall.

Im at a loss as what to do next. I have gone beyond reasonable compliance and co-operation with KIA and the RECALL process. My car is damaged and I am in an un-safe vehicle. I really like this car, regardless.

OWNER

[REDACTED]

TG
11.22.19
WD

TC



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KIA
Recall
complaint

NHTSA supervisor
1200 New Jersey S/E.
Washington, DC. 20590

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