



CL-11459753

CL-11459753-7600

OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

KWAME RAOUL  
ATTORNEY GENERAL

April 27, 2022

Kia at Courtesy  
2491 39th Ave  
Moline, IL 61265

Re: [REDACTED]  
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via email, when possible, or US Mail within ten business days of receipt. **All communications must be in writing.** Direct all correspondence to Heather Calcara, Office of the Attorney General, Consumer Protection Division, 500 S Second St, Springfield, IL 62701. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL  
State of Illinois

*Heather Calcara*

Heather Calcara  
Citizen's Advocate  
Consumer Protection Bureau  
Heather.Calcara@ilag.gov  
217-785-0235

Enclosure

TG



**COPY**

**OFFICE OF THE ATTORNEY GENERAL**  
STATE OF ILLINOIS

**KWAME RAOUL**  
ATTORNEY GENERAL

April 27, 2022

KIA Motors America Inc \*\*\*\*\*  
Consumer Affairs  
111 Peters Canyon Road  
Irvine, CA 92606

Re: [REDACTED]  
File No: [REDACTED]

Dear Sir/Madam:

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Sincerely,

ATTORNEY GENERAL  
State of Illinois

*Heather Calcara*

Heather Calcara  
Citizen's Advocate  
Consumer Protection Bureau  
Heather.Calcara@ilag.gov  
217-785-0235

Enclosure



# KWAME RAOUL

Illinois Attorney General  
Consumer Fraud Bureau

500 South Second Street  
Springfield IL 62701  
(217) 782-1090

100 W. Randolph Street  
Chicago IL 60601  
(312) 814-3000

TTY: (877) 844-5461  
www.IllinoisAttorneyGeneral.gov

## CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

### COMPLAINANT

<b>Name</b>	[REDACTED]	<b>County</b>	Mercer
<b>Address</b>	[REDACTED]	<b>Phone (Daytime)</b>	[REDACTED]
	ALEDO IL	<b>Phone (Evening)</b>	[REDACTED]
	[REDACTED]	<b>Email Address</b>	[REDACTED]
<b>Senior Citizen</b>	No		
<b>Veteran</b>	No		
<b>Service Member</b>	No		

### NAME OF SELLER/PROVIDER OF SERVICE

**Name** [REDACTED]  
**Address** [REDACTED]  
 ALEDO IL  
**Phone** [REDACTED]  
**Website** <https://www.courtesykiamoline.com/staff.asp>  
 x  
**Complained to company?** Yes  
**Person** Theron Marring  
**Phone** (309)764-6700x

### ADDITIONAL SELLER/PROVIDER OF SERVICE

**Name**  
**Address** IL  
**Phone**  
**Website**  
**Complained to Company?** No

### REFERRAL INFORMATION

<b>Name</b>	National Highway Traffic Safety Administration	<b>Court Action</b>	No
<b>Address</b>	1200 New Jersey Avenue, SE Washington, D.C. 20590	<b>Pending?</b>	
<b>Phone</b>	Washington, DC 20590 20590	<b>Website</b>	nhtsa.gov

### TRANSACTION INFORMATION

<b>Transaction Date</b>	2021-09-28	<b>Total cost</b>	\$0
<b>Signed a contract?</b>	Yes on 2021-09-28	<b>Amount paid to date</b>	\$0
<b>Product was advertised?</b>	No	<b>Method of payment</b>	
		<b>Transaction Location</b>	At the firm's place of business:
<b>Registered a dispute with the credit card company</b>	No		

### COMPLAINT DESCRIPTION

I received a warranty on my Kia Sportage LX AWD. It supposedly had a Forward Collision Warning System. The system did not go off before the accident to warn me as it should. I tried to trade it in but they wouldn't give me a trade-in amount that is sufficient to cover the value of the trade-in. Nor did they offer to fix the problem. They said I would have to take the problem up with KIA.

### REQUESTED RELIEF

I am asking for fair trade in to make up for the amount of loss I have had because of the faulty system because of having to pay a deductible, plus the amount that my insurance will go up for the next 3 years. They were not willing to give any compensation. I feel that this car is a lemon but they are not willing to work on fixing this faulty forward collision alert system either.

**NOTIFY BUSINESS:** I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

### OFFICE INFORMATION

<b>Reference Number</b>	<b>Date Submitted:</b>	<b>OAG Office:</b>	<b>Language:</b>	<b>Print Date</b>
[REDACTED]	Mar 12, 2022 3:13 PM	SPI	English	Mar 14, 2022 8:43 AM

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

**OFFICE INFORMATION**

Reference Number	Date Submitted:	OAG Office:	Language:	Print Date
[REDACTED]	Mar 12, 2022 3:13 PM	SPI	English	Mar 14, 2022 8:43 AM

**KWAME RAOUL**  
ATTORNEY GENERAL  
STATE OF ILLINOIS  
500 South Second Street  
Springfield, IL 62701



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NHTSA  
1200 New Jersey Avenue SE  
Washington, DC  
20590

4 IMGVHAB 20590

