

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: Follow up to ODI Complaint -11505176
Date: Friday, March 24, 2023 7:41:25 PM

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My car was fixed on Jan 11th, 2023 and the dealership did not call me to tell me it was fixed. I had purchased a used car when my car was fixed and ready and they simply never called me to informed of this. Since picking g my car up they damaged my starter and battery. Kia would not accept responsibility.

Yesterday my car overheated again and I took my car back and they said it's the thermostat attached to the engine but I had to pay for it. My car ran perfectly before they put the new engine in. Now this engine repair which should be covered under my 150000 mile warranty is void according to the unprofessional folks at kia. I paid 200.00 for the battery they ruined. I paid over 600.00 for the starter and now 369.00 these people are so dishonest. I feel I should be reimbursed for the near 1000.00 out of pocket due to their sloppy work.

Please help me with this matter. I do appreciate the new engine but they seem to have ruined my car. It's sad that I am still paying for a vehicle that is unsafe to drive.

Thank you

[REDACTED]

On Fri, Mar 10, 2023, 12:29 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation