

[REDACTED]
Powder Springs, GA [REDACTED]

October 15, 2023

Michael Johnson, General Manager
Jim Ellis Kia
1221 Auto Park Dr NW
Kennesaw, GA 30144

Re: NHTSA Recall Number: 22V158
VIN: KNALN4D71G5 [REDACTED]

*****DEMAND LETTER*****

Mr. Johnson,

It is unfortunate as a loyal Kia customer that I write this **Letter of Demand** regarding your dealership's cooperation in servicing our vehicle for a manufacturer's safety recall.

On October 2, 2023, our 2016 Kia Cadenza was presented for a preset appointment for a manufacturer recall. After inspection, your service technician, Norris Burns, texted to inform me that because our windshield had a crack in it, the recall was nullified. Accompanying me to this appointment besides my husband, was my elderly, currently battling cancer, mother-in-law so I chose to not argue with him even though from my experience working in the automotive field, I knew that to be false. Let's just call this Lie #2. The first lie (Lie #1) was when your service technician Joy, stated that we didn't even have a recall in the system the first time I called. That was the first call to Kia Customer Care.

This is an involved, detailed story so I will make it brief. I called Kia Customer Care after I left the dealership and a few days later after reaching your service center, they fed me the same lie that the service manager, Sam, fed them. Lie #3. At this point no one could show me or did show me, LEGALLY, any verbiage that the safety recall is nullified because of a crack. I then contacted the National Highway Traffic Safety Administration (NHTSA) and they informed me that nothing nullifies a safety recall so I did what I needed to do. I filed a complaint against your dealership. I then called our state's attorney general and they confirmed my information as well that nothing nullifies the recall and suggested I retain an attorney because your dealership has now put me and my family at risk.

A vehicle that has an active safety recall has a depreciated resell value. A vehicle that has an active safety recall is a safety hazard to drive. A vehicle that

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has an active safety recall that is not fixed by the dealer or manufacturer based on a lie constitutes fraud.

As of this letter, no one from your dealership has contacted us to rectify this situation. Here is a list of our demands and how they can be rectified:

- An apology from your service staff for giving us misinformation and our inconvenience
- Full immediate replacement of our windshield at no cost
- Compensation for our time and threat to our safety in the amount of **\$25,000**

We find Jim Ellis Kia and the Kia manufacturer at fault and ask for settlement compensation from both parties. This letter is being serviced to additional agencies to notate our complaint.

If there are any questions regarding what is being asked or stated, feel free to contact me. You can reach me on my cell - [REDACTED]

I look forward to hearing from you.

[REDACTED]

cc: Kia America, Inc.

cc: National Highway Traffic Safety Administration (NHTSA)

cc: Board of Used Motor Vehicle Dealers

cc: Consumer Reports



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AEF

Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave, SE
Washington, DC 20590