

September 13th, 2024

[REDACTED]
San Bruno, CA [REDACTED]

Hello,

I have had difficulty with the Kia safety recall and the Kia anti theft campaign. My Kia Rio 2013 VIN# KNADM4A39D6 [REDACTED]

- April 10th 2024 Kia America sent me a letter stating the NHTSA Recall # 23V652 HECU part is available to replace.
- I called my local Burlingame, CA Putnam KIA dealership repeatedly, finally got through, and was told parts are available. They made appointment the next day April 30th. Arrived and told parts are not available. They said they will call me in a week when parts are available.
- July 1st I called Putnam Kia dealership and they said their computers have been hacked and will call when parts are available.
- August 20th Kia America sent me a "follow up notice" stating that their records show I have not completed the safety recall.

Please advise on what steps I can take next.

Thank you,
[REDACTED]

[Handwritten mark]

CERTIFIED MAIL

[Redacted]
San Bruno, CA [Redacted]



[Redacted]

Retail



20590

U.S. POSTAGE PAID
FCM LETTER
SAN BRUNO, CA 9406
SEP 20, 2024

\$5.58

Department of Transportation

TO:
W41-304

Administrator, W41-306
Natl' Highway Traffic Site
1200 New Jersey Ave.

NEF



To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT



9/30/2024 11:48:44 AM

SAN FRANCISCO, CA 940
20 SEP 2024 PM 4 L

[Redacted]