

National Highway Traffic Safety Administration

NHTSA

December 7, 2025

To whom it may concern:

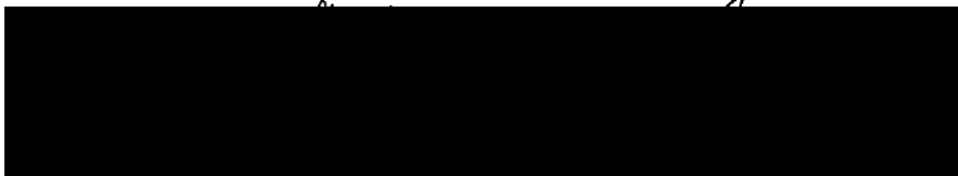
Dear Sir or Ma'am

RE: Issue with Luther KIA Dealership

I am writing to you with the suggestion (and recommendation) of
Minnesota State Attorney General office:

We took my wife's Kia -earlier this year to a dealership, to fix recall issues. In the process the car manifested other problems. I reached out to the Attorney General's office a month ago and he responded recently- I have included a copy of the letter I sent to the State's Attorney General's office- with a detailed timeline of the experience and communications with the dealership. I have provided these for reference and awareness of what we experience, for your evaluation and consideration.

Thank You for your help in this matter.

A large black rectangular redaction box covering the signature area.A small, handwritten mark or signature in the bottom left corner.

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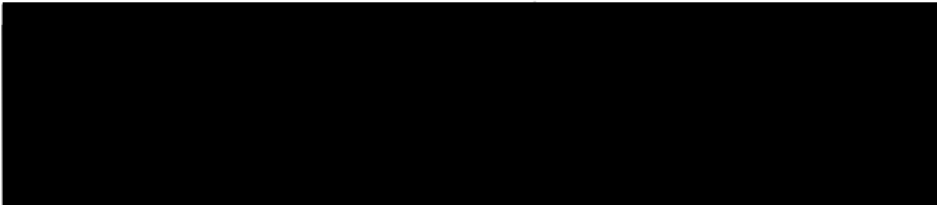
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Timeline for 2011 KIA FORTE at LUTHER KIA INVER GROVE HEIGHTS

2/27/2025 Dropped KIA FORTE off to Luther KIA IGH to fix four (4) recall items. As we dropped it off the vehicle started smoking. The KIA service stated they look into it.

They called a few days later and said the head gasket needed to be replaced and possibly the heads may need to be machined. They called a few days later and said while the gasket was off, and mentioned that certain components of the timing chain should be replaced, and it would be better and cheaper to do it now while the gasket and head were disassembled. I talked to another shop, and they advised me that there shouldn't be extra labor for the parts replacement for the Timing components since everything was disassembled and easy to access already. I then contacted the dealership (service department) and told them the labor cost should be reduced because they are working in the same area in the engine. They said they could give some kind of break. The service person I had been corresponding to at that time was Tyler.

4/8/2025 Picked up our (my wife [REDACTED]) KIA Paid \$3493 for the work. They told us the head was fine and didn't need to be machined otherwise that would have been another \$2000.

Sometime around mid to late April and early May. I noticed car was overheating and I smelled antifreeze (Engine coolant). I kept it filled up and made an appointment with one of my regular mechanics because I thought (and told him) it was a radiator or heater core issue. He contacted me in a couple days and told me I needed to take it back to the dealership, because it was a head gasket issue. I called to set up a time to get the vehicle back to the same dealership, but they told me they didn't have any openings until June 5.

6/5/ 2025 Dropped the vehicle back off to Luther KIA and waited to hear from them. Tyler didn't work there anymore so we communicated directly with the Service Manager Dillon Case.

I had called and left messages for a couple weeks waiting to hear updates on what was going on.

6/24/2025 I finally talked to Dillon on or around the 3rd week. He informed me that the head was warped, and it would cost somewhere around \$2000 to fix it. My wife said she didn't want to put any more money in it so we brought it home and parked it.

I talked to couple other mechanics shops that I USE and they told me the dealership should fix it for nothing.-- And typically even when a new head gasket is put on the head is machined anyway to insure proper fit.-- -Or should or could have told us before they did the work that the car with over 200, 000 miles isn't worth putting that kind of money in it.

July 16, we talked to Dillon, and I asked how come they didn't notice the warped head at the time? He said the head was fine at that time (when they had it back in February through April)

On July 18, 2025, Friday we called Dillon back and told him we were not putting any more money into the car and wanted all the money \$3493 back. My wife said she would settle or \$2000 of it to put toward another car. He said he would get back to us by Monday. As of today, August 6, 2025 @ 9:00 a.m. we've yet to hear from them. UPDATE Still response as of today September 8, 2025. Nor have we yet heard anything from them today October 15, 2025. We haven't tried to contact the dealership because we were seeking legal assistance. And since July we had tried to obtain legal representation through Gm/ Ford UAW Legal services but, they hadn't been able to provide an attorney who would work through them for us.

We feel that the dealership service department was taking advantage of us as [REDACTED] and should have advised us better on the worth of repairs on a car that has almost 250,000 miles on it. Especially for a car we had for less than a year, spend all that money and still not able to drive it without issues that were supposedly fixed.

[REDACTED]

SAINT PAUL MN 550

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