



Kia America, Inc. | Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606 USA
T +1 949.468.4800

Sent via email to: [REDACTED]

March 3, 2025

[REDACTED]
[REDACTED]
Reisterstown MD [REDACTED]

Re: Case Number: [REDACTED] 2024 Kia EV9
Last Name: [REDACTED] VIN: [REDACTED]
Email: [REDACTED]

Dear [REDACTED],

Thank you for contacting the Kia America Customer Care Center. Our records indicate that you contacted us requesting assistance regarding your Kia vehicle referenced above.

To assist in our evaluation of your request, please provide legible copies of the following documents:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease contract
5. Copy of your current vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)


Please submit the documents directly to our Kia Customer Care Center, online by visiting [REDACTED] and, select the option to "*Add Note or Attachment to Existing Case.*" Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia America representative to discuss your request.

If you believe Kia has been unable to satisfactorily address your concerns, a third-party alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE, a Division of BBB National Programs, Inc. 1676 International Drive, Ste. 550, McLean, VA 22102 or by phone at 800.955.5100.

We at Kia America value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and, for allowing us the opportunity to be of assistance.

Sincerely,

Billy W. | Escalated Case Representative
Kia America, Inc.
Customer Care
Phone: 520.274.1099
Fax: 866.852.6617



Kia Customer Care Information Request Form
Customer Information

Vehicle Owner: _____

Vehicle Co-Owner (if applicable): _____

Mailing Address: _____

Street Address

City, State Zip

Home Phone: _____ Cell Phone: _____

Other Phone: _____ Fax: _____

Email: _____

Vehicle Information:

Model Year: _____ Model: _____ Current Mileage: _____

Selling Dealership, City, State: _____

Servicing Kia Dealership(s):

Dealer 1: _____

Dealer 2: _____

Dealer 3: _____

I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as New Leased Demo Used Kia Certified Pre-Owned

Lease Buy-Out

Purchase/Lease Date: _____ Mileage at Purchase (if used): _____

First Repair Attempt Date: _____ First Repair Attempt Mileage: _____

The Vehicle has been in an accident/has had body damage: Yes No

Date of accident/damage: _____

Description of Damage: _____



Vehicle Concerns (Please list primary concerns first):

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1)					
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					