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7	UNITED STATES D	STRICT COURT
8	FOR THE EASTERN DIST MILWAUKEE	RICT OF WISCONSIN
9	CITY OF MILWAUKEE,	
11	Plaintiff,	No. 2:23-cv-376
12	v.	COMPLAINT
13	HYUNDAI MOTOR AMERICA, and KIA AMERICA, INC.,	JURY TRIAL DEMANDED
1415	Defendants.	
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	COMPLAINT - i	KELLER ROHRBACK L.L.P.

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I. INTRODUCTION

- 1. There is an inextricable link between preventing vehicle theft and protecting public safety. Making sure cars are not easy to steal both protects property and protects the public by keeping dangerous drivers in stolen vehicles off the roads. This case is a clear example of what happens to public safety when car manufacturers cannot be bothered to include standard anti-theft technology in their cars.
- 2. The days of "hotwiring" cars with nothing more than a screwdriver are largely over: in most cars, the ignition key emits a radio signal that prompts a computer to disengage an immobilizer device and allows the car to move when the key is present. But recent Hyundai and Kia models are a glaring exception.
- 3. Between 2011 and 2021, long after other carmakers adopted immobilizer technology that ensured car ignitions could not be started without their keys, Hyundai and Kia failed to keep up with the times. As a result, TikTok and news videos teaching the relative ease with which Hyundai and Kia vehicles can be stolen have gone viral. In many cases, thieves use tools no more advanced than a USB cable. Hyundai's and Kia's business decisions to reduce costs, and thereby boost profits, by foregoing common anti-theft technology have resulted in an epidemic of thefts in Milwaukee and other cities. This vehicular crime wave has had a significant impact on law enforcement operations, emergency services, and public safety, particularly in the City of Milwaukee, where the police department is under considerable staffing stress.
- 4. In the 1960s and 1970s, all that was needed for a successful vehicle heist was a little brute force (to crack open the ignition column) and a key-shaped object to start the car and drive off within seconds. Thanks to modern technology, this is no longer the case for most cars. Hyundai and Kia are nearly unique among automobile manufacturers in failing to install vehicle COMPLAINT 1

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1	immobilizers in most of their cars. This is not because the technology is somehow beyond
2	them—in fact, Hyundai and Kia vehicles sold in the European and Canadian markets incorporate
3	vehicle immobilizers, because regulations there expressly require them. It is only in the United
4	States that Hyundai and Kia have decided to trade public safety for profits.
5	5. The difference between the proportion of Hyundai and Kia vehicle models with
7	immobilizers compared to all other manufacturers is staggering: only 26% of 2015-model
8	Hyundai and Kia vehicles in the U.S. had immobilizers, compared to 96% of vehicles from all
9	other manufacturers. ¹
10	6. Hyundai's and Kia's decision to put cost-savings and profits over public safety
11	has had devastating consequences for the City of Milwaukee and its residents, as it has in other
1213	cities. The failure of Defendants to install an industry-standard anti-theft device, notwithstanding
13	decades of academic literature and research supporting the deterrent effects of such technology,
15	has opened the floodgates to vehicle theft, crime sprees, reckless driving, and public harm.
16	7. This epidemic started in Milwaukee before spreading nationwide. ² By June 2021,
17	the Milwaukee Police Department reported that the theft of Hyundai and Kia vehicles had
18	increased by 2,500% compared to the same time period for the previous year, with an average of
19	16 cars being stolen per day. ³ By September 2021, Milwaukee police recorded over 5,100
2021	
22	
23	
24	¹ Hyundai and Kia theft losses, 38 HLDI BULLETIN 28 (Dec. 2021), https://www.iihs.org/media/0e14ba17-a3c2-4375-8e66-081df9101ed2/opm7QA/HLDI%20Research/Bulletins/hldi_bulletin_38-28.pdf .
25	 ² Tom Krisher, <i>Thieves key on hack that leaves Hyundai, Kia cars vulnerable</i>, ASSOCIATED PRESS (Sept. 21, 2022), https://apnews.com/article/social-media-milwaukee-theft-ecd3be407c1b7cb725ae607b8d86bcaf. ³ James Gilboy, <i>News, Why Milwaukee Might Sue Hyundai, Kia Over Stolen Car Epidemic</i>, THEDRIVE.COM (Dec.

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11, 2021, 11:15 AM), https://www.thedrive.com/news/43454/why-milwaukee-might-sue-hyundai-kia-over-stolen-

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car-epidemic. COMPLAINT - 2 Hyundai and Kia vehicle thefts with the two car makes comprising 68% of all cars stolen for that
 year.⁴



8. By the end of the year, Milwaukee had the eighth-highest motor vehicle theft rate of any United States city in 2021 and the highest overall theft rate change, with an increase of 72% from 2020 to 2021.⁵

9. More recently, Milwaukee continues to report significant thefts of Hyundai and Kia vehicles: the two car makes accounted for 58% all car thefts in 2022 and 52% of all car thefts thus far in 2023.⁶

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Ben Jordan, *Local News*, *Hyundais and Kias make up 68% of stolen cars this year in Milwaukee*, TMJ4 (Sept. 23, 2021, 4:54 PM), https://www.tmj4.com/news/local-news/hyundais-and-kias-make-up-68-of-stolen-cars-this-year-in-milwaukee.

⁵ See NICB's 2021 Hot Spots Report, NATIONAL INSURANCE CRIME BUREAU ("NICB") (Sept. 1, 2022), https://www.nicb.org/news/news-releases/nicb-report-finds-vehicle-thefts-continue-skyrocket-many-areas-us.

^{25 6} Ben Jordan & Jackson Danbeck, *Project: Drive Safer, AG Kaul, Milwaukee leaders demand action from Kia/Hyundai to address thefts: 'They've been that easy to steal,'* TMJ4 (Mar. 20, 2023, 3:24 PM), https://www.tmj4.com/news/local-news/attorneys-general-from-23-states-including-wisconsin-issue-letter-to-kia-

1	10. Vehicle theft is not only a property crime affecting vehicle owners, but also
2	constitutes a grave threat to public safety. Vehicle theft goes hand in hand with reckless driving
3	which in turn results in injuries and death. It results in increased violence, as many car owners
4	are unlikely to part with their vehicles willingly. It consumes scarce law enforcement and
5	emergency resources and deprives the public of safe streets and sidewalks.
6	serve general and an property and property and and an analysis
7	11. The skyrocketing rate of theft in Milwaukee has drastically impacted city and
8	police resources. Milwaukee residents are subjected to the increasingly dangerous conditions or
9	their city streets, as car thieves (many of them teenagers) taking advantage of Hyundai's and
10	Kia's failures engage in reckless driving, endangering Milwaukee residents and their property.
11	12. Defendants' conduct has created a public nuisance that could have been avoided
12	
13	had they simply followed industry-wide standards and installed immobilizer devices, or an
14	equivalent anti-theft device, in all their vehicles.
15	13. To date, Hyundai and Kia refuse to accept responsibility, forcing municipalities
16	across the country, including Milwaukee, to divert funds and risk officer safety to combat the
17	rising burden caused by increased Hyundai and Kia vehicle theft and reckless driving on city
18	streets.
19	
20	II. JURISDICTION AND VENUE
21	14. This Court has subject matter jurisdiction pursuant to 28 U.S.C. § 1332(a), as the
22	amount in controversy exceeds \$75,000 and there is complete diversity between the Parties. The
23	City of Milwaukee is a municipal corporation and regarded as a citizen of the state of Wisconsin
24	

hyundai-over-rampant-car-

thefts#:~:text=According%20to%20Milwaukee%20Police%2C%208%2C096,manufactured%20by%20those%20t wo%20automakers.

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1	for the purposes of diversity jurisdiction. Bullard v. City of Cisco, Texas, 290 U.S. 179, 187
2	(1933). Defendants are citizens of California, where they are headquartered and incorporated.
3	15. This court has specific personal jurisdiction over Defendants, as they conduct
4	substantial business in Wisconsin, purposefully availing themselves of the privilege of conduct
5	business in this State through the sale of vehicles that they distributed in this state, and the claim
6 7	arise out of or relate to the Defendants' contacts with Wisconsin. See Ford Motor Co. v.
8	Montana Eighth Jud. Dist. Ct., 592 U.S, 141 S. Ct. 1017, 1028 (2021).
9	16. Venue is proper in this judicial district pursuant to 28 U.S.C. § 1391(b)(2)
10	because it is a district where a substantial part of the events giving rise to the claims took place
11	and where the public nuisance exists.
12	III. PARTIES
13	A. Plaintiff
1415	1. Plaintiff, the City of Milwaukee (the "City" or "Milwaukee") is a
16	municipal corporation organized and operating pursuant to the laws of the State of
17	Wisconsin, with approximately 570,000 residents. The City's principal offices are
18	located at 200 E. Wells Street, Milwaukee, Wisconsin.
19	B. Defendants
20	
21	17. Defendant Hyundai Motor America ("Hyundai") is a manufacturer and
22	distributor of new motor vehicles under the Hyundai brand and is incorporated and
23	headquartered in the state of California. Its principal place of business is located at 10550 Talber
24	Avenue, Fountain Valley, California. Hyundai distributes, markets, leases, warrants, and
25	oversees regulatory compliance and warranty servicing of Hyundai brand vehicles through a
26	network of over 800 dealers throughout the United States from its headquarters in California.
	COMPLAINT - 5 KELLER ROHRBACK L.L.P. 1201 Third Avenue, Suite 3200 Seattle, WA 98101-3052 TELEPHONE: (206) 623-1900 FACSIMILE: (206) 623-3384

1	18. Defendant Kia America, Inc. ("Kia") is a manufacturer and distributor of new
2	motor vehicles under the Kia brand and is incorporated and headquartered in the state of
3	California. Its principal place of business is located at 111 Peters Canyon Road, Irvine,
4	California. Kia markets, leases, warrants, and oversees regulatory compliance and warranty
5 6	servicing of Kia-brand vehicles through a network of over 700 dealers throughout the United
7	States from its headquarters in California.
8	IV. THE KIA HYUNDAI THEFT WAVE
9	A. Without Immobilizers, Defendants' Vehicles Are Sitting Ducks
10	19. As described further below, Kia and Hyundai have chosen to flout the industry
11	standard of utilizing an engine immobilizer in many of their vehicles, which made those vehicles
12	more susceptible to theft. Specifically, upon information and belief, at all relevant times,
13 14	Defendants designed, manufactured, and distributed the following automobile models
15	("Susceptible Vehicles") without engine immobilizers between 2011 and 2021: Hyundai Accent
16	Elantra, Kona, Palisade, Santa Cruz, Santa Fe, Sonata, Tucson, Veloster, and Venue; and the Kia
17	Cadenza, Forte, K900, Optima, Rio, Sedona, Seltos, Sorento, Soul, and Sportage. As would-be
18	car thieves learned of this susceptibility, the incidence of theft for susceptible models increased,
19	relative to other models, from 2015 to 2020. ⁷
20	
21	7.2. 22. 22. 22. 22. 23. 23. 23. 23. 23.
22	⁷ See NICB's Hot Wheels: America's 10 Most Stolen Vehicles, NICB (Aug. 1, 2016), https://www.nicb.org/sites/files/2017-11/2015-Hot-Wheels-Report.pdf; NICB's Hot Wheels: America's 10 Most
23	Stolen Vehicles, NICB (July 12, 2017), https://www.nicb.org/sites/files/2017-11/2016-Hot-Wheels-Report.pdf ; America's 10 Most Stolen Vehicles, NICB
24	(Sept. 18, 2018), https://www.nicb.org/news/news-releases/2017-hot-wheels-report; <i>America's 10 Most Stolen Vehicles</i> , NICB (Nov.
25	19, 2019), https://www.nicb.org/sites/files/2020-01/2018%20Hot%20Wheels%20Report.pdf; America's 10 Most Stolen Vehicles, NICB (Oct. 13, 2020), https://www.nicb.org/HotWheels2019; and America's 10 Most Stolen Vehicles, NICB (Oct. 12, 2021), https://www.nicb.org/news/news-releases/nicb-releases-annual-hot-wheels-report-
26	americas-top-ten-most-stolen-vehicles.

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1	20. However, this progression became an explosion in late 2020, when a group of
2	teenagers began posting "how-to" videos detailing how simple it was to steal susceptible Kias
3	and Hyundais. ⁸ That group, the "Kia Boyz," became notorious for posting videos of youth
4 5	engaging in reckless driving after stealing Kias and Hyundais. ⁹ As the videos detailed, a thief
<i>5</i>	need only remove the plastic cowl under the steering column and use a USB cable to start these
7	unsecure cars.
8	21. What followed was all-too predictable: thefts of Kias and Hyundais
9	skyrocketed. ¹⁰ In the first half of 2021, the number of stolen Kias and Hyundais increased by
10	more than 30 and 15 times, respectively, when compared to the same period in 2020 in
11	Milwaukee. ¹¹ This dramatic increase was unique to Kias and Hyundais, which represented 66%
12 13	of all cars stolen in that period, compared to only 6% of stolen cars in 2019. ¹²
14	22. The Milwaukee Common Council has worked to address this crisis, including in a
15	December 6, 2021 meeting of the Judiciary and Legislation Committee. ¹³ At that meeting, Nick
16	
17	⁸ Greg Rosalsky, <i>Planet Money</i> , <i>Someone stole my truck. I got a crash course on the wild black market for stolen cars</i> , NPR (Aug. 23, 2022, 6:30 AM), https://www.npr.org/sections/money/2022/08/23/1118457271/someone-
18	stole-my-truck-i-got-a-crash-course-on-the-wild-black-market-for-stolen-, Error! Hyperlink reference not valid. Ohris DiLella & Andrea Day, Autos, TikTok challenge spurs rise in thefts of Kia, Hyundai cars, CNBC (Sept. 9,
19	2022, 9:11 PM), https://www.cnbc.com/2022/09/08/tiktok-challenge-spurs-rise-in-thefts-of-kia-hyundai-cars.html . 10 Investigative, Videos Show Teens How to Steal Certain Kias and Hyundais With Only a USB Cable, Police Warn Amid Rising Thefts, INSIDE EDITION (Aug. 10, 2022, 1:51 PM), https://www.insideedition.com/videos-show-teens-purs-rise-in-thefts-of-kia-hyundai-cars.html .
20	how-to-steal-certain-kias-and-hyundais-with-only-a-usb-cable-police-warn-amid.
21	11 Sean Tucker, General, Milwaukee Police Report Hyundais, Kias Stolen in Record Numbers, Kelley Blue Book (Dec. 14, 2021, 5:27 PM), https://www.kbb.com/car-news/milwaukee-police-report-hyundais-kias-stolen-in-
22	record-numbers/. 12 Matt Posky, News Blog, Summer of Theft Creating Bad Publicity for Hyundai, Kia, The Truth About Cars
23	(Sept. 20, 2022 2:36 PM), https://www.thetruthaboutcars.com/cars/kia/summer-of-theft-creating-bad-publicity-for-hyundai-kia-44496971 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-theft-creating-bad-publicity-for-hyundai-kia-44496971 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-theft-creating-bad-publicity-for-hyundai-kia-44496971 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-thefts-creating-bad-publicity-for-hyundai-kia-44496971 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-thefts-creating-bad-publicity-for-hyundai-kia-44496971 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-thefts-creating-bad-publicity-for-hyundai-kia-4449697 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-thefts-creating-bad-publicity-for-hyundai-kia-4449697 ; Jeramey Jannene, https://www.thetruthaboutcars.com/cars/kia/summer-of-thefts-creating-bad-publicity-for-hyundai-kia-4449697 ; Jeramey Jannene, <a "="" 07="" 2021="" 24="" href="https://www.thefts-com/cars/kia/summer</th></tr><tr><th>24</th><th>Vehicles, URBAN MILWAUKEE (July 24, 2021, 4:29 PM), https://urbanmilwaukee.com/2021/07/24/two-thirds-of-all-milwaukee-auto-thefts-are-kia-and-hyundai-vehicles/ .
25	¹³ See generally Communication from the Milwaukee Police Department and certain car manufacturers relating to a recent significant increase in vehicle theft: Hearing before the Judiciary & Legislation Committee for the City of
26	Milwaukee (Dec. 6, 2021), https://milwaukee.granicus.com/player/clip/2984?view_id=2&redirect=true&h=acd2a61fb8f2928dda0e9d8f17ad1
	3cd. COMPLAINT - 7 KELLER ROHRBACK L. L. P.

- DeSiato, then the Chief of Staff for the Milwaukee Police Department, provided a presentation
 on the car theft epidemic.¹⁴ Mr. DeSiato confirmed that there had indeed been a meteoric rise in
 auto thefts, and that "Kia and Hyundai are driving our auto theft numbers citywide."¹⁵
 - 23. Data presented at the committee meeting showed that nearly 6,500 Hyundais and Kias were stolen that year.

MOIOI VEHICE	Theft and O	perating without	Owners Con	sent (O	AWOOC)		
Vehicle Type	2021	% of Total		2	020	202	1 YTD
Kia	3,290	34%	Month	Kia	Hyundai	Kia	Hyun
Hyundai	3,179	33%	January	10	14	268	242
General Motors	689	796	February	12	18	184 241	163 256
Honda	628	796	April	6	11	298	299
Fiat Chrysler	427	496	May	7	5	280	310
Other/Unknown	425	496	June	5	11	317	327
			July	8	16	377	383
Toyota	343	496	August	10	10	427	403
Ford	326	3%	September	16	23 56	319 284	284
Nissan	273	3%	November	110	99	295	273
Volkswagen	108	196	December	258	148		
Total	9,611	100%	Total	469	426	3,290	3,17

24. This trend, after starting in Milwaukee, has since spread nationwide, including in Cleveland, Chicago, Atlanta, Seattle, and Baltimore. Recently, 22 states and the District of

25 ¹⁴ *Id.* (statement of Nick DeSiato).

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Herb Scribner, *Economy & Business*, *What's behind the recent rise in car thefts*, Axios (Mar. 21, 2023), https://www.axios.com/2023/03/21/tiktok-car-thefts-nationwide-rise.

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 $^{^{15}}$ Id

1	Columbia issued a letter to Hyundai and Kia, urging them to take accelerated action to respond
2	to the surge in car thefts. ¹⁷
3	25. The susceptibility of Defendants' vehicles to theft enabled this spiraling epidemic
4	Defendants' choice to deviate from the industry standard of utilizing engine immobilizers,
5	placing profits over people and safety, was both a proximate and but-for cause of this outbreak.
6 7	As a Milwaukee police sergeant described the problem, Defendants' cars are simply too easy to
8	steal. 18 This presents a risk not only for property damage, but to public safety, as thieves often
9	engage in reckless driving, as well as other dangerous criminal conduct, including robbery and
10	firearm thefts. Specifically, Kias and Hyundais have been targeted by thieves seeking weapons
11	(and other valuables) that might have been left in patrons' vehicles. ¹⁹
12	·
13	B. Car Thefts Imperil Public Safety
14	26. Car thefts imperil public safety. By creating a rash of car thefts, Defendants are
15	responsible for a substantial risk to the public safety.
16	27. This is the conclusion drawn by the National Highway Traffic Safety
17	Administration ("NHTSA"). Operating under what was formerly known as the National Traffic
18	Safety Bureau, NHTSA promulgated Federal Motor Vehicle Safety Standard 114 to reduce the
19	instances of car theft, because "stolen cars constitute a major hazard to life and limb on the
20	instances of car there, occause stolen cars constitute a major nazara to me and mino on the
21	
22	David Shepardson, U.S. States urge Hyundai, Kia to do more to tackle theft risk, REUTERS (Mar. 20, 2023, 2:51
23	PM), https://www.reuters.com/business/autos-transportation/more-than-20-us-states-urge-korean-automakers-do-more-address-theft-prone-2023-03-20/ .
24	Rebecca Klopf, <i>MPD: Hyundai and Kia vehicles too easy to steal, leading to spike in car thefts</i> , TMJ 4 (Feb. 3, 2021, 4:40 PM), https://www.tmj4.com/news/local-news/mpd-hyundai-and-kia-vehicles-too-easy-to-steal-leading
25	to-spike-in-car-thefts. In one instance, a 2017 Hyundai Sonata owned by the Department of Homeland Security was stolen in broad
26	daylight. See Jim Piwowarczyk, Department of Homeland Security Hyundai Stolen in Milwaukee, Contained Rifle & Body Armor, Wisconsin Right Now (Apr. 17, 2022), https://www.wisconsinrightnow.com/homeland-security-
	hyundai/. COMPLAINT - 9 KELLER ROHRBACK L.L.P.

highways."²⁰ NHTSA concluded that the "evidence shows that cars operated by unauthorized persons are far more likely to cause unreasonable risk of accident, personal injury, and death than those which are driven by authorized individuals."²¹ The NHTSA Administrator concluded that "a reduction in the incidence of auto theft would make a substantial contribution to motor vehicle safety," by reducing both injuries and deaths to would-be car thieves, and by "protect[ing] the many innocent members of the public who are killed and injured by stolen cars each year."²²

28. Sadly, the reverse is true as well. An *increase* in the incidence of automobile theft results in a substantial decrease in public safety. Defendants' pursuit of profits over theft-prevention led to a meteoric rise in automobile thefts, and the concomitant threats to public safety. Car theft results in reckless driving, which poses a risk to both the operators of the stolen vehicles and any lawful users of the public thoroughfare who are unfortunate enough to cross paths.

29. Reckless driving threatens the comfortable enjoyment of life, health, and safety of others within Milwaukee. This is particularly true with the current crime wave. In contrast to many instances of car theft, where the object is converting the stolen vehicle and stolen cars are delivered to a chop shop, usually under cover of night, the recent wave of Hyundai and Kia thefts often involves teenagers joyriding, posting videos of themselves driving recklessly, and abandoning the stolen vehicles after collisions, during busy hours of the day.

²⁰ See 33 Fed. Reg. 6,471 (Apr. 27, 1968).

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^{26 &}lt;sup>21</sup> *Id*

 $^{^{22}}$ Id.

30. Social media platforms like TikTok and Instagram are rife with examples of this dangerous conduct. Videos posted on these platforms highlight the very real danger from this phenomenon, including youth joyriding through school zones or even through crowds of students, and drivers hitting other cars and then running from the scene.²³

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31. In 2021, nearly half of the individuals arrested for car theft in Milwaukee were 16 years old or younger.²⁴

hide Theft and Ope	raund wiinouf Owners Co	
	and the bat officers of	JISENI (OAVVOC
Age	2020	2021*
16 and younger	264	518
17-25	309	347
26-35	107	134
26-35 36 and older	107 65	134 62

32. This phenomenon has led to devastating accidents in Milwaukee. In June 2021, a 16-year-old was killed after he stole a Kia Sportage and collided with another car.²⁵ His two 12-

https://www.instagram.com/p/CTqCaYTANaC/; and @414hypehouse, Instagram (Oct. 20, 2021), https://www.instagram.com/p/CVRCcU5AkwT/.

²⁴ See Communication from the Milwaukee Police Department and certain car manufacturers relating to a recent significant increase in vehicle theft: Hearing before the Judiciary & Legislation Committee for the City of Milwaukee (Dec. 6, 2021),

²⁵ Teen driving stolen car killed in head-on crash, 5 others injured, WISN (June 16, 2021, 5:32 PM),

https://www.wisn.com/article/teen-car-theft-suspect-killed-in-head-on-crash-5-others-injured/36741640.

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year-old accomplices were also seriously injured, as were three passengers in the car that he struck.²⁶ The images and dashcam footage of this tragedy show how the epidemic of vehicle theft imperils the public.

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Kia into another car, killing the 47-year-old passenger of the car that was hit.²⁷ The driver of the

car that was struck received hospital treatment for serious injuries, including a broken back and

bruised lung.²⁸ One of the five juveniles in the stolen car also was taken to the hospital; the other

In January 2023, five juveniles, between the ages of 13 and 15, crashed a stolen

STOLEN CAR CRASH, TEEN KILLED

MILWAUKEE POLICE RELEASE VIDEO FROM JUNE 15 COLLISION

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DEVELOPING STORY

²⁵ Caroline Reinwald, *Milwakee Man dies during first date after stolen car crashes into their car*, WISN, (Jan. 24, 2023, 8:31 AM), https://www.wisn.com/article/milwaukee-man-dies-during-first-date-after-stolen-kia-crashes-into-their-car/42628885.

²⁸ *Id*.

four were taken into custody.²⁹ Milwaukee police began chasing the stolen Kia based on its match to a suspected vehicle involved in an armed robbery earlier in the day.³⁰



34. The surge in stolen Hyundais and Kias has also led to significant property damage for Milwaukee and its local businesses. The owner of a Milwaukee auto body shop, for example, described the shop's car lot as a "demolition derby" after a group of car thieves spent approximately 45 minutes ramming the Kia they stole against other cars in the lot, in an attempt to free it from the barriers to the lot's exit.³¹

35. In January 2023, two teenagers stole a Kia and crashed it into a Glendale police squad car.³² The officer of the squad car was transporting a prisoner to the Milwaukee Secure

³⁰ *Id.* (discussed during video embedded in news article at 1:01–1:20).

 $\frac{}{^{29}}$ *Id.*

Madalyn O'Neill, Crime and Public Safety, Milwaukee car thieves cause 'a lot of destruction for 1 vehicle,' owner says, Fox 6 Now (Oct. 25, 2022), https://www.fox6now.com/news/milwaukee-car-thieves-caused-destruction-1-vehicle-owner-says.

Caroline Reinwald, *Two teenagers steal Kia, crash it into Glendale police squad car*, WISN (Jan. 17, 2023, 4:05 PM), https://www.wisn.com/article/thieves-steal-kia-crash-it-into-glendale-police-squad-car/42526160.

COMPLAINT - 13

Keller Rohrback L.L.P.

Detention Facility. Both the officer and the prisoner were transported to the hospital for precautionary evaluations.³³ The owners of the Kia noted their car was stolen while they were attending a Milwaukee Bucks game, leading the Bucks' organization to issue a statement about where attendees should go for more "secure" parking.³⁴



36. In February 2023, a driver crashed a stolen Kia into a tree near Washington High School. Several occupants of the vehicle fled the scene, and two individuals were taken into custody.³⁵

 $\frac{24}{33} \frac{1}{Id}$

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³⁴ *Id.* (discussed during video embedded in news article at 0:33–0:46).

³⁵ CBS 58 Newsroom, *Driver crashes stolen Kia into tree near Washington High School*, 2 arrested, CBS58, (Feb. 15, 2023, 1:21 PM), https://cbs58.com/news/driver-crashes-stolen-kia-into-tree-near-washington-high-school-2-arrested.

1	37. Milwaukee is the epicenter for the Kia/Hyundai theft epidemic, ³⁶ and the					
2	symptoms have manifested there with tragic results, as shown by the increase in Milwaukee's					
3	traffic fatality rates. Despite a substantial reduction in traffic due to COVID-19, traffic fatalities					
4	in Milwaukee increased by 50% in 2020, ³⁷ and remained elevated for 2021 and 2022. ³⁸ Not only					
5	has Milwaukee experienced a heartbreaking surge in automobile fatalities, it has also seen record					
7	high numbers of pedestrian fatalities. ³⁹					
8	38. The risk to pedestrians as a result of the Kia/Hyundai theft phenomenon was					
9	tragically demonstrated in Baltimore, where a stolen Hyundai involved in a high-speed chase					
10	crashed into another car and a 54-year-old pedestrian. 40 Both cars careened into a nearby					
11	building, which collapsed on top of the vehicles and the pedestrian. ⁴¹ The pedestrian was					
12	pronounced dead at the scene, and five occupants of the two cars were injured. ⁴²					
13 14						
15						
16						
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18						
19	³⁶ Evan Casey, <i>Milwaukee Eighth in Nation for Vehicle Thefts</i> , URBAN MILWAUKEE (Sep. 16, 2022, 1:04 PM), https://urbanmilwaukee.com/2022/09/16/hd-report-milwaukee-is-the-8th-worst-city-in-the-nation-for-vehicle-					
20	thefts/. Bruce Murphy, Reckless Driving a National Problem, URBAN MILWAUKEE (Feb. 15, 2022, 1:59 PM),					
21	https://urbanmilwaukee.com/2022/02/15/back-in-the-news-reckless-driving-a-national-problem/. Rob Mentzer, Wisconsin Traffic Deaths Rising, URBAN MILWAUKEE (Feb. 25, 2022, 1:03 PM),					
22	https://urbanmilwaukee.com/2022/02/25/wisconsin-traffic-deaths-rising/#:~:text=The%20state%20ended%202021%20with,the%20time%20was%20an%20outlier.					
23	Ben Jordan, <i>Project: Drive Safer, In-Depth: Milwaukee County pedestrian fatalities reach 20-year high</i> , TMJ4 (Nov. 23, 2022, 5:42 PM), https://www.tmj4.com/news/project-drive-safer/in-depth-milwaukee-county-pedestrian-					
24	fatalities-reach-20-year-high. 40 Dan Belson, Crime, Footage shows fatal crash into Baltimore building, collapse following police pursuit of					
25	stolen car, The Baltimore Sun (Mar 2, 2023, 8:29 PM), https://www.baltimoresun.com/news/crime/bs-md-ci-cr-					
26	oag-crash-collapse-footage-20230303-rbd6j3tokfhkjduh3oktmo6ow4-story.html. 41 <i>Id</i> .					
	42 Id.					
	COMPLAINT - 15 KELLER ROHRBACK L.L.P.					



39. Because the Susceptible Vehicles are entry-level models and relatively low priced, the impact of this surge in car theft is being felt disproportionally among communities of moderate and low means.⁴³ That means this crisis has the potential to exacerbate existing disparities, as traffic fatalities are already disproportionally suffered by Black and low-income families nationwide.⁴⁴ Despite the City's attempts to address this inequity, these disparities hold true in Milwaukee, as well.⁴⁵ Thus, car thefts are not only a scourge and public nuisance, but one whose harms disproportionately fall on the City's low-income and minority communities.

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⁴³ Tom Krisher, *Thieves key on hack that leaves Hyundai, Kia cars vulnerable*, ASSOCIATED PRESS (Sept. 21, 2022), https://apnews.com/article/social-media-milwaukee-theft-ecd3be407c1b7cb725ae607b8d86bcaf.

⁴⁴ See David Leonhardt, Morning Newsletter, Race, Class and Traffic Deaths, THE NEW YORK TIMES (Aug. 23, 2022), https://www.nytimes.com/2022/08/23/briefing/traffic-deaths-class-race-covid.html.

Wisconsin Watch, *Deadly Driving: Milwaukee works at overcoming state bureaucratic barriers to make urban highways safer*, MILWAUKEE INDEPENDENT (Oct. 1, 2022), https://www.milwaukeeindependent.com/syndicated/deadly-driving-milwaukee-works-overcome-state-bureaucratic-barriers-make-urban-highways-safer/.

40. With no assistance from Defendants, owners of the Susceptible Vehicles have resorted to self-help, banding together to form groups to identify repeat thieves and stolen cars.⁴⁶ One local restaurant even directed patrons to inform the host if they drive a Hyundai or Kia so they could be seated near a window to keep an eye on their car.⁴⁷

Please mention if you drive a **KIA** or

HYUNDAI vehicle

41. Whatever the benefits to theft prevention, this sort of self-help furthers the risk to public safety in the event the would-be thief is confronted in the act. This was tragically demonstrated in October 2021, when a woman was killed while attempting to prevent a group of

⁴⁶ Caroline Reinwald, *Council members urge Kia, Hyundai to build better anti-theft systems*, WISN12 ABC (Jun. 16, 2021, 10:30 PM),

https://www.wisn.com/article/mke-common-council-members-urge-kia-hyundai-to-build-better-anti-theft-systems/36745134.

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²⁶ CBS 58 Newsroom, *Lakefront Brewery offers guests with Kias, Hyundais closer parking due to rise in theft*, CBS 58 (Apr. 18, 2022, 6:34 PM), https://www.cbs58.com/news/lakefront-brewery-offers-guests-with-kias-hyundais-closer-parking.

1	four youth, all below the age of 16, from reportedly stealing a Hyundai in Wauwatosa,
2	Wisconsin, just outside of Milwaukee. ⁴⁸
3	42. Further risk to public safety occurs where drivers confront thieves of Hyundai and
4	Kia vehicles for reckless driving. For example, in January 2023, a Cleveland man followed a
5	Hyundai Sonata that struck his car mirror and did not stop. The driver and passenger of the
7	Hyundai got out with guns and began shooting at him. ⁴⁹ Police found nine bullet casings in the
8	street and bullet holes in the front window of a nearby home and in a car parked on the street. ⁵⁰
9	About one hour later, reports indicate that the same Hyundai, which had been reported stolen
10	days earlier, was involved in a drive-by shooting. ⁵¹
11	43. Milwaukee has experienced an especially high rate of Hyundai and Kia vehicle
12	thefts and has been forced to respond, incurring significant costs, including expending extra
13 14	police time and resources taking reports and collecting evidence, providing emergency and
15	medical services, and processing, prosecuting, and rehabilitating offenders.
16	44. In addition, the City has responded to this wave of vehicle theft with public
17	awareness campaigns and increased and targeted policing, including implementing "bait cars"
18	and a vehicle sticker program, ⁵² hiring additional civilian employees within the Milwaukee
19	
2021	
2122232425	 Michele Fiore, 13-year-old charged as adult in deadly Wauwatosa hit-and-run, CBS 58 (Oct. 20, 2021, 10:06 PM), https://www.cbs58.com/news/13-year-old-charged-as-adult-in-deadly-wauwatosa-hit-and-run. Cory Shaffer, Courts and Justice, Teens Lodge stolen Hyundai in Burger King drive-thru on two wheels after owner confronts them, CLEVELAND.COM, (Feb. 3, 2023, 5:03 PM), https://www.cleveland.com/court-justice/2023/02/teens-lodge-stolen-hyundai-in-burger-king-drive-thru-on-two-wheels-after-owner-confronts-them.html. Id.
26	51 <i>Id.</i> 52 Jeremy Jannene, <i>Kia, Hyundai Thefts Now National Problem</i> , URBAN MILWAUKEE (Aug. 17, 2022, 12:51 PM), https://www.nori.urv.ukee.gov/2022/08/17/kie.hyundai.thefte.noru.nori.gov/problem/
	https://urbanmilwaukee.com/2022/08/17/kia-hyundai-thefts-now-national-problem/. COMPLAINT - 18 KELLER ROHRBACK L.L.P.

1	Police Department to address the surge in auto thefts, ⁵³ and establishing a City-County					
2	Carjacking and Reckless Driving Task Force. ⁵⁴ The City even began distributing wheel locks to					
3	Kia and Hyundai owners. ⁵⁵ These are costs incurred above and beyond normal policing costs,					
4	attributable to the public nuisance created and maintained by Defendants.					
5	45. Moreover, the amount of time spent responding to these vehicle thefts puts					
6	additional stress on the City of Milwaukee's limited resources.					
7	·					
8	46. However, despite these efforts, without action from Defendants, the City has been					
9	unable, on its own, to abate this nuisance.					
10	47. On June 16, 2021, the City sent letters to Defendants, raising the issue of the					
11	dramatic rise in thefts of Defendants' vehicles and asking Defendants to "make fundamental					
12	changes" to secure the vehicles. ⁵⁶					
13	As a result of the alrema electing note of the ft of Henry doi and Wie webieles					
14	48. As a result of the skyrocketing rate of theft of Hyundai and Kia vehicles					
15	nationwide, at least two major insurance companies are refusing to write policies for certain					
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17						
18						
19	⁵³ See generally Communication from the Milwaukee Police Department and certain car manufacturers relating to a recent significant increase in vehicle theft: Hearing before the Judiciary & Legislation Committee for the City of					
20	Milwaukee (Dec. 6, 2021), https://milwaukee.granicus.com/player/clip/2984?view_id=2&redirect=true&h=acd2a61fb8f2928dda0e9d8f17ad1					
21	3cd.					
	⁵⁴ Edgar Mendez, <i>Task Force Plan Targets Reckless Driving</i> , URBAN MILWAUKEE (Jul. 29, 2020, 10:31 AM), https://urbanmilwaukee.com/2020/07/29/task-force-plan-targets-reckless-driving/.					
22	⁵⁵ Winnie Dortch, Milwaukee alderman urge Kia and Hyundai to ramp up security features on their cars, CBS 58					
23	(Jun. 17, 2021, 3:58 PM), https://www.cbs58.com/news/milwaukee-aldermen-urge-kia-and-hyundai-to-ramp-on-security-features-on-their-cars .					
24	⁵⁶ Letter from Milele A. Coggs, Alderwoman for Milwaukee City Council, & Khalif J. Rainey, Alderman for					
25	Milwaukee City Council, to Jang Won Sohn, President, Kia Motors America (Jun. 16, 2021), available at: https://htv-prod-media.s3.amazonaws.com/files/car-mechanisms-kia-6-16-2021-1623881135.pdf ; Letter from					
	Milele A. Coggs, Alderwoman for Milwaukee City Council, & Khalif J. Rainey, Alderman for Milwaukee City Council, to Kurt Beyerchen, Jr., Senior Counsel, Privacy and Cybersecurity, Hyundai Motor America (Jun. 16,					
26	2021), available at: https://htv-prod-media.s3.amazonaws.com/files/car-mechanisms-hyundai-6-16-2021-					
	1623881160.pdf. COMPLAINT - 19 KELLER ROHRBACK L.L.P.					
	1201 Third Avenue, Suite 3200 Seattle, WA 98101-3052 TELEPHONE: (206) 623-1900 FACSIMILE: (206) 623-3384					

1	Hyundai and Kia models in major cities, thereby increasing the potential number of uninsured
2	motorists on the road. ⁵⁷
3	49. Additionally, there are reports that certain parking garages "are refusing to have
4	these vehicles in their garage because they're concerned about liability if the car is stolen."58
5	50. To date, Defendants' responses have shown a continued prioritization of profits
6	50. To date, Defendants' responses have shown a continued prioritization of profits
7	over safety. Both companies have refused to implement a recall to install engine immobilizers in
8	the Susceptible Vehicles, initially only offering wheel locks for municipalities to distribute. ⁵⁹
9	Unfortunately, the wheel locks are not effective; residents who use them have still had their cars
10	stolen and even, in some instances, connected to shootings. ⁶⁰
11	51. More recently, Hyundai has begun rolling out a "software update" rather than
1213	installing immobilizers. ⁶¹ Kia has planned a similar software update, yet this software-only
14	approach is too little, too late, and many of the Susceptible Vehicles will not even be included in
15	the update. ⁶²
16	52. Upon information and belief, rather than install an immobilizer, the software
17	update will double the length of the theft alarm sound and add a new logic check to the vehicles'
18	
19	⁵⁷ Peter Valdes-Dapena, CNN Business, Some auto insurers are refusing to cover certain Hyundai and Kia models,
20	CNN (Jan. 28, 2023, 3:06 PM), https://www.cnn.com/2023/01/27/business/progressive-state-farm-hyundai-kia/index.html .
21	⁵⁸ Britta Lokting, <i>Grand Theft TikTok</i> , Business Insider (Mar. 16, 2023, 3:03 AM),
22	https://www.businessinsider.com/kia-hyundai-car-thefts-crime-wave-viral-tiktok-lawsuits-2023-3. Elliot Hughes, <i>Kia, Hyundai will make security feature standard on new vehicles and distribute free steering</i>
23	wheel locks after surge of thefts, MILWAUKEE JOURNAL SENTINEL (July 19, 2021, 10:16 AM), https://www.jsonline.com/story/news/crime/2021/07/19/kia-hyundai-handing-out-free-steering-wheel-locks-
24	through-end-year/7963950002/. Ashley Sears, Crime and Public Safety, Milwaukee woman's Kia stolen twice, had steering wheel lock,
25	FOX6NOW.COM (Sept. 28, 2021), https://www.fox6now.com/news/milwaukee-womans-kia-stolen-twice.
	⁶¹ News, Hyundai and Kia Launch Service Campaign to Prevent Theft of Millions of Vehicles Targeted by Social Media Challenge, NHTSA (Feb. 14, 2023), https://www.nhtsa.gov/press-releases/hyundai-kia-campaign-prevent-
26	vehicle-theft. 62 Id.
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on-board computers. This update is a late half-measure at best and will be useless in many
common scenarios such as parking and waiting to pick up a child from after-school activities.
Unless the doors were recently unlocked using a key fob, the Engine Control Unit will not turn
on. This software-based approach is yet another example of Defendants pursuing profits over
safety. While less expensive than installing engine immobilizers, those savings come at the
expense of efficacy and usability, not to mention public safety.

- 53. The rollout of the software update has just begun, far too late to prevent the nuisance that the Susceptible Vehicles created and the expenses that Milwaukee has incurred and continues to incur. The update's efficacy has not been tested in the real world, ⁶³ and no one knows how many consumers will even opt in to get it. But there are facial defects with this approach. Upon information and belief, this update will not cover all Susceptible Vehicles—even newer models. For vehicles not covered by the update, Defendants are offering nothing more than wheel locks, or rebates for already purchased wheel locks.
- 54. What's more, the work-around substantially reduces the usability of the vehicles. This software's logic could be triggered by letting a passenger out of a car to run an errand and then starting the car again. In addition, Susceptible Vehicle owners have already experienced issues with after-market remote start systems, rendering the vehicles functionally inoperable. As one owner recently posted:

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⁶³ Already, Susceptible Vehicles have been stolen after receiving the update. See Michelle Nicks, Cleveland woman devastated after new anti-theft device on her Hyundai fails to stop thieves from causing damage,

CLEVELAND19.COM (March 17, 2023, 8:07 PM), https://www.cleveland19.com/2023/03/18/cleveland-woman-devastated-after-new-anti-theft-device-her-hyundai-fails-stop-thieves-causing-damage/; Additional anecdotes

²⁵ devastated-after-new-and-theft-device-ner-nyundar-rans-stop-theves-causing-damage/; Additional and suggest that the update is not reliable. See Jsmith4523, Reddit (Feb. 22, 2023, 4:52 PM),

https://www.reddit.com/r/Hyundai/comments/119jlts/well_it_happened_my_17_elantra_se_was_stolen_and/?utm_source=share&utm_medium=ios_app&utm_name=iossmf; MaximumLongjumping31, Reddit (Mar. 3, 2023, 5:12 AM),

1 2	"I have the update. I also have an after market remote start. The remote start will set off my car alarm. You can turn the alarm off, but it will been periodically and the headlights flesh until you turn						
3	but it will beep periodically and the headlights flash until you turn the vehicle off." ⁶⁴						
4	55. Prior to this software update, Hyundai callously turned this crisis of its	own					
5	making into a source of revenue, selling security kits for \$170, plus the cost of installat	ion. ⁶⁵					
6	Defendants could have, and should have, initially included a fob-integrated engine imp	nobilizer,					
7	consistent with the industry standard. Even after the cars were sold, Defendants could have						
8	implemented a mandatory recall. Instead, Hyundai chose to make money off of a crime	wave it					
10	caused.						
11	56. By electing profits over safety and deviating from the industry standard	by not					
12	including engine immobilizers as a standard safety feature, Defendants created and ma	intained a					
13	public nuisance.						
14	C. Measures to Prevent Vehicle Theft Have Existed for Over a Century						
15	57. Since the dawn of gasoline-powered automobiles at the turn of the nine	eenth					
1617	century, consumers have needed effective ways to keep their vehicles from being stole	n. Thus,					
18	efforts to prevent theft or unauthorized access to automobiles have tracked vehicle dev	elopment.					
19	In 1919, St. George Evans and E. B. Birkenbeuel invented the first formation of an elec-	etric					
20	immobilizer/vehicle security system. ⁶⁶						
21	58. Labeled the "Automobile-Theft Preventer" the purpose of Evans and						
22	Birkenbeuel's invention was relatively straightforward: "to provide a means for autom	atically					
23							
24	⁶⁴ Fungiinterezt, Reddit (Feb. 15, 2023, 7:05 AM),						
2526	https://www.reddit.com/r/kia/comments/11303m4/hyundai_and_kia_release_software_update_to/?sor_65 Taryn Phaneuf, <i>Insurance</i> , <i>Own a Kia or Hyundai? Here's Why Your Insurance Rates Could Go Up</i> , WALLET (Jan. 26, 2023), https://www.nerdwallet.com/article/insurance/kia-hyundai-theft.						
	66 U.S. Patent No. 1,300,150 (issued Apr. 8, 1919). COMPLAINT - 22 KELLER ROHRBACK 1201 Third Avenue, Suite						

signaling an attempt to move an automobile by unauthorized persons; and to provide a means for locking the electric circuit open, in which case it will be impossible to move the car by its own power."⁶⁷

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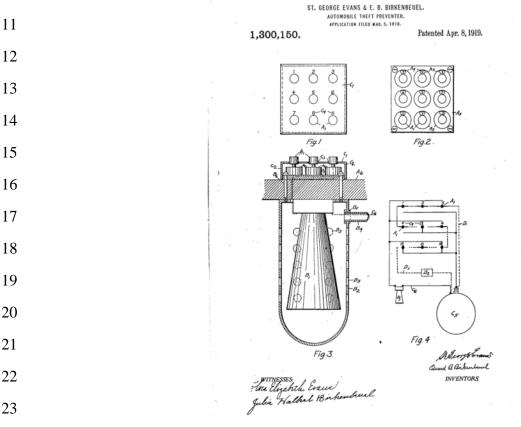
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59. Evans and Birkenbeuel's immobilizer/alarm system consisted of a 3x3 switch panel that connected to the car's battery, horn, and ignition. Upon exiting his vehicle, a driver could turn a few switches on the panel to different positions that, until released, would divert electricity to the horn instead of the ignition should an unauthorized user attempt to start the vehicle.

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Sketches for Evans' & Birkenbeuel's "Automobile Theft Preventer"

 $\frac{}{}^{67}$ *Id.* at ¶¶ 14–20.

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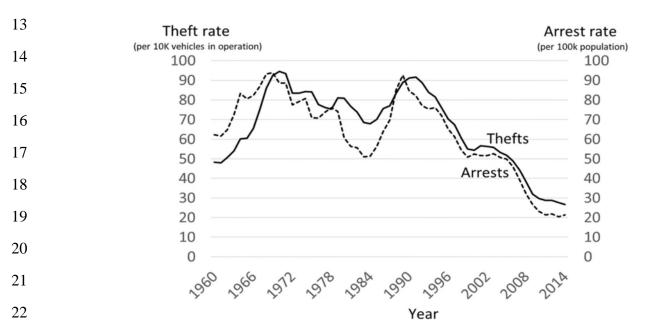
1	60.	The timing of the first immobilizer patent coincided with Congress's enactment of
2	the National	Motor Vehicle Theft Act, 18 U.S.C. § 2311 et seq., which made the interstate
3	transportation	n of stolen vehicles a federal crime. The law passed, in part, to respond to the
4	growing num	ber of automobile thefts around the country, especially in midwestern cities.
5	61.	As time passed and technology advanced, the United States pursued further
7	efforts to pro	mulgate vehicle safety standards.
8	62.	In 1966, Congress passed the National Traffic and Motor Vehicle Safety Act (the
9	"Safety Act"), with the aim of administering new motor vehicle and traffic safety standards. ⁶⁸
10	Administration	on of the Safety Act was overseen by the newly created Department of
11	Transportatio	on through its sub-agency: NHTSA, f/k/a/ the National Traffic Safety Bureau.
12	63.	Pursuant to its statutory authority under the Safety Act, NHTSA promulgated
1314	numerous fee	leral motor vehicle safety standards ("FMVSS"). Among these standards, FMVSS
15	114 ⁶⁹ require	s minimum theft-protection standards for nearly all passenger vehicles in the United
16	States:	
17		S1. Scope. This standard specifies vehicle performance
18		requirements intended to reduce the incident of crashes resulting from theft and accidental rollaway of motor vehicles
19		S2. <i>Purpose</i> . The purpose of this standard is to decrease the
20		likelihood that a vehicle is stolen, or accidentally set in motion.
21		S3. <i>Application</i> . This standard applies to all passenger cars, and to trucks and multipurpose passenger vehicles with GVWR of 4,536
22		kilograms (10,000 pounds) or less.
2324		S5.1 Theft Protection.
2 4 25		55.1 Ineji i roiection.
26	⁶⁸ P.L. 89–563,	80 Stat 718
-	69 49 C.F.R. § 5 COMPLAINT -	71.114.

1		55.1.1 Each vehicle must have a starting system which, whenever				
2		the key is removed from the starting system prevents: (a) The normal activation of the vehicle's engine or motor; and				
3		(b) Either steering, or forward self-mobility, of the vehicle, or				
4		both.				
5		•••				
6		S5.2.2 Except as specified in S5.2.4, the vehicle must be designed such that the transmission or gear selection control cannot move				
7		from the "park" position, unless the key is in the starting system.				
8	64.	The main motivation for creating FMVSS 114 was NHTSA's recognition "that				
9	stolen cars co	onstitute a major hazard to life and limb on the highways. The evidence shows that				
10	stolen cars an	re far more likely to cause unreasonable risk of accident, personal injury, and death				
11	than those w	hich are driven by authorized individuals."70				
1213	65.	As early as 1966, studies showed "there were an estimated 94,000 stolen cars				
14	involved in a	accidents"—with "18,000 of these accidents result[ing] in injury to one or more				
15	people."71 A	ccordingly, NHTSA recognized that "a reduction of the incident of auto theft would				
16	make a subst	tantial contribution to motor vehicle safety" and "protect the many innocent				
17	members of	the public who are killed and injured by stolen cars each year." ⁷² To address this				
18	safety risk, which is largely tied to "car thieves who could bypass the ignition lock the					
1920	agency decid	led to require a device, which would prevent either self-mobility or steering even if				
21	the ignition l	lock were bypassed." ⁷³				
22						
23						
24	70 22 5 1 5	CATA (A. 11.07, 10.60)				
25	⁷¹ <i>Id</i> .	. 6471 (April 27, 1968).				
26	⁷² <i>Id.</i> ⁷³ 71 Fed. Reg.	. 17,753 (Apr. 7, 2006), https://www.govinfo.gov/content/pkg/FR-2006-04-07/pdf/06-3358.pdf ; see				
	also 33 Fed. I COMPLAINT	Reg. 6,471 (Apr. 27, 1968) 25 KELLER ROHRBACK L.L.P.				

66. An engine immobilizer satisfies this requirement, "because it locks out the engine control module if an attempt is made to start the vehicle without the correct key or to bypass the electronic ignition system." The proposed software update does not appear to satisfy this requirement – as it is not linked to an attempt to start the vehicle without the correct key – and the absence of *any* system not only violates this standard, it created the public nuisance of rampant car theft in Milwaukee.

D. The Widespread Adoption of Modern Engine Immobilizers as an Even More Effective Vehicle Theft Deterrent

67. In the late 1980s and early 1990s, vehicle theft increased dramatically in the United States.⁷⁵ The common method for stealing a car involved bypassing the motor's ignition switch, otherwise known as "hotwiring."



Vehicle thefts per 10,000 vehicles in operation, and vehicle theft arrests per 100,000 population, 1960-2014⁷⁶

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⁷⁴ NHTSA Interpretation GF005229-2 (Sept. 24, 2004).

Anthony Dixon & Graham Farrell, Age-period-cohort effects in half a century of motor vehicle theft in the United States, 9 CRIME SCIENCE 17, 1, 3 (2020).

⁷⁶ *Id.* at 2.

1	68. To respond to this growing problem, manufacturers began installing passive						
2	vehicle immobilizers, which were patented no later than 1993. ⁷⁷ Unlike Evans and Birkenbeuel's						
3	invention nearly 75 years prior, the vehicle immobilizer would render the engine operable only						
4 5	"if the correct key having coded information is used[,]" rather than relying on concealed						
6	switches or memorizing keypad combinations. ⁷⁸						
7	69. In essence, the vehicle immobilizers of the 1990s worked by checking the						
8	"fingerprint" of a car key based on electronic codes the key sends to the vehicle.						
9	70. Although the mechanism behind the vehicle immobilizer was more intricate than						
10	the original 1919 invention, the overall purpose remained the same: "to make the vehicle more						
11	difficult to steal." ⁷⁹						
12	71. The invention proved successful and, less than five years later, the European						
13	Union mandated that all new passenger cars from 1998 onward be equipped with an electronic						
14							
15	engine immobilizer. ⁸⁰ Similar mandates soon followed in Australia, New Zealand, and Canada.						
16	72. As engine immobilizers became the industry-standard among manufacturers, at						
17	least one study in the Netherlands suggested that immobilizers "lowered the overall rate of car						
18	theft on average by about 40 percent during 1995-2008."81						
19							
20							
21							
22							
23	77 Int'l Patent Publication No. WO 93/13968 (filed Jan. 7, 1993).						
24	⁷⁸ Id. ⁷⁹ Id.						
25	⁸⁰ Commission Directive No. 95/96/EC, 1995 O.J. (L286) 1, (amending Council Directive 74/61/EEC to require the						
26	installation of immobilizers and alarm systems in motor vehicles beginning in October 1998). 81 Jan C. van Ours & Ben Vollaard, <i>The Engine Immobiliser: A Non-Starter for Car Thieves</i> , 126 THE ECONOMIC JOURNAL 593, 1264, 1283 (June 2013).						
	COMPLAINT - 27 KELLER ROHRBACK L.L.P.						

1 E. Defendants' Deviation from the Industry Standard 2 73. At the turn of the 21st century, automatic engine immobilizers were considered 3 quintessential anti-theft technology by the majority of car manufacturers in America, with the 4 exception of Hyundai and Kia. 5 Studies by the Highway Loss Data Institute ("HLDI") showed "that vehicle theft 74. 6 losses decreased significantly after factory-installed passive immobilizing antitheft devices were introduced."82 Specifically, HLDI studies between 1996 and 2013 all showed decreases in theft 8 9 losses for vehicles with engine immobilizers studied in those years, including General Motors, 10 BMW, Ford, and Nissan. 83 A 2013 HLDI study "found that thieves were sometimes targeting the 11 older model years of a vehicle series without immobilizers, such as the Honda Civic and Honda 12 Accord."84 13 75. Despite decades of research and findings that immobilizers significantly reduced 14 vehicle theft and the consequential public safety risks, "only 26 percent of Hyundai and Kia" 15 16 2015 vehicle models had "passive immobilizers as standard equipment, compared with 96 17 percent of other manufacturers."85 18 76. The staggeringly low percentage of Hyundai and Kia vehicles with immobilizers 19 is especially concerning given that, during this same time period, Defendants were installing 20 21 22 23 24 ⁸² Hyundai and Kia theft losses, 38 HLDI BULLETIN 28 (Dec. 2021), https://www.iihs.org/media/0e14ba17-a3c2-4375-8e66-081df9101ed2/opm7OA/HLDI%20Research/Bulletins/hldi bulletin 38-28.pdf. 25 83 Id 26 ⁸⁴ *Id*.

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⁸⁵ *Id*.

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immobilizers in 100% of	their models for sale in European and Canadian markets, in compliance
with applicable laws ther	e. ⁸⁶

American market. In March 2007, Hyundai requested an exemption from particular NHTSA vehicle theft prevention standards for its 2008 Hyundai Azera line "based on the installation of an antitheft device" for the vehicle line that would be "at least as effective as th[e] GM and Ford [immobilizer] devices" in reducing vehicle theft.⁸⁷ Yet, until the last year or so, Hyundai and Kia only offered immobilizers in their premium, more expensive, model lines. This decision only compounds the harms on low-income communities.⁸⁸ Those without resources to afford such models are more likely to live in areas with higher crime rates and are likely less able to pay for alternative transportation or for the cost of repairing a recovered vehicle.

78. Based on the above, Defendants' decision not to install the simple and highly effective immobilizer in the Susceptible Vehicles between 2011 and 2021, in contrast to the approximately 96% of all other car manufacturers that did install an immobilizer, has led to a reasonably foreseeable car theft epidemic that is plaguing Milwaukee.

1201 Third Avenue, Suite 3200

Hyundai first began exporting its cars to parts of Europe, the United Kingdom, and Canada between 1978 and 1984. *See Press Release, Over 50 years of progress: the history of Hyundai*, HYUNDAI NEWS (Apr. 6, 2019), https://www.hyundai.news/eu/articles/press-releases/over-50-years-of-progress-the-history-of-hyundai.html. Similarly, Kia vehicles were introduced into European and Canadian markets in the 1990s.

⁸⁷ 72 Fed. Reg. 39,662 (July 19, 2007); *see also* 75 Fed. Reg. 1,447 (NHTSA notice granting an identical exemption for the Kia Amanti vehicle line beginning in model year 2009 based on Defendants' representation that the immobilizer installation for that specific model should substantially reduce theft rates).

⁸⁸ Tom Krisher, *Thieves key on hack that leaves Hyundai, Kia cars vulnerable*, ASSOCIATED PRESS (Sept. 21, 2022), https://apnews.com/article/social-media-milwaukee-theft-ecd3be407c1b7cb725ae607b8d86bcaf (HLDI Senior VP Matt Moore notes that "Many of the vulnerable Hyundais and Kias are often bough by lower-income people" because those cars "are relatively inexpensive vehicles when purchased new[.]").

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V. CAUSES OF ACTION

1 2 COUNT ONE — PUBLIC NUISANCE 3 79. The City of Milwaukee incorporates each preceding paragraph as though set forth 4 fully herein. 5 80. Pursuant to Wis. Stat. § 823.01, the City brings this action to recover damages and 6 abate the public nuisance described above, as to both Defendants. 81. Under Wisconsin law, a public nuisance is an unreasonable interference with a right 8 9 common to the general public. A public nuisance includes a condition or activity which 10 substantially or unduly interferes with the use of a public place or with the activities of an entire 11 community, or which interferes with the public health, the public safety, the public peace, the 12 public comfort, or the public convenience. If the public is injured in its civil or property rights or 13 privileges or in respect to public health to any degree, that is sufficient to constitute a public 14 nuisance. 15 16 82. Defendants—through their designing, manufacturing, and distributing of 17 automobiles that are dangerously susceptible to theft—have created, contributed to, and 18 maintained a public nuisance that substantially interferes with rights common to the general public. 19 In addition, each Defendant knows, or has reason to know, that its conduct has a significant effect 20 upon public rights and endangers the safety of the general public in the City of Milwaukee. 21 83. Milwaukee and its residents have a common right to be free from conduct that 22

interferes with the peaceful use of public streets, sidewalks, commerce, travel, and the quality of daily life.

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25 84. Defendants have endangered and harmed the public, undermined law enforcement 26 efforts to deter vehicle theft, and otherwise diverted scarce law enforcement resources.

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1	85. Defendants' conduct has directly caused a severe disruption of the public welfar							
2	order, and safety. Defendants' conduct is ongoing and continues to produce permanent and long-							
3	lasting damage.							
4	86. Further, Defendants' conduct substantially interferes with the public's right to saf							
5	and reasonable access to public thoroughfares.							
6 7	87.	Defendants' conduct has affected and continues to affect a substantial number of						
8	people within	Milwaukee's community and is likely to continue causing significant harm.						
9	88.	The nuisance created by Defendants' conduct is abatable.						
10	89.	At all relevant times, Defendants, have been the manufacturers, marketers, and/or						
11	distributors of the Susceptible Vehicles being stolen at record rates and which are, at times, being							
12	used in the commission of other violent crimes in the State of Wisconsin and the City of							
13 14	Milwaukee.							
15	90.	At all times relevant to this litigation, Defendants knew or had reason to know of						
16	the hazards	and dangers of foregoing installation of engine immobilizers in the Susceptible						
17	Vehicles and specifically, the increased risk of vehicle theft and public harm. Defendants knew or							
18	had reason to know that the installation of engine immobilizers successfully decreased the rate of							
19	car theft by as much as 40%. Defendants also knew or had reason to know that the installation of							
20	immobilizers in their own vehicles has considerably deterrent effects on the rate of car theft.							
21	91.	Defendants knew or had reason to know that their conduct has caused an increase						
2223	in vehicle the	eft that has had, and will continue to have, a detrimental effect on the safety, welfare,						
24	peace, comfo	rt, and convenience of the general public in Milwaukee.						
25	92.	At minimum, Defendants knew or had reason to know that this interference with						
26		was substantially certain to result from their conduct.						
	COMPLAINT -	·						

	93.	By	intentionally	foregoing	the	installation	of	engine	immobilizers	in	the
Susce	ptible V	ehicl	es, Defendants	s directly fa	cilita	ated the rapid	inc	rease in	vehicle theft a	nd,	with
it, the	public	nuisa	nce affecting N	Milwaukee.							

94. In the alternative, the conduct underlying the public nuisance alleged herein was negligent. Hyundai and Kia could have avoided all this by installing engine immobilizers at the time of manufacture for as little as \$200 per device. Defendants acted unreasonably in light of what conduct could be foreseen as a result of their conduct, and Defendants' conduct was a factual and proximate cause, of the injuries, harm, and economic losses that Plaintiff has suffered and will continue to suffer.

- 95. As a result of Defendants' conduct, the City of Milwaukee has suffered and will continue to suffer economic damages, including significant expenditures for police, emergency, health, prosecutions, corrections, youth rehabilitative services, and other services. Milwaukee will continue to incur such damages until the nuisance is abated. These damages are particular to the City and are different in kind and degree to the harms suffered by Wisconsin residents at large.
- 96. Defendants' misconduct alleged in this case does not concern a discrete event or discrete emergency of the sort a political subdivision would reasonably expect to occur and is not part of the normal and expected costs of a local government's existence. Milwaukee alleges wrongful acts which are neither discrete nor of the sort a local government can reasonably expect to occur.
- 97. The City of Milwaukee requests an order providing for abatement of the public nuisance that Defendants have created or assisted in the creation of; for damages suffered as a result of the public nuisance; and injunctive relief.

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1		COUNT TWO — NEGLIGENCE					
2	98.	The City of Milwaukee incorporates each preceding paragraph as though set forth					
3	fully herein.						
4	99.	At all times relevant to this litigation, Defendants had a duty to act as a reasonably					
5	careful persor	n would act under the circumstances in the design, manufacture, and distribution of					
6	_						
7	Defendants' p	products, including the duty to take all reasonable steps necessary to prevent the					
8	manufacture and/or sale of a product that was so unreasonably easy to steal.						
9	100.	Defendants owed Milwaukee a duty to not expose the City to an unreasonable risk					
10	of harm.						
11	101.	At all times relevant to this litigation, Defendants knew or, in the exercise of					
12		are should have because of the homende and demands of foresting installation of					
13	reasonable care, should have known of the hazards and dangers of foregoing installation of						
14	engine immobilizers in the Susceptible Vehicles and specifically, the increased risk of vehicle						
15	theft and publ	lic harm.					
16	102.	Accordingly, at all times relevant to this litigation, Defendants knew or, in the					
17	exercise of re-	asonable care, should have known that the omission of an engine immobilizer in the					
18	Susceptible V	ehicles could cause Milwaukee's injuries and thus created a dangerous and					
19	unreasonable	risk of injury to Milwaukee. Defendants were therefore in the best position to					
20							
21	protect Milwa	aukee against the foreseeable rise in the theft of Hyundai and Kia vehicles.					
22	103.	At all times relevant to this litigation, Defendants knew or had reason to know					
23	that the omiss	sion of an engine immobilizer in the Susceptible Vehicles could cause Milwaukee's					
24	injuries, as FN	MVSS 114 requires automobiles to have a starting system which, whenever the key					
25	is removed fro	om the starting system prevents "[e]ither steering, or forward self-mobility, of the					

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vehicle, or both" and for vehicles to be designed "such that the transmission or gear selection

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1	control canno	t move from the 'park' position, unless the key is in the starting system." As			
2	alleged supra	, nearly all cars in the United States satisfy FMVSS through an engine immobilizer			
3	104.	As such, Defendants, by action and inaction, breached their duty and failed to			
4	exercise reaso	onable care, and failed to act as a reasonably prudent person and/or company would			
5 6	act under the	same circumstances in the design, development, manufacture, testing, and			
7	distribution o	f their vehicles, in that Defendants manufactured and produced vehicles that fell			
8	below minim	um, industry-standard security measures.			
9	105.	Defendants are in control of the design, research, manufacture, testing, and			
10	distribution o	f the vehicles they distributed to authorized dealerships in Milwaukee.			
11	106.	Defendants knew and/or should have known that it was foreseeable that			
12	Milwaukee w	ould suffer injuries as a result of Defendants' failure to exercise reasonable care in			
13 14	the manufactu	aring and sale of Defendants' vehicles, particularly given Defendants' recognition			
15	as early as 20	07 that engine immobilizers were an effective deterrent in preventing vehicle theft.			
16	107.	Defendants were negligent in failing to monitor and guard against third-party			
17	misconduct a	nd enabled such misconduct.			
18	108.	Defendants acted unreasonably in light of what conduct could be foreseen as a			
19	result of their	conduct and Defendants' negligence helped to and did produce, and was a factual			
20	and proximate	e cause, of the injuries, harm, and economic losses that Milwaukee suffered, and			
2122	will continue to suffer.				
23	109.	Defendants' acts and omissions imposed an unreasonable risk of harm to others			
24	separately and	d/or combined with the negligent and/or criminal acts of third parties.			
25	110.	Milwaukee's injuries, harms, and economic losses would not have occurred			
26	absent Defend	lants' negligent conduct as described herein.			
	COMPLAINT -				

1	111. As a proximate result of Defendants' wrongful acts and omissions, Milwaukee
2	has been injured and suffered economic damages and will continue to incur expenses in the
3	future, as described herein, including but not limited to expending, diverting, and increasing
4	resources to retrieve stolen cars, provide emergency medical services, and/or address property
5	damage on public roads in Milwaukee's community.
6 7	112. Defendants engaged in conduct, as described above, that constituted reckless
8	disregard of Milwaukee's rights, being fully aware of the probable dangerous consequences of
9	the conduct and deliberately failing to avoid those consequences.
10	113. Defendants' conduct constituting reckless disregard of Milwaukee's rights, was
11	committed and/or authorized by one or more officers, directors, or managing agents of
12	Defendants, who acted on behalf of Defendants. Additionally, or in the alternative, one or more
13	officers, directors or managing agents of Defendants knew of the conduct constituting reckless
1415	disregard of Milwaukee's rights and adopted or approved that conduct after it occurred.
16	114. Milwaukee has incurred, and will continue to incur, expenditures over and above
17	its ordinary public services.
18	115. The tortious conduct of each Defendant was a substantial factor in producing
19	
20	harm to Milwaukee.
21	116. Defendants' willful, knowing, and reckless conduct, constituting reckless
22	disregard of Milwaukee's rights, including the right to public safety, therefore warrants an award
23	of aggravated or punitive damages.
24	117. Milwaukee is without fault and injuries to the City and its residents would not
25	have occurred in the ordinary course of events had Defendants used due care commensurate to
26	the dangers involved in the manufacturing and distribution of their vehicles.
	COMPLAINT - 35 KELLER ROHRBACK L.L.P. 1201 Third Avenue, Suite 3200 Seattle, WA 98101-3052 TELEPHONE: (206) 623-1900 FACSIMILE: (206) 623-3384

1		VII. PRAYER FOR RELIEF
2	118.	Entering an Order that the conduct alleged herein constitutes a public nuisance
3	under Wiscon	nsin law;
4	119.	Entering an Order that Defendants are jointly and severally liable;
5	120.	Entering an Order requiring Defendants to abate the public nuisance described
6 7	herein and to	deter and/or prevent the resumption of such nuisance;
8	121.	Enjoining Defendants from engaging in further actions causing or contributing to
9	the public nui	isance as described herein;
10	122.	Awarding equitable relief to fund automobile theft prevention;
11	123.	Awarding actual and compensatory damages;
12	124.	Awarding punitive damages;
13	125.	Awarding reasonable attorneys' fees and costs of suit;
1415	126.	Awarding pre-judgment and post-judgment interest; and
16	127.	Such other and further relief as the Court deems just and proper under the
17	circumstances	
18		VIII. JURY TRIAL DEMANDED
19	128.	Plaintiff hereby demands a trial by jury.
20	120.	Trainers nervely demands a drai by jury.
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KELLER ROHRBACK L.L.P.

1	RESPECTFULLY SUBMITTED the	is 22nd day of March, 2023.
2	MILWAUKEE CITY ATTORNEYS OFFICE	KELLER ROHRBACK L.L.P.
3	MITORILIS OFFICE	
4	By <u>s/ Tearman Spencer</u>	By s/ Lynn Lincoln Sarko
5	Tearman Spencer, Bar No. 1030676 200 East Wells Street, Room 800	Lynn Lincoln Sarko, Bar No. 1010823 Gretchen Freeman Cappio (<i>pro hac vice</i>
6	Milwaukee, WI, 53202	forthcoming) Dean Kawamoto (pro hac vice forthcoming)
7	Telephone: (414) 286-2601 Fax: (414) 286-8550	Derek W. Loeser (pro hac vice forthcoming)
8	tspencer@milwaukee.gov	Ryan McDevitt (pro hac vice forthcoming) Alison Gaffney (pro hac vice forthcoming)
9	MWH LAW GROUP L.L.P.	Felicia J. Craick (pro hac vice forthcoming) Zachary Gussin (pro hac vice forthcoming)
10	By <u>s/ Emery K. Harlan</u>	Kylie Fisher (pro hac vice forthcoming)
11	Emery K. Harlan, Bar No. 1000240 Warren E. Buliox, Bar No. 1056215	1201 Third Avenue, Suite 3200 Seattle, WA 98101-3052
12	735 North Water Street, Suite 610	Telephone: (206) 623-1900
13	Milwaukee, WI, 53202 Telephone: (414) 436-0353	Fax (206) 623-3384 lsarko@kellerrohrback.com
14	Fax: (414) 436-0354	gcappio@kellerrohrback.com dkawamoto@kellerrohrback.com
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CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE

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VI. CAUSE OF ACTION Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity): 28 U.S.C. § 1332(a) Brief description of cause: Public nuisance claims arises out of the lack of immobilizer technology in certain Hyundai and KIA automobiles. VII. REQUESTED IN COMPLAINT: CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P. DEMAND \$ CHECK YES only if demanded in complaint: JURY DEMAND: Yes No VIII. RELATED CASE(S) IF ANY UNDER RULE 23, F.R.Cv.P. SIGNATURE OF ATTORNEY OF RECORD 03/22/2023 S/ Lynn Lincoln Sarko	∑1 Original □2 Rea	moved from 3 Remanded from	1 1	pened Another	r District Litigation	- Litigation -
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UNITED STATES DISTRICT COURT

for the Eastern District of Wisconsin

CITY OF MIL	WAUKEE	
	f(s))
v.	(5)	Civil Action No. 2:23-ev-376
)
HYUNDAI MOTOR	AMERICA and	
KIA AMERIO		
Defendar	nt(s))
	SUMMONS IN	NA CIVIL ACTION
	HYUNDAI MOTOR AMER	
To: (Defendant's name and address)	c/o Corporation Service Com 33 East Main Street, Suite 61 Madison, WI 53703	pany
A lawsuit has been fil	ed against you.	
the United States or a United 12(a)(2) or (3) – you must se Federal Rules of Civil Proced name and address are:	States agency, or an officer rve on the plaintiff an answure. The answer or motion Lynn Lincoln Sarko, Bar No Keller Rohrback L.L.P. 1201 Third Avenue, Suite 32 Phone: (206) 623-1900 // Fa	
Tou also must the your answe	of motion with the court.	
		GINA M. COLLETTI, CLERK OF COURT
Date:		
		Signature of Clerk or Deputy Clerk

Civil Action No. 2:23-cv-376

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4(l))

ere re	eceived by me on (date)		_	
	☐ I personally served	personally served the summons and the attached complaint on the individual at (place): On (date); or Teleft the summons and the attached complaint at the individual's residence or usual place of abode with (name), a person of suitable age and discretion who resides there, date), and mailed a copy to the individual's last known address; or served the summons and the attached complaint on (name of individual) is designated by law to accept service of process on behalf of (name of organization); or freturned the summons unexecuted because; or		
			on (date)	; or
	☐ I left the summons	y served the summons and the attached complaint on the individual at (place): On (date)		
			_, a person of suitable age and discretion who	o resides there,
	on (date)	date) served the summons and the attached complaint on the individual at (place): on (date); or		
	☐ I served the summo	ons and the attached complain	nt on (name of individual)	; or or usual place of abode with (name) and discretion who resides there, at known address; or ization); or; or; or; or
	who is designated by la	nw to accept service of proces	ss on behalf of (name of organization)	
			on (date)	; or
	☐ I returned the summ	nons unexecuted because		; or
	☐ Other (specify):			
	My fees are \$	for travel and \$	for services, for a total of \$	0.00
	I declare under penalty	of perjury that this informati	on is true.	
ate:				
			Server's signature	
			Printed name and title	

Additional information regarding attempted service, etc.:

UNITED STATES DISTRICT COURT

for the Eastern District of Wisconsin

CITY OF MIL	WAUKEE	
	f(s))
v.		Civil Action No. 2:23-cv-376
HYUNDAI MOTOR KIA AMERIO))))
Defendar	nt(s))
To: (Defendant's name and address)	SUMMONS KIA AMERICA, INC. c/o CT Corporation System 301 South Bedford Street, Madison, WI 53703	
A lawsuit has been fil	ed against you.	
the United States or a United 12(a)(2) or (3) – you must se	States agency, or an officerve on the plaintiff an ana	
If you fail to respond You also must file your answe	, judgment by default will	be entered against you for the relief demanded in the complaint.
		GINA M. COLLETTI, CLERK OF COURT
Date:		Signature of Clerk or Deputy Clerk

Civil Action No. 2:23-cv-376

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4(l))

eceived by me on (date)	·					
☐ I personally served	☐ I personally served the summons and the attached complaint on the individual at (place):					
		on (date)	; or			
☐ I left the summons	and the attached complaint at the	e individual's residence or usual place of	abode with (
	, ;	a person of suitable age and discretion wh	no resides the			
on (date)	, and mailed a cop	by to the individual's last known address;	or			
☐ I served the summo	ns and the attached complaint or	1 (name of individual)				
who is designated by la	w to accept service of process or	n behalf of (name of organization)				
		on (date)				
☐ I returned the sumn	nons unexecuted because		;			
Other (specify):						
My fees are \$	for travel and \$	for services, for a total of \$	0.00			
I declare under penalty	of perjury that this information i	s true.				
		Server's signature				
		Printed name and title				
		Server's address				

Additional information regarding attempted service, etc.: