



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

17-JAN-2007 7:11

Reference No.
10178949

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ORLAND State: CA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, please print your name and address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 1/16/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: [REDACTED]
Make: KIA Model: SPECTRA Model Year: 2006

Date Purchased: 01-APR-06 Dealer's Name and Telephone Number: CORNING FORD MERCURY & KIA 530-824-5434 Engine: No. Cylinders: 4 Fuel Type: Gas
Original Owner: Dealer's City: CORNING State: AL Zip Code: [REDACTED]

Transmission Type: AUTOMATIC Antilock Brakes: Powertrain: ALL WHEEL DRIVE Vehicle Component Code: 141000 AIR BAGS:FRONTAL
Cruise Control: Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 16-JAN-2007 Failure Mileage: 2800 Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19A5C036): [REDACTED] Original Equipment: Failure Location: [REDACTED]
Prior Repair: Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* - THE CONTACT STATED THAT IN HER 2006 KIA SPECTRA THE FRONT PASSENGER AIRBAG LIGHT WORKS INTERMITTENTLY. THE SPEED OF THE VEHICLE IS NOT A FACTOR, NEITHER IS THE WEIGHT OF THE PASSENGER. THE CONTACT HAS TAKEN THE VEHICLE TO THE DEALER WHO RAN THE VEHICLE THROUGH DIAGNOSTIC TESTING AND CONCLUDED THAT THE AIRBAG WORKED. THE DEALER HAS TOLD THE CONTACT THERE IS NOTHING THEY CAN DO. THE FAILURE MILEAGE WAS 2800. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-57) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To whom it may concerns, on 8/19/06 I [REDACTED] traded my KIA car in for another , brand new KIA 2006 at CORNING FORD , this deal was set up by KIA REP. I had one of three offers given to me .Copy's of all 2005 KIA papers are enclosed. There are papers on airbag system recalls.. And papers from work done .None of witch seemed to fix the problem. I took offer to trade my 2005 for a 2006 brand new KIA of the same value. I paid the difference for up grade and had to refinance new loan. I also purchased another new 100.000mile warranty for this car. It was purchased on 8/19/06 .When I got the car, the first thing I tried was the passenger seat. The airbag worked fine .I drove the car for 3 or 4 months before I rode in the pass. Seat .We took a long trip and I had to let someone else drive .I noticed that the airbag was not resetting for my body .I called corning ford , They had me bring the car in for it to be tested ,they said it passed on the test .It was doing the same thing as my 2005 car I had before .I called KIA rep. they told me they weren't going to do anything about it ,it was my fault for getting another KIA car .I told that was one of there offers .He said he could not help me . So that's why I called and filled a complaint. I have set in the pass. Seat many times to try and see if it was just a freak thing, but it still say pass. Airbag OFF. I have enclosed all papers from first complaint on 2005 KIA and. any papers from this 2006 KIA SX. I don't want to worry about the airbag not working so when it is possible, We don't use the front seat. It's a scary thing when you're not safe in a new car it makes you wonder if any of the others will work when needed. I think KIA MOTORS should be made to recall these cars again .before someone gets hurt. HOME [REDACTED] CELL [REDACTED] WORK [REDACTED]

[REDACTED]
THANK YOU [REDACTED]

To whom it may concern.

The following signatures are of people who have witnessed that passenger air bags stays off when I [REDACTED] sits in the passenger seat.

- 2/19/07 [REDACTED]
- 2/20/07 [REDACTED]
- 2/20/07 [REDACTED]
- 2/20/07 [REDACTED]
- 2/19/07 [REDACTED] }
- 2/19/07 [REDACTED] }
- 2/20/07 [REDACTED] }
- 2/20/07 [REDACTED] }
- 2-20-07 [REDACTED]
- 2-20-07 [REDACTED]
- 2-20-07 [REDACTED]
- 2-20-07 [REDACTED]
- 2-20-07 [REDACTED]
- 2-20-07 [REDACTED]
- 2-20-07 [REDACTED]

cell #



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 asj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

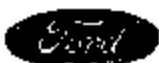


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Scary Stories

CORNING
FORD • MERCURY • KIA

2280 Short Drive
Corning, CA 96021
(530) 824-8434
(800) 278-3257
www.CorningFord.com



Mercury



Customer
Copy

BAR# ACL30841 EPA# CAL000152694

Date	VIN	Message	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
01/04/07	KNAPFL22265	3806	08/19/06	18	08/19/06		06	KIA	SPECTRA
		Name				Eng	Transmission	Color	SA#
		Address						BLUE	17
		City / State / Zip				Customer Number	Stock #		Tag
		ORLAND CA					34700		794
						Payment Type	Promise Date / Time		Labo
						CASH	01/04/07 17:00		65
						Diag Codes			

PRINTED: 7:55:59 Attention:
Comments:

L#	Codes	Doo Cnt	Prk Lot	ST	Hrs	Labor	Parts
1	REPORTS RIGHT SIDE AIR BAG LIGHT KEEPS COMING ON	1		W			

***** ESTIMATE *****

9:48 AM Fri 1/5/07 KIA called left message
Richard 7 1-800-333-4542

Red # K1263238
1/5/07 (ME) 4:30 PM Call Back left message for Richard
to call me at work on Monday. 1/8/07

PRELIMINARY
ESTIMATE

+

AUTHORIZED BY: X

SA:	DOUGLAS HATLEY	ESTIMATE #
HOURS	LABOR	PARTS
NT	ITEM	



DEPARTMENT OF CONSUMER AFFAIRS
 P.O. Box 942507, SACRAMENTO, CA
 94258-0507
 1-800-952-5210



COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

[Redacted]		COMPLAINT FILED AGAINST (RESPONDENT)		LICENSE/REG. NO IF KNOWN	
[Redacted]		Kia Motors Amer. Inc.		[Redacted]	
[Redacted]		ADDRESS (NUMBER) (CITY) (STATE) (ZIP CODE)		[Redacted]	
Orland CA. [Redacted]		9801 Muirland Blvd		[Redacted]	
CITY (STATE) (ZIP CODE)		CITY (STATE) (ZIP CODE)		CITY (STATE) (ZIP CODE)	
Orland CA. [Redacted]		Irvine CA. 92618-2521		[Redacted]	
PHONE WHERE YOU CAN BE REACHED (Home/Cell)		PHONE NUMBER		[Redacted]	
[Redacted]		1-800-333-4KIA		[Redacted]	
AREA CODE		AREA CODE		[Redacted]	
[Redacted]		PERSON DEALT WITH:		[Redacted]	
[Redacted]		Kia Rep.		[Redacted]	

PLEASE SPECIFY TYPE OF COMPLAINT: cell # 592-6057 lead message

<input checked="" type="checkbox"/> Automotive Repair	<input checked="" type="checkbox"/> Electronic and/or Appliance Repair	<input type="checkbox"/> Cemetery	<input type="checkbox"/> Home Furnishings or Thermal Insulation
<input checked="" type="checkbox"/> Private Investigator	<input type="checkbox"/> Private Security Company	<input type="checkbox"/> Funeral	<input type="checkbox"/> Burglar Alarm Company
<input type="checkbox"/> Repossession Agency	<input type="checkbox"/> Security Guard/Picem	<input type="checkbox"/> Crematory	<input type="checkbox"/> Firearm/Shotgun Training Facility/Instructor
<input type="checkbox"/> Sausage Check	<input type="checkbox"/> Hearing Aid Dispenser	<input type="checkbox"/> Locksmith	<input type="checkbox"/> Proprietary Private Security Officer
<input type="checkbox"/> Other:			

IF THE BUSINESS CATEGORY IS NOT LISTED ABOVE, PLEASE CALL THE CONSUMER INFORMATION CENTER, (800) 882-5210, FOR ASSISTANCE

pass. AIR Bag not working PRODUCT/MODEL/YEAR OF VEHICLE/ITEM OF CONCERN:

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC WHO, WHAT, WHEN, WHERE, HOW) (Use additional paper if needed)

Had a 2005 KIA last year, KIA made offers to buy out or trade 2005 for 2006 KIA. I now have 2006 KIA a somewhat different model but again my pass. AIR Bag DOES NOT always work for my self. Reported to KIA, then said not going to do any thing.

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

Fix pass. Right Side Air Bag to work


PLEASE ATTACH TO THIS FORM COPIES OF ANY PAPERS INVOLVED (CONTRACTS, BILLS RECEIVED, CORRESPONDENCE, INVOICES, ESTIMATES, ETC.). PAPERWORK RECEIVED WILL NOT BE COPIED AND/OR RETURNED.

I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT. 2/12/07

Information on 2005 KIA Spectra
That was traded in to Corning Ford
for a new 2006 KIA Spectra SX
offer made by KIA REP, Due to
Faulty pass. Air Bag problem,

All 2005 KIA PAPER WORK
e-Trade in offers made
BY KIA REP.

Traded in 2005 KIA

 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 26-MAY-2006	Repository <input type="checkbox"/> Reference No. 10158361
OWNER INFORMATION (Type or Print)			
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]	E-mail Address:
Address: [REDACTED]		Evening Telephone Number:	
City: ORLAND	State: CA	Zip Code: [REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
Signature of Owner: _____		Date: 1/1/____	
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNAFE12275 [REDACTED]		Make: KIA	Model: SPECTRA
		Model Year: 2005	
Date Purchased: 24-JUN-05	Dealer's Name and Telephone Number: CORNING FORD 530-824-5434		Engine: No: Cylinders: 4
		Fuel Type: Gas	
Original Owner: <input checked="" type="checkbox"/>	Dealer's City: CORNING	State: CA	Zip Code: 96021
Transmission Type: AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain: FRONT WHEEL DRIVE	Vehicle Component Code: 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE Multiple Failure: 1
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s): 26-MAY-2006	Failure Mileage: 8500	Failure Speed:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make:	Tire Model (Name or Number):	Tire Size (Example P215/65R15):	
DOT No. (Example: DOTM15ABC036):	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code:		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:		Failed Part:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured:	Number of Deaths:
		Reported to Police: N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).			
DT: THE CONTACT STATED THE AIR BAG SENSOR IN THE PASSENGER SEAT WORKS INTERMITTENTLY. WHEN THE SEAT IS OCCUPIED THE AIR BAG INDICATOR LIGHT ILLUMINATES INDICATION THE AIR BAG WILL NOT DEPLOY IN THE EVENT OF A CRASH. THE VEHICLE HAS BEEN TAKEN TO THE DEALER ON NUMEROUS OCCASIONS FOR INSPECTION. THE DEALER DETERMINED THE FAILURE WAS DUE TO THE WAY THE PASSENGER WAS SITTING IN THE SEAT AND OFFERS NO REPAIRS.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

**VEHICLE SERVICE CONTRACT
PART I**

Today's Date 6/05/2005
(CONTRACT SALE DATE)

PROOF OF REGISTRATION

TOGETHER WITH PART II COMPLETES THIS VEHICLE SERVICE CONTRACT.

Name of Purchaser [REDACTED]				DEALER Code 25754	Contract Number VCA-11972832
Address [REDACTED]	City ORLAND	State CA	Zip [REDACTED]	CONTRACT SALE DATE 6/05/2005	CONTRACT SALE MILEAGE 48
SELLING DEALER CORNING FORD MERCURY KIA				Telephone [REDACTED] 4	Expiration Date 6/05/2015
Address 1248 SHIRT DRIVE				City CORNING	State CA
				Zip 95921	Year 2005
				Make KIA	

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) 3 4 5 6 8 10 12

CHECK (✓) PROGRAM COVERAGE SELECTION (check one)

NEW/NEAR-NEW VEHICLE COVERAGE

- AUTOMOTIVE PREFERRED CARE™
- MECHANICAL ADVANTAGE CARE™
- FACTORY+PLUS PREFERRED CARE™ (non-powertrain components only)
- FACTORY+PLUS ADVANTAGE CARE™ (non-powertrain components only)

USED VEHICLE COVERAGE

- AUTOMOTIVE PREFERRED CARE™
- MECHANICAL ADVANTAGE CARE™
- VALUE CAR CARE+PLUS™ (components 1 - 10)
- VALUE CAR CARE™ (components 1 - 7)

SELECT OPTIONAL COVERAGE:

- SEAL AND GASKET PACKAGE (USED VEHICLES with 100,000 miles or less)
- SPECIALTY OPTION PACKAGE

The Seal and Gasket Package and Specialty Option Package provide additional component coverage and are provided only if eligible and if the box(es) is checked and additional surcharge(s) is paid (see Part II for details).

CONTRACT DEFINITIONS (See Section 11, "Definitions" of YOUR Part II): "WE," "US," and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc.

The CNA company against which YOU may make a claim if WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss is Continental Casualty Company, 333 S. Wabash Ave., Chicago, Illinois 60604, 312-622-5000.

Purchase of this contract is not required in order to purchase, register or obtain financing for a motor vehicle.

The program selection determines YOUR coverage. Make sure YOUR Part II matches the program selected. It is further understood that YOUR coverage begins on the CONTRACT SALE DATE for NEW/NEAR-NEW VEHICLE coverage and for USED VEHICLE coverage. Expiration of coverage is determined by the greater of time or mileage, whichever occurs first. Specific state requirements may apply to YOUR contract and are listed on the reverse side of this page. Furthermore, please acknowledge by signing below that YOU have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract or any other representations or promises. This service contract does not provide coverage for vehicles that are used or equipped for certain types of business, as specified in YOUR Part II of this service contract. Restrictions apply. See YOUR Part II.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be made payable to both the SELLING DEALER and lienholder and forwarded to the SELLING DEALER.

WE have retained a SERVICE CENTER to provide administrative services on OUR behalf. Should YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER 800-722-4758, extension 444.

Serial Number K 4 A T S 1 2 2 7 5 5 [REDACTED]		
Contract Term 120/0100000	Model SPECTRA	Class A
VEHICLE Purchase Price \$ 15,127.00	Service Contract Price \$ 999.00	
Covered Components Parts Per Contract Terms		Deductible \$ 1500 Excl III
Lienholder (if applicable) PLUMAS BANK		
DEDUCTIBLE OPTIONS (applies per repair visit)		
<input type="checkbox"/> \$100 Deductible		
<input checked="" type="checkbox"/> \$100 Disappearing Deductible (applies if covered repair is made at the dealership listed above)		
<input type="checkbox"/> \$150 Deductible		
If none of these boxes is checked, the deductible schedule applies (see Part II).		

Purchaser/Authorized Signature

Date

Dealership Salesperson's Signature

Date

STOCK # 93295 DEAL # 34417



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7035 AD (12/03)

DEALER

FAX TRANSMITTAL

Consumer Affairs

TO:

Laura Aifuwa

FAX #:

(949) 470-2815

FROM:

[REDACTED]

DATE:

7/31/06

PAGES:

3

RE:

COMMENTS:

Let me know if you got my Fax leave a message [REDACTED]

North Valley Services

923 E. South Street

Orland, CA 95963

Phone: (530) 865-5631

Fax: (530) 865-4633

WARNING: The information contained in this message (including any attachments) is intended only for the use of the individual or entity to which it is addressed. This message may contain information that is privileged, confidential and exempt from disclosure under applicable law. You are hereby notified that any unauthorized dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify NVAS@northvalley.com by email and then destroy this communication in a manner appropriate for privileged information.

NS

Old 200

KIA

July 11, 2006

Orland, CA

Copy



KIA MOTORS

KIA MOTORS AMERICA, INC.
Western Region
9801 Midlands Blvd.
Irvine, CA 92618-2521
TEL: (949) 470-7000
FAX: (949) 470-2814

Dear [redacted]:

This letter is being written pursuant to your request for assistance from Kia Motors America. After reviewing the service history for your 2005 Kia Spectra, we would like to make the following offer to repurchase or replace your vehicle. Please note that a third option is also described below. Please review these options:

Option #1:

Replacement of vehicle with a comparably equipped 2006 Kia Spectra at no cost to you. We propose to accomplish this via a "Substitution of Collateral" transaction with your current lien holder, whereby we would replace the current collateral on your loan with a mutually agreeable Kia vehicle. All other terms and conditions of the underlying loan would remain the same. Of course, the accomplishment of this transaction would be contingent upon approval by your lien holder. Kia Motors America, Inc. would pay the license and registrations fees for the new vehicle, and we would waive your mileage deduction. Should you decide to upgrade to a more expensive Kia vehicle, you would be responsible for the upgrade charge and the sales tax associated with the upgrade.

Option #2:

Purchase price	
Doc Fee	\$16,127.00
Sales Tax	\$45.00
License	\$1,172.47
California Tire fee	\$165.00
Less manufacturers rebate	8.50
Less mileage deduction (based on 5214 miles)	<\$1,750.00>
Total Settlement Amount for Option #2	<700.72>
	\$15,067.45

* Any outstanding vehicle liens will be paid from this amount. If the total settlement amount is not sufficient to pay off the outstanding lien on the vehicle, you will be responsible to provide a cashier's check payable to Kia Motors America, Inc., in the amount of any deficiency at the time of vehicle turn-in. You may be entitled to a refund for any unused portion of an extended service contract, if applicable.

Option #3:

In light of the inconvenience associated with previous repairs to your vehicle, Kia will pay you the sum of four thousand dollars (\$3,000.00) as a one-time goodwill gesture. You would keep the vehicle and accept this offer as full settlement of your concerns. The balance of any remaining Kia warranties on your vehicle still remain in full force and effect, subject to the terms and limitations outlined in the Kia Warranty and Consumer Information Manual issued for your vehicle.

Options #1 and #2 are contingent on the physical inspection of the vehicle for damage and/or excessive wear and tear. A cashier's check made payable to Kia Motors America, Inc., for any damages beyond normal wear and tear will be required prior to Kia's fulfillment of the terms contained in this settlement.

Please indicate your acceptance of one of the above offers by signing this letter where indicated below and returning it to me via fax (949-470-2815), so that we may complete this process.

Please note this goodwill offer is valid through 07/24/06.

Thank you for your courtesy and cooperation.

Sincerely,

Laura Aifuwa

Laura Aifuwa
Consumer Affairs
Western Region

WE ACCEPT OPTION # _____ AS STATED HEREIN.

By: _____

July 26, 2006

Orland, CA

received
on 7/29/06

Faxed on
7/31/06



KIA MOTORS

KIA MOTORS AMERICA, INC.
Western Region
9501 Mulhlands Blvd.
Irvine, CA 92618-2521
TEL: (949) 470-7000
FAX: (949) 470-2614

Dear [redacted]

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In light of the inconvenience associated with previous repairs to your vehicle, Kia will pay you the sum of four thousand dollars (\$3,000.00) as a one-time goodwill gesture. You would keep the vehicle and accept this offer as full settlement of your concerns. The balance of any remaining Kia warranties on your vehicle still remain in full force and effect, subject to the terms and limitations outlined in the Kia Warranty and Consumer Information Manual issued for your vehicle.

Options #1 and #2 are contingent on the physical inspection of the vehicle for damage and/or excessive wear and tear. A cashier's check made payable to Kia Motors America, Inc., for any damages beyond normal wear and tear will be required prior to Kia's fulfillment of the terms contained in this settlement.

Please indicate your acceptance of one of the above offers by signing this letter where indicated below and returning it to me via fax (949-470-2615), so that we may complete this process.

Please note this goodwill offer is valid through 08/01/06.

Thank you for your courtesy and cooperation.

Sincerely,

Laura Alfawa

Laura Alfawa
Consumer Affairs
Western Region

WE ACCEPT OPTION # [redacted] AS STATED HEREIN.


By: [redacted]

Option #1





Kia Motors America, Inc.
Western Region
9801 Muirlands Blvd.
P.O. Box 52410
Irvine, CA 92619-2410
(949) 470-7000 - Fax (949) 470-2814

AUTHORIZATION RE: RELEASE OF LOAN / LEASE INFORMATION

I  hereby authorize Plumas Bank
(Customer Name) (Lending Institution)

1-800-5-plumas, to release to Kia Motors America, Inc., or its
(Lender Phone Number)

representative, any requested information regarding my vehicle loan / lease, Account #:

 with social security number 
(Account Number)

including, but not limited to, the loan / lease payoff balance and the payment history.

Date: 7/31/06


Customer Signature

Date: _____

Customer Signature

PRIORITY MAIL GRAM
Sanyo **CORNING** FORD POSTAGE P.B. 3553968
Mercury
2280 Short Drive 7449 \$ 00.23
Corning, California 96021 6 MAILED FROM ZIP CODE 96021

Urgent Recall Notice!

[REDACTED]

ORLAND, CA

Appt 11/6 @ 8:45

959613-9600 (b)(6)(b)(7)(C)(b)(7)(D)(b)(7)(E)(b)(7)(F)

PRIORITY MAIL GRAM
Sanyo **CORNING** FORD POSTAGE P.B. 3553968
Mercury
2280 Short Drive 7449 \$ 00.23 NOV 10 2005
Corning, California 96021 2 MAILED FROM ZIP CODE 96021

Urgent Recall Notice!

[REDACTED]

Orland, Ca

URGENT RECALL NOTICE

Ford Motor Company has notified **Corning Ford** that your vehicle may be involved in a safety/emission recall SC053.

KNAFE122755 [REDACTED]

Please call right away, arrangements have been made to perform these recalls for you at **Corning Ford**.

These repairs will be performed at no charge.

Call Today! 824-5434 or 1-800-273-3257

URGENT RECALL NOTICE

Ford Motor Company has notified **Corning Ford** that your vehicle may be involved in a safety/emission recall SC055.

KNAFE122755 [REDACTED] - 05 SPECTRA

Please call right away, arrangements have been made to perform these recalls for you at **Corning Ford**.

These repairs will be performed at no charge.

Call Today! 824-5434 or 1-800-273-3257



SERVICE CAMPAIGN

November 7 & 14, 2005

Kia Motors America, Inc.
P.O. Box 52410
Irvine, California 92619-2410

Dear Kia Spectra Owner:

Kia Motors America, Inc. is conducting a service campaign to change the operating logic of the front passenger airbag system in 2004, 2005 and 2006 Spectra models with the Advanced Airbag-Supplemental Restraint System. This change will permit the side curtain airbag on the passenger side to function at all times, regardless of the front passenger's size or seating position.

What is an Advanced Airbag Supplemental Restraint System?

Advanced Airbag Supplemental Restraint Systems for all passenger vehicles are designed to turn off the front passenger airbag system when a child or an adult of small size occupies the front passenger seat in order to protect those smaller persons from the high impact velocity of airbags. The Spectra's front passenger airbag system consists of the front airbag in the dashboard, the side airbag stored in the side of the seat, and the side curtain airbag stored in the roof above the door. More information regarding the airbag system in your vehicle can be found in Section 3 of your Spectra Owner's Manual.

Why is Kia conducting this service campaign?

- Based on real world experience and engineering evaluations, Kia has determined that the side curtain airbag is not a significant injury threat and that it has the potential to provide additional protection for older children and smaller adults in certain side impacts, even when the front and regular side passenger airbags should be suppressed. Note that such additional protection can extend to the rear seating position in your vehicle, but it cannot provide such additional protection for smaller children, since it does not extend down to their seated height.

What will Kia do?

- Kia will update the computer logic of each Spectra equipped with the Advanced Airbag Supplemental Restraint System so that it does not suppress the deployment of the passenger side curtain airbag even when the front passenger seat is occupied by a child or a smaller adult. This will be done at no charge to you when you schedule an appointment and take your vehicle to your Kia dealership.

What should you do?

- Side curtain airbags cannot prevent all injuries in side impacts. Always wear your seatbelt when you are driving or riding in your vehicle. Proper use of seatbelts is your best way to improve protection for the occupants of your vehicle in any accident.
- Overall, children under 12 are typically safer in the rear seats and should be placed there especially to avoid injuries which can be caused by deploying frontal and regular side airbags. For children up to the age of a typical 9 year old, always use appropriate infant and child seats, and booster seats for children too old for child seats, in order to provide them with maximum safety in your vehicle.
- Please call your Kia dealer to schedule an appointment to take advantage of this service campaign. The time required to update your vehicle's Advanced Airbag Supplemental Restraint System should be less than one hour. However, depending on the dealer's work

PLEASE RETAIN FOR YOUR RECORDS



SAFETY RECALL NOTICE

October 31 and November 7, 2005

Kia Motors America, Inc.
P.O. Box 52410
Irvine, California 92619-2410

Dear Kia Spectra Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors America, Inc. has decided that a defect relating to motor vehicle safety exists in certain 2004 - 2005 LD Spectra models with advanced airbag features.

What is the problem?

Kia has become aware that on certain 2004MY and 2005MY LD Spectra vehicles, the Occupant Classification System (OCS) identifies some Child Restraint Seats (CRS) as an adult occupant, which causes the airbag to be enabled by the system. In certain frontal collisions, it is possible that the airbag may deploy even if a child in a CRS occupies the front seat. Should a crash occur and cause the right front air bags to inflate, it could cause severe injury or death for an infant or child seated in a CRS. The driver will be aware if the front passenger airbag is enabled because the passenger-side airbag telltale light will NOT illuminate with the following: "PASSENGER AIRBAG OFF."

What will Kia do?

- Kia will update the programming of the LD Spectra Occupant Classification System at no charge to you, when you schedule an appointment and take your vehicle to your Kia dealership.

If you have incurred expense to remedy this condition prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. Since your vehicle is covered by a 5-year/60,000 mile warranty, any such repair should have been made under that warranty at no expense to you. However, if your vehicle had an emergency repair where you did not have access to a Kia dealer, please contact the Kia Consumer Assistance number listed below for assistance in submitting your claim or mail your receipts with a cover letter directly to Kia for review and consideration at the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
800.333.4Kia (4542)

What should you do?

- Kia recommends that all children aged 12 and under be seated in the rear seats. This recommendation applies to all vehicles, including those subject to this campaign. Even if you do not anticipate using a child seat in the front passenger seat, we strongly urge you to have your vehicle's programming updated to protect others who may use child seats in the front passenger position at some time in the future.

PLEASE RETAIN FOR YOUR RECORDS

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**