

CL-10228414-3920

May 4, 2008

2008 MAY 14 AM 7:14

2008 MAY 12 P 2:32

NHTSA Headquarters
1200 New Jersey Ave SE
West Building
Washington, DC 20590

RE: Kia gas tank leakage

Dear NHTSA:

This is my first experience with this type of problem. So I am not sure if I am doing the right thing in answering Kia request for reimbursement for the gas tank leakage that I incurred. So I have enclosed a copys of my response to Kia Motors letter dated March 24, 2008. Please notify me if I need to make any changes for Kia Motors to reconsider my reimbursement on replacing the gas tank in the Kia Sportgage.

Your help is appreciated.

Sincerely,

[Redacted signature]

Fort Wayne, IN

[Redacted address]

MIC
05/14/08
10:05
KB

May 4, 2008

Consumer Assistance Center
Kia Motors America, Inc.
PO Box 52410
Irvine, CA 95619-2410

Re: Repair Benefit Notification

Dear Kia Motors:

This is my first experience with Kia Motors about a "Repair Benefit Notification". So I'm trying to accommodate your requirements as reported in your letter dated January 22, 2008.

I did receive your letter dated March 24, 2008 (enclosed) stating that you were unable to accommodate my request because "the repair invoices received do not reference leakage from the bottom of the fuel tank as set forth on the notification".

So I went back to Mark's Body Shop, Inc. in Fort Wayne, Indiana to get Mark to write in detail what he saw while removing the gas tank (enclosed). He was unable to prove that the damage was caused from "heavy road salt use" as you stated in your letter dated January 22, 2008. This may require an expert in road salt use to determine if this is what caused this problem. However in Northeast Indiana, I do see a lot of salt is spread on our road during the winter when necessary. I am not an expert, but I believe this maybe the contributing factor in the corrosion in the bottom portion of the gas tank, and causing gas leakage. If you have any question about the report that Mark wrote, please call him at 260-747-4490.

Thank you.

Sincerely,



Enclosed: Request for reimbursement form
Mark's Body Shop, Inc invoice 11/06/07 (cost or repairs)
Kia Motors denial letter dated March 24,2008
Mark's Body Shop letter on gas tank damage

CC: NHTSA Headquarters

REQUEST FOR REIMBURSEMENT FORM
97-00 Sportage Fuel Tank Repair Benefit

If you have paid to have your fuel tank replaced due to leakage from the *bottom* of the tank caused by road salt corrosion, you may be eligible for reimbursement for some or all of that expense. Mail this completed Request for Reimbursement Form to Kia, along with documentation specified below, for review and consideration at the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least ninety (90) days for review and response.

Customer Name: [REDACTED]

Customer Address: [REDACTED]

Customer City, State, Zip Code: Ft. Wayne, IN [REDACTED]

Daytime Phone Number: [REDACTED]

Evening Phone Number: [REDACTED]

Vehicle Identification Number: KNDJA7239Y5 [REDACTED]

(17 digits)

Mileage at Time of Repair: 84,723

Date of Repair: 11-16-07

Amount of Reimbursement Requested: \$ 460.16

Attach the following:

Repair Order showing:

- Name & address of person paying for the repair
- Vehicle Identification Number (VIN) of vehicle repaired
- Description of the problem repaired (e.g., fuel leak to bottom of fuel tank) and the repairs made
- Date of repair and mileage on the vehicle at the time of repair
- Total cost of repair expense being claimed

Evidence of Payment of Repair showing:

- Date of payment
- Amount paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this Repair Benefit.

CLAIMANT'S SIGNATURE: [REDACTED]

Signature

Print Name: [REDACTED]

MARK'S BODY SHOP INC.
 4320 EARTH DRIVE
 FORT WAYNE, IN 46809
 PHONE: (260) 747-4490 FAX: (260) 747-4490
 AUTHORIZED DUPONT ASSURANCE OF QUALITY SHOP

CD LOG NO 5244-1 DATE 11/06/07

SHOP: MARK'S BODY SHOP
 ADDRESS: 4320 EARTH DRIVE
 CITY STATE: FORT WAYNE, IN
 ZIP: 46809-

INSP DATE: 11/06/07
 PHONE 1: (260) 747-4490
 FAX: (260) 747-4490

OWNER:

POINT OF IMPACT: 0

LIC#: STATE: VIN:
 BODY COLOR: MILEAGE:
 CONDITION: ACCTNG CTL#:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

2000 KIA SPORTAGE EX 4DOOR WAGON 4CYL GASOLINE 2.0
 CODE: KA804B/F OPTNS B/24KBPHDGOA

OPTIONS:

TWO-STAGE - EXTERIOR SURFACE
 4-WHEEL DRIVE
 PRIVACY GLASS
 REAR WIPER
 AIR CONDITIONING
 ELEC REMOTE CONTROL MIRRORS

11-6-07
Leaking on lower side of trunk

TWO-STAGE - INTERIOR SURFACES
 POWER DOOR LOCKS
 LUGGAGE RACK
 SWING AWAY TIRE CARRIER
 CRUISE CONTROL

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
E	0510		TANK, FUEL	OK01842110D	232.40			1.4	1*
E			PROTECTOR	NEW PART	140.75*				1*
E			SCREWS	NEW PART	2.00*				1*

3 ITEMS

FINAL CALCULATIONS & ENTRIES

GROSS PARTS 375.15
 PARTS & MATERIAL TOTAL 375.15

KIA SPORTAGE EX 4DOOR WAGON
LOG NO 5244-1

TAX ON PARTS & MATERIAL @

6.000% 22.51

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	45.00	1.4		63.00
2-MECH/ELEC	60.00			
3-FRAME	60.00			
4-REFINISH	45.00			
5-PAINT MATERIAL	25.00			
LABOR TOTAL				63.00
SUBLET REPAIRS				
TOWING				
STORAGE				
GROSS TOTAL				460.66
NET TOTAL				460.66

SHOPLINK U9242 ES CD LOG 5244-1 DATE 11/06/07 05:01:37PM R6.37 CD 10/07
PXN: Y/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE 46809
HOST LOG
(C) 1998 - 2007 AUDATEX NORTH AMERICA, INC.



KIA MOTORS
The Power to Surprise™

KIA MOTORS AMERICA, INC.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790
TEL: (949) 468-4800
FAX: (949) 468-4905

March 24, 2008

[REDACTED]
Fort Wayne, IN [REDACTED]

Re: Your Request for Reimbursement
Repair Benefit – Sportage Fuel Tank
VIN: KNDJA7239Y5 [REDACTED], Case No. [REDACTED]

Dear [REDACTED],

We are in receipt of your request for reimbursement for repairs associated with the replacement of a fuel tank prior to Kia's notification to you of this Voluntary Repair Benefit.

Unfortunately, we are unable to accommodate your request because:

- The repair invoices received do not reference leakage from the bottom of the fuel tank as set forth on the notification.

If you have additional documentation you wish to submit in support of reconsideration, please mail them, along with a copy of this letter, to:

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

Sincerely,

Kia Motors America, Inc.

Mark's Body Shop

4320 Earth Drive
 Fort Wayne, IN 46809
 Telephone (260) 747-4490

INVOICE

2000 KIA SPORTAGE

DATE 5-2-08

KN0JA723945

DESCRIPTION	PRICE	LABOR
REPLACED GAS TANK & COVER		
COVER RUSTED OUT DUE TO TANK LEAKAGE		
AND COLLECTION OF ROAD DIRT & DEBRIS		
FUEL TANK WAS LEAKING AROUND TEST SPRING		
ON BOTTOM APPEARS THAT FUEL HOSE		
DIRT GOT TO CREATE THE PROBLEM		
NEW KIA PARTS WERE INSTALLED		
ON 11/6/07		
ANY QUESTIONS FEEL FREE TO CALL		
ABOVE PHONE NUMBER		
MARK MONTGOMERY		
PRES MARK'S BODY SHOP		
	SUBTOTAL	
	TAX	
	TOTAL	