

CL-10236059-4264

Putnam Valley, New York

2008 JUL 22 PM 4:43

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

EXECUTIVE SECRETARIAT

2008 JUL 21 P 3:07

THE NATIONAL

7/16/08

Enclosed please find an KIA, internal recall letter. It is was received by me in early February 2008. It states that, if the metal shield under the gas tank is bent or damaged the underside of the fuel tank can be affected, especially in areas of the country where road salt is used. Well, we realized that our gas tank was leaking and had the repair. Since we were close to the criteria for KIA reimbursing us for the repair I sent them the enclosed letter and the reply received said nothing about reimbursing us—it said if we were concerned about the gas tank take it to a KIA dealer for repair. I sent them a reply on the top of the initial letter and no reply.

First of all , since our gas tank looked like Swiss cheese, I think this is real safety hazard and would love to know why this was an internal KIA recall and not a government recall?

And yes, I really do seek reimbursement for the repair, from KIA.

I sent an email to your agency , but as of today have not received a reply.

Thank you for your time and attention. I anxiously await your reply.

Sincerely,

[Redacted signature]

NW
7:45
5/22/08
NW

What if you have already paid to have this situation corrected?

- If prior to your receipt of this letter, 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 your documentation with a completed Request for Reimbursement Form at the bottom of this 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
1-800-333-4542

It is important that you include all documentation you have that indicates that the replacement of the fuel tank was caused by leakage from the *bottom* of the tank as a result of road salt corrosion. Reimbursement claims based on road hazard damage to the fuel tank (as a result of running over some object in the road, for example) will not be considered. The amount of any reimbursement will depend on the documentation you are able to provide regarding the basis of the tank replacement. Any documentation provided must also show your vehicle's mileage and date of repair at the time of tank replacement.

Upon receipt and review of your claim, one of the following activities will occur:

- If your claim is approved, you will receive a check directly from Kia Motors America, Inc.; or
- If your claim is denied, you will receive notification from Kia Motors America, Inc. advising you of the reason for the denial; or
- If your claim is incomplete, you will receive notification from Kia Motors America, Inc. advising of the missing information and you will have an opportunity to re-submit.

Please allow at least ninety (90) days for review and response to any Requests for Reimbursement.

What If You Have Other Questions?

- Should you have any questions regarding this Repair Benefit Notification or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time).

Note that fuel tank replacements or repair reimbursements will only be provided under these Repair Benefits if it is determined that leakage from the bottom of the fuel tank on your vehicle has occurred due to the road salt corrosion condition we have described in this letter.

Sincerely,

Consumer Affairs Department

ACTION MOTORS
74 NEWTOWN RD
DANBURY CT 06810
203-792-9501



74 Newtown Rd., Danbury CT 06810



Service (203) 791-0534

TRUCK

MERC # 0000001770497
TERM ID: 00092531 0001

04/01/08 05:50P

CLK ID: 109

INV #: 201921

EXP: *****

SALE REF#: 0010
BATCH# 792 AUTH# 05506B

AMOUNT \$1,002.02

CUSTOMER N

PUTNA

RESIDENCE #

845-

LABOR & # 1 14#

APPROVED

NO REFUNDS ON DEPOSITS

CUSTOMER COPY

AND REINSTALLED SHIELD AS NEEDED..

ADVISOR BILL IANACCONE	15511	TAG NO	INVOICE DATE 04/01/08	INVOICE NO. K1CS201921
LABOR RATE 95.00		MILEAGE 130,841	COLOR BLACK/	STOCK NO.
YEAR / MAKE / MODEL 97/KIA/SPORTAGE/4DR AUTO 4WD			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. K N D J A 7 2 3 4 V 5			SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	P.O. NO.		R.O. DATE 03/20/08	
COMMENTS				MO: 130844

TECH(S): 30110 168.50
PARKED OVER NIGHT IN GARAGE

TANK WAS STARTING

IK, PUMP, HOSES

WARRANTY
WE GUARANTEE OUR SERVICE
WORK FOR 90 DAYS OR 1000
MILES WHICHEVER COMES FIRST
IF OUR PARTS ARE ORIGINAL
SERVICE WITHIN 100 MILES
WELL FIX IT FREE OF CHARGE
TERMS: STRICTLY CASH.

*We Service all
Makes & Models*



*Full Service
Body Shop
For all Makes
& Models*

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	0K018-42110D	TANK ASSY-FUEL	232.40	209.16	209.16
JOB # 1	1	0K01B-4282X	PROTECTOR ASSY-	140.75	126.68	126.68
JOB # 1	1	0K01D-1335Z	PUMP ASSY-FUEL	361.65	325.49	325.49
JOB # 1	1	0K2AA-18211	SENSOR-T/PRESS	187.50	168.75	168.75
JOB # 1	1	0K01G-42241	HOSE-JOINT	21.70	19.53	19.53
JOB # 1	1	K9934-414240	B/HOSE	8.95	8.06	8.06
JOB # 1	8	12201-04107K	M/SCREW-PAN HEA	0.30	0.27	2.16
JOB # 1 TOTAL PARTS						859.83
JOB # 1 TOTAL LABOR & PARTS						1028.33

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		2.95
JOB # 1	10P	PARTS DISCOUNT		-85.98
TOTAL - MISC				-83.03

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1000.00 (+TAX)

COMMENTS
DROP

TOTALS

IT IS IMPORTANT THAT YOU ARE HAPPY
WITH ALL SERVICES PERFORMED..
PLEASE CONTACT US WITH ANY QUESTIONS
OR PROBLEMS SO THAT WE MAY BETTER ASSIST YOU..

TOTAL LABOR....	168.50
TOTAL PARTS....	859.83
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.95
TOTAL MISC DISC	-85.98
TOTAL TAX.....	56.72

TOTAL INVOICE \$ 1002.02

15% DISCOUNT ON BODY WORK

SEE OUR BODY SHOP FOR DETAILS

CUSTOMER SIGNATURE

It is agreed that cost of collection and an attorney's fee shall be added to the sum due and shall be paid as a part thereof. A finance charge of up to 1 1/2% per month (18% annual rate) will be applied to all outstanding balances over 30 days. I further understand that a service charge of no less than \$20.00 applies to all returned checks.



KIA MOTORS

Repair Benefit Notification

Kia Motors America, Inc.

P.O. Box 52410

Irvine, California 92619-2410

January 22, 2008

Dear Kia Sportage Owner:

(FAX) 520 296-2126

We at Kia Motors America, Inc. ("Kia") have become aware of an issue that we would like you to know about involving the coating on the bottom side of the fuel tanks of certain 1997–2000 Sportage vehicles currently registered in states where heavy road salt is used.

If the metal shield under the fuel tank is bent or damaged, the coating on the underside of the fuel tank can be affected. If this occurs and any debris gets into the space between the tank shield and the tank bottom and the vehicle is regularly driven in an area with heavy road salt use, it is possible that the road salts could corrode portions of the *bottom* of the fuel tank. There have been rare instances in which this corrosion has resulted in leakage from the *bottom* of the tank. Kia is providing certain repair benefits to customers who own 1997–2000 Sportages in specific states where heavy road salt is used should this condition occur.

What Will Kia Do?

- In the event you experience leakage from the *bottom* of the fuel tank under the conditions described above within 10 years of the date your vehicle was originally placed in service or 130,000 miles, whichever occurs first, your Sportage fuel tank will be replaced by a Kia dealer at no cost to you. Fuel tank replacements performed for any other reason are not covered by these repair benefits.
- Please note that these benefits are intended to address this specific road salt issue and is **not a general warranty extension for the fuel tank or related parts, nor is it a recall.** In order to obtain these benefits, your vehicle will need to meet the corrosion conditions described in this letter.

What Should You Do?

- If your vehicle has leakage from the bottom of the fuel tank under the conditions described in this letter and meets the time and mileage requirements of these benefits (10 years or 130,000 miles, whichever occurs first), contact your local dealer and schedule an appointment. Please present this notice when you arrive at the dealer.

PLEASE RETAIN FOR YOUR RECORDS

5/9/08

Dear Mr. Hunt,

Please read the letter below—Had you actually read this letter you would realize that the job was DONE!!! I am seeking reimbursement for the cost of this repair!!! And the letter sent in reply MADE no sense!!! As I stated below this is a very serious defect and I wonder why it was not a government recall.

[REDACTED]
[REDACTED]
Putnam Valley, New York [REDACTED]

Len Hunt ,President and CEO
Kia Motors America, Inc
111 Peters Canyon Road
Irvine, California 92606

April 4, 2008

Dear Mr. Hunt,

Enclosed please find a copy of a letter received by me in the beginning of February. While it is dated January 22, 2008 it was not received by me until February 2008. I underwent surgery for cancer 2/6/08, and am just up to addressing this problem now. My 1997 Kia Sportage is in a Kia Dealership in Connecticut to have the gas tank checked as I smell gas and had a spot of gas on the garage floor. My vehicle has 130,865 miles and was purchased in Nov 1997 both ever so close to your conditions of Kia covering this dangerous defect. Enclosed please find a copy of the bill I paid from a KIA Dealer . I trust you will make an exception, as I wonder why such a hazardous condition was not a government mandated recall.
Thank you for your time and attention.

Sincerely,

[REDACTED]

5/9/08

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[REDACTED]
[REDACTED]
Putnam Valley, New York [REDACTED]

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[REDACTED]



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

May 6, 2008

[REDACTED]
[REDACTED]
Putnam Valley, NY [REDACTED]

Re: Your concern regarding Repair Benefit Notification
Case No. [REDACTED]

Dear [REDACTED]:

We are in receipt of your letter regarding concerns you are having with the Sportage fuel tank Repair Benefit Notification. Please contact your local Kia dealership and they will address your concerns with you. If you require any further assistance please contact our Kia Consumer Assistance at 800-333-4(Kia) 4543.

Sincerely,

Kia Motors America, Inc.