CL-10321980-5779

NOTE___MARCH 3,2010

2010 MAR 16 AM 7:22

Re: Second Notice-Safety Recall
202 KIA Sportage,Engine Cooling Fan
V.I.N# KNDJB723525[redacted]
CASE# K1681765

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

To Whom this may concurn:
I am submiting this note as a Complaint.
I have enclose several copies, after reviewing these copies mabe someone at your department can tell me what more can i do on my part in order to complete the recall notice, i had incurred expense to remedy the defective Engine Cooling Fan prior to the first recall notice. October 29,2009 I mail my repair receipt along with a cover letter explaining the accident. I was traveling when the fan brook and had to stop at the first Auto Body Shop to have the repair done. January i did a follow-up call to see if they receive all information, each time it was, we did not receive them yet,did not get your VIN#,Iwas to take my car to a KIA Dealership to inspect the replaced cooling fan, another follow-up call and the computers would be down for weeks, a reimbursement back log will be anouth&three months ect.
Like the last letter i received 1/23/10 staten, please proceed with the completion of the recall compain and notify KIA when it is completed. I thank they should be just about out of excuses now. All the inclose copies was mail out several times to the CONSUMER ASSISTANCE CENTER KIA MOTORS AMERICA,ING. P.O. BOX 52410 IVINE, CA 92619-2410, phone # 1800 333-4542, at they request.
Thank You for Your Cooperation

[redacted]
Riviera Beach FL. [redacted]

KB
031610
TLW

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

February 23, 2010

[redacted]
Riviera Beach, FL [redacted]

Re: Your Request for Repair Reimbursement – Case Number K1681765

Dear [redacted]

Thank you for your recent correspondence to Kia Motors America, Inc. requesting reimbursement for the replacement related to the cooling fan. We are reviewing your request at this time.

Our records indicate the recall campaign has not been completed yet. Please proceed with completion of the recall campaign and notify us when it is completed by calling the Kia Consumer Assistance Center at 800.333.4Kia (4542).

Thank you for your continued support of Kia products.

Sincerely,

Kia Consumer Assistance Center
Kia Motors 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

January 5, 2010

[redacted]
Riviera Beach, FL [redacted]

Case # K1681765

Dear [redacted]

Thank you for your letter requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed.

We want the opportunity to help you with your concerns however we need additional information. Please complete the information below and return it at your earliest convenience in the pre-addressed stamped envelope provided.

Phone #: [redacted]
Alternate Phone #: [redacted]
V.I.N. (All 17 characters): KNDJB 723525[redacted]
Current Odometer Reading: 36566.
Mileage at the time the fan was replaced- 11391.

Thank you again for taking the time to write and we look forward to hearing from you.

Best regards,

National Consumer Affairs
Kia Motors America, Inc.

West Palm Beach KIA

1575 S. MILITARY TRAIL
WEST PALM BCH, FL 33415
(561) 433-1511

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:30 am - 6:00 pm
Sat	7:30 am - 2:00 pm

P & A CODE:

STATE OF FLORIDA REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections 559.901-559-923 is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

99212

---------- INVOICE TO ----------

[redacted] FL [redacted]

HOME: [redacted]

---------- DRIVER/OWNER INFORMATION -- **INVOICE: W39209**

[redacted] FL [redacted]

HOME: [redacted]

---------- FOR OFFICE USE ----------

TAG: 0065 **ADV: AGO KRUGER, C** INVOICE: PRELIM W W C CK
TAX RULES: YN1NY INVOICED: 01/29/2010 11:17:54
ODOMETER IN: 36697 OUT: 36698 DIST: KIA
DATES BEGIN: 01/29/10 DONE: 01/29/10

---------- VEHICLE INFORMATION ----------

VIN KNDJB723525[redacted] **LICENSE NUMBER: X**
02 KIA SPORTAGE 2WD 4DR SPTUTY

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUSTOMER CLAIMS REFUND FOR RECALL REPAIR				
CAUSE	RECALL SC070	NC	TOL	.0	
CORRECTION	INSPECTED VEHICLE TO VERIFY FAN HAS BEEN REPLACED, FAN WAS REPLACED CUSTOMER HAS RECEIPT FOR PROOF OF PURCHASE				
FACTORY	TECH: TOL - TOLENTINO, PEDR				

PAYMENT DISTRIBUTION FOR INVOICE W39209

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRIS KRUGER

ON LINE SERVICE INVOICING BY UCS ©1979

Case # K1681765

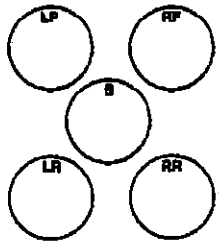
CUSTOMER SIGNATURE X [redacted]

PRE-BILL

Case #K1681765

BIG 10 TIRES
& Automotive Center

Mileage	Mos.	Mileage	Mos.
6,000	6	55,000	55
12,000	12	60,000	60
24,000	24	65,000	65
35,000	35	70,000	70
40,000	40	75,000	75
45,000	45	80,000	80
50,000	50		



Proposed method of payment: CASH ___ CHECK ___ CREDIT CARD ___

Should Big 10 Tires save replaced parts for your inspection or possession? Yes ___ No ___

Storage charges start accruing 3 working days after notice of completion of work.

Daily storage charge is $15.00. Date of notificaton _____

Big 10 Tires is not responsible for items left over 15 days.

Name and phone number of person who may authorize repair work if so designated by customer.

Name _____ Phone # _____

Big 10 Tires is not responsible for loss by fire or theft or any other cause beyond our control.

Date work to be completed: _____

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [s. 559.904(4)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

[redacted]

Riviera Beach, FL [redacted]

MVR #MV-00954
INVOICE #: 4761720

BIG 10 TIRE #59
5625 WEST COLONIAL DRIVE

PAGE: 1
TIME STARTED: 14:56:15
TIME CLOSED: 16:12:17

ORLANDO, FL
32808
407/299-8970
CUSTOMER: [redacted]
1
1 1
ORL,FL

V.I.N.:# KNDJB723525[redacted]

HOME: 407/810-1047 [redacted] 0 VEHICLE: 2002 KIA SPORTAGE
SALESMAN: 03052 LICENSE: [redacted] FL MILEAGE: 11391
COLOR: BLUE

INVOICE DATE: 10/11/04 DUE: 10/11/04

PRODUCT	LCT	DESCRIPTION		QUANTITY	PRICE	EXTENSION
MI	0	FAN CLUTCH ASSEMBLY	DEALER	1	129.95	129.95
ML	0	INSTALL FAN ASSEMBLY		1.00	70.00	70.00
MECH#: 10148						
SHOPFEE	0	SHOP MATERIALS FEE *			2.80	2.80

MERCHANDISE: 129.95
LABOR: 70.00
OTHER: 2.80
SALES TAX: 13.18
INVOICE TOTAL: 215.93

VEHICLE CHECK COMPLETE _____

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW AND SIGN.

I UNDERSTAND THAT UNDER STATE LAW I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED _____ DATE _____

MC/VISA

215.93

I hereby authorize the above service to be performed, including the sublet work, with the necessary materials. I also grant permission to operate equipment for testing and inspection. Big 10 Tires uses flat and hourly rates to calculate charges. An express mechanic's lien is acknowledged to secure the amount of repairs. I understand that lug nuts must be re-torqued after 50 miles and checked periodically thereafter.

Thanks for shopping Big 10 SIGNED _____ DATE _____

STORE COPY

FEB-19-2006 01:15P FROM: TO:15618481403 P.1

[redacted]

IMPORTANT: THIS IS A SECOND NOTICE

October 21, 2009

THIS NOTICE IS A FOLLOW-UP TO AN EARLIER COMMUNICATION ISSUED ON JUNE 8, 2007, WHICH NOTIFIED ALL AFFECTED REGISTERED KIA SPORTAGE OWNERS OF A SAFETY RECALL CAMPAIGN. OUR RECORDS INDICATE THAT YOU ARE AN OWNER OF THIS VEHICLE AND THAT IT HAS NOT YET BEEN REMEDIED.

KIA URGES YOU TO CONTACT A KIA DEALERSHIP TO SCHEDLE AN APPOINTMENT TO HAVE THE ENGINE COOLING FAN REPLACED.

SAFETY RECALL NOTICE

Dear Kia Sportage 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 2002 Sportage models.

What is the Problem?

- The heat generated by the engine causes stress to the engine cooling fan, which is made of polypropylene. This can result in cracking or complete separation of the blades of the engine cooling fan. Separation of the fan blade(s) can create a risk of personal injury.

What will Kia do?

- Your Kia dealer will replace the engine cooling fan with a fan made of improved material at no cost to you.

PLEASE NOTE: **This repair does NOT include the replacement of any drive belts which may be required as part of normal maintenance on your vehicle**. Please refer to the Maintenance section of your Owner's Manual for more information regarding the maintenance requirements for your vehicle.

What Should You Do?

- Until you have this recall repair conducted, make sure that you keep your engine hood closed while the engine is running. When servicing the engine, do not start the engine. Close the hood after completing the servicing and before starting the engine.

- Please call your Kia dealer to schedule a service appointment. The time required to repair your vehicle can vary, depending on the dealer's work schedule, therefore, **we recommend scheduling a service appointment to minimize inconvenience.** Please present this notice when you arrive at the dealer.

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

- If you have incurred expense to remedy this defect prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration:

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

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

What if you are a vehicle lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you have other questions?

- If 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. This number has TTY capability. If you still are not satisfied that we have remedied this situation, without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 40990; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

VEHICLE IDENTIFICATION NUMBER KNDJB723825[redacted] SC070

[redacted]
Riviera Beach, FL [redacted]

Consumer Affairs Department

[redacted]
Riviera Beach, FL [redacted]

WEST PALM BEACH
FL 334 6 T
04 MAR 2010 PM

National Highway Traffic Safety Administration
400 Seventh Strees, SW.
WASHINGTON, DC 40990

20000/9999