

CL-10334836-3234

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MAY 17 2010

4-26-10

Delta Pa [REDACTED]

Dear Hyundai KIA Corporate Personnel,

I am authoring this informational correspondence to you today with an extremely discouraged frame of mind.

My wife [REDACTED] and I purchased your Sportage Ex Kia model in 2000 for the following bulletized reasons:

- (A) We heard from friends and neighbors that your vehicle line had improved and was in fact a superior product.
- (B) Exclusively for the purpose of your 10 year 100 Thousand Mile Warranty.
- (C) Note: our 2000 Kia Sportage Ex 4x4 purchase in Sept. 2000 was one of the first offered with the 10 year 100 Thousand mile warranty.

I would also add that we have been loyal customers and satisfied customers for the past 9 years up until two weeks ago. Please review the following reasons for satisfaction by us for 9 plus years:

- (A) We are extremely verbal spread the word folks if a product is superb. We, if you will, turn folks on to products that are supreme and true to their advertisement and word.
- (B) On the other side of the coin, we are extremely vocal and spread the word folks if a product advertised as a superior item and turns out to be just the opposite.
- (C) The main issue here, referring to our referencing loyalty is relative to the following:
 1. In the past 9 years plus we have praised your product and have encouraged the purchase of 11 new additional Hyundai and Kia autos. My brother [REDACTED] purchased a G-350 Hyundai, my sister-in-law [REDACTED] purchased an Accent and Elantra and my nephew [REDACTED] purchased an accent. We purchased an Accent for my sister [REDACTED] and she has since purchased an additional Accent. My neighbor [REDACTED] purchased two Elantras, another neighbor [REDACTED] purchased a Sportage and a Reo and my financial advisor [REDACTED] purchased a Genesis.
 2. Needless to say, we have been loyal to your company through our word of mouth spread of the satisfaction and praise. Your company turned Jan and I, who were true buy American autos only.

Now this following information is solely the reason for what we feel is customer failure toward extremely loyal customers. Please review the following bulletized items and, may we say up front, that we are expressing these issues with all due respect to your company.

KB
051710
TBW

- (A) Our original intent was to get our Sportage in shape and possibly give it to our nephew as a gift. In addition, we were going to once again purchase a new vehicle from your product line, either a Tucson or another Sportage with again, the trend of a 10 year, 100 Thousand mile warranty.
- (B) Enjoy all the new technique and upgrades since our 2000 Sportage was created.

Please review again with all due respect from us, what we feel is failed in satisfaction after all these years as satisfied customers:

- (A) 2000 Sportage EX 4x4 purchased in Sept. 2000- note 10 year warranty
- (B) During it's tenure, we had one failed front four wheel drive repaired with new parts under the 10 year – 100k warranty.
- (C) Please note that unlike our neighboring state of Maryland who requires state inspection every multiple years, our home state of Pennsylvania requires safety inspection each year. Our sportage has passed inspection for 9 years in a row with just minor repairs.
- (D) Please note: our sportage inspection for last year expires 4-30-10. With that being said, we know right up front by the performance of the vehicle that possibly a failed catalytic converter was the issue and that had to be repaired prior to inspection.
- (E) Over and above that issue we were once again noticing front 4 wheel drive issues. Engaging and disengaging were not operating properly. In addition, when 4 wheel drive was engaged, tremendous friction evolved causing the vehicle to slow down drastically. In addition, when 4 wheel drive is engaged in a turning mode, the front gearing slips gearing.
- (F) Continuing to the next critical issue, gas tank failure. The gas tank shield is inn fact, three quarters of the way rotted due to rust and there seems to be minor gas seepage under what is left of the tank shield.
- (G) The immense critical issue at hand causing our disappointment as very loyal Hyundai Kia customers is as follows. The chassis frame rails, both rear sides, are approximately 85% plus rotted out by rust. Please note the following two disappointing customer dissatisfaction issues:
 1. Pennsylvania state inspection will absolutely not issue inspection stickers – creating the removal of any driving privileges for this vehicle. Our Kia Soprtage 4x4 Ex will in fact be banned from use in our fine state of Pennsylvania. First reason rotted out frame. Second reason, failed gas tank.
 2. We have since taken our KiaEx4x4Sportage to several garages that handle frame work and welding and the continued answer from each of them is as follows: No way can the frame rails be repaired due to the fact that there is very little good metal to repair and strengthen the vehicle frame. Each repair shop stated that liability and safety risk factor is way too high.

Ladies and Gentlemen, as you can equate by now after reviewing this chronology, and I are not satisfied with a failed inspection and **ABSOLUTELY NO FIX!!!**. Please review the following very serious critical issues:

1. Rear frame rails totally rust corrosion eaten out, result is unrepairable. Several professionals refuse to repair due to not enough metal to repair same in frame rails. Refuse due to safety liability reasons.
2. Over and above that horrific issue, the gas tank metal shield has almost totally rotted out and somewhere under what is left of the shield a small gas drip has occurred.

Owners of Hyundai – Kia corp, we offer the following for you to consider:

- (A) At this time my driving is limited to 4 more days forever with my sportage because Pennsylvania State will not inspect due to frame and gas tank damage.
- (B) 4 wheel drive not operating properly again. Top and Bottom issues here Ladies and Gents, Kia Sportage is not ten years old yet, will be in Sept 2010. Kia Sportage Ex has only **78,000** original miles on it and Kia Sportage Ex will be removed for driving period the last day of April 2010 due to lack of inspection.

Being total loyal Hyundai Kia customers for the past 9 plus years, we are disappointed at the least. We just read once again, a testimonial article referencing Pauline A. from Isanti, Mn., a 1999 Kia sportage owner with 267,000 plus miles still going strong. Needless to say we are upset and our plans to forward our sportage to our nephew have been halted in their tracks. In addition, as of midnight on the 30th of April 2010 our trusted Kia Sportage will be permanently off all roads due to safety issues and lack of inspect ability.

Please note that our Kia Sportage Ex 4x4 is in fact not owned by us 10 years yet. The ten year duration is still in effect until a specific date in September 2010.

Also please note that our Kia Sportage Ex 4x4 has only 78,000 original miles, which is still well below 100,000.

Please Note also that we own four other cars and trucks and three antique vehicles and two motorcycles that we drive on multiple state highways. We are auto drivers that expect at least 175,000 miles out of a vehicle prior to major problems. In our 40 year tenure of owning multiple vehicles we have zero experience relating to safety issues that are affecting our Kia Sportage Ex.

Once again Ladies and Gentlemen, with all due respect we offer the following.

- (A) We wish to be a continuing loyal customer, unlike the aggravated customers that have created the terrible mess that Toyota has on their hands.
- (B) Even with our drastic Sportage disappointing loss we will in fact in the very near future, be in the market for a 2010 Tucson or Kia Sportage.
- (C) We are at this point in time, requesting that you give us the best possible deal over and above any deal you have given to date for compensation of our vehicle loss at what we feel is a drastically lower mileage car.

Ladies and Gentlemen, once again with all due respect, as very loyal customers we are asking you to treat us as we wish to be treated. We have been extremely loyal to your company and we ask that you treat us the exact same.

As very loyal customers we ask that you handle this situation in a loyal diplomatic manner. We personally offer you this opportunity prior to our visit to the Attorney Generals Office and the Better Business Bureau.

Once again we feel that due to irreparable safety issues we have been deprived of many future on road miles and years of driving.

With final due respect, we are requesting the best allotment compensation in the purchase of a new Hyundai or Kia vehicle.

Thanking you in advance for your expedience in responding to ours and your critical safety issue and solution at hand.

Sincerely and best regards,

A large black rectangular redaction box covering the signature and name of the sender.

4-26-10

Cc: J. Richard Oare, Esquire

Cc: NHTSA (National Highway Traffic Safety Administration)

Dear Kia

Letters from Kia Owners



Early Adopter

Dear Kia,

I have a 1999 Kia Sportage with 257,000-plus miles. I first learned of Kia while reading "Car" magazine. I bought a magazine on a business trip home in 1998, before Kia even arrived in the United States. I'm proud to say I purchased my Kia from the first shipment received by my dealer, Kia of Glenview Park, IL. Sportage still runs great and drives like a dream, but when I saw the Soul I had to have the Soul. I recently put a deposit down on a Soul. After some less satisfying experiences with other cars, I just want to express my appreciation to Kia Motors for producing quality, affordable, dependable vehicles. You've made me into a proud Kia owner.

Soul Power

Dear Kia,

I am a very satisfied Rio owner and I didn't plan on buying a new car anytime soon. Well, until I saw the Soul. I love the car and I'm using it as a reward to lose weight. I have a goal of losing 100 pounds. So far I've lost 50; another 50 and I get a Soul. I'm just writing to thank you for designing a car so cool that it's keeping me off of doughnuts and ice cream and inspiring me to get up everyday to exercise before work. I was also wondering if there was a way for me to get some pictures of the Soul that I could post in my office and workout room to help keep me motivated.

Congratulations! Your nearest Kia dealer will gladly provide you with a brochure and postcards, and sites like KiaSoulForums.com are packed with pics of unique and inspired Souls.



375,000 Miles and Running

Dear Kia,

I have a 2005 Spectra that my wife purchased for her delivery service. When our Kia had just 27,500 miles, I began using it for my courier service. Since then I've put on almost 350,000 miles - I'll be there in a week or two. The engine has been so reliable, as well as easy for me to service. (I do the service myself because I passed the 100,000-mile warranty so quickly.) Just wanted to let you know I've really enjoyed my car. Yes, I claim it as my car now. One problem: how are you going to sell more cars if your cars last so long?



Have a great story, adventure or experience involving your Kia? Got questions? Suggestions? We're all ears. Find your way to Kia.com, click on the "Contact Kia" button at the bottom of the page and let your fingers do the talking. Don't forget to include a phone number or email address in case we need to reach you. Vehicles shown above are not for mentioned owners. Kia reserves the right to edit letters for clarity and space for use in electronic and print publications.



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

April 30, 2010

[REDACTED]

Delta, PA [REDACTED]

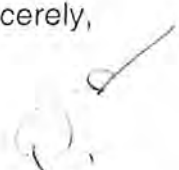
RE: Consumer Assistance Regarding Your Kia Vehicle
Your Case Number K1729152

Dear [REDACTED]

We at Kia Motors America, Inc. have been informed that you may have a question regarding your Kia vehicle and you are requesting assistance. Unfortunately, despite several attempts, we have been unable to reach you to discuss the matter.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Consumer Assistance Center at 800.333.4Kia (4542) and we will be happy to assist you.

Sincerely,


Ezekiel Ruiz
Total Case Specialist
Kia Consumer Assistance
Toll free: 800.333.4Kia,

CONFIDENTIAL

5-7-10

To: Ezekiel Ruiz (Total Case Specialist) Kia Consumer Assistance)

From: [REDACTED], Delta Pa [REDACTED]

Re: Consumer Assistance Kia Vehicle

Re: Case # K-1729152

Dear Ezekiel Ruiz,

Referencing your return answer to my certified mail chronology dated April 26,2010, I offer the following bulletized information.

- A. Your chronology: "We at Kia motors Inc. have been informed that you have a question regarding your Kia Vehicle and you are requesting assistance."
 1. Yes we absolutely and certainly do, however we feel that by your letter dated April 30, 2010 you were not forwarded our very critical Kia owner issues.
 2. We feel that we are being brushed off, due to our issues being just plain old generic.
- B. Your chronology: "Unfortunately despite several attempts, we have been unable to reach you to discuss this matter."
 1. Our phone number is in fact, listed under our name, city and state.
 2. We have answering machines on our phone at home and in addition, we have caller ID. Once again, we feel that very little effort if any, except this April 30, 2010 boiler plate letter was utilized in respectable customer relations, unless your phone number comes up as the Leukemia Society, we have had zero incoming calls from Kia Motors.
- C. Per your chronology "If you still have questions that have not been resolved by your Kia dealer, feel free to contact the Kia Consumer Assistance center at 800-333-Kia."
 1. Our Kia is and has been removed from driving on State and local roads due to horrific safety issues that are unrepairable due to liability reasons. As of April 30, 2010 midnight, the state inspection station will not pass this vehicle for road usage. Please Note: KIA IN QUESTION IS UNDER 10 YEARS OLD AND 78 K ORIGINAL MILES. THIS VEHICLE CAN NOT MAKE IT TO ANY KIA DEALER DUE TO THE FACT THAT THE STATE OF PENNSYLVANIA WILL NOT INSPECT IT FOR ROAD DRIVER USE.

As you can ascertain by now, we feel that as loyal Kia owners that all efforts by us to diplomatically and quietly resolve this critical case are being handled as JUST ANOTHER CASE.

Find enclosed a copy of your April 30, 2010 letter as well as our letter to Kia Motors dated April 26, 2010. Please also note that we have visited the Kia dealer and have in fact, let them review and comment on our initial letter to Kia Motors. In addition note that the Kia dealer management, after review of our chronology, commented that he felt our case had STAND OUT merit and he felt that we were handling the case in a proper manner by contacting you directly.

Sincerely,

[Redacted signature block]

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Phone: [Redacted]

If we are not in, please leave message of time and date we can return the call and speak to you personally.

- ✓ Cc: J. Richard Oare, Esquire
- Cc: NHTSA (National Highway Traffic Safety Administration)

Delta Pa

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Office of Defect Investigation
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Washington DC 20590

