

JUL 09 2010


Los Angeles, CA
July 1, 2010

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

In October 2009, I spoke with a representative from your office to inform Kia Motors that my 2002 Kia Sportage was in the repair shop having major engine work and would not be able to make an appointment in January 2010 to remedy the recall safety issue. I also suggested that perhaps the repair being made on the engine was indeed the correction that the recall notice addressed. Your representative was rude and impatient. She dismissed me outright.

The car was released from repair on 5/18/2010. I have attached a copy of the recall notice and the repair bill.

This communication is to:

- a) schedule an appointment to address and correct the recall safety issue and
- b) to retrieve any and all of my repair investment if the safety issue was corrected/satisfied by the auto repair shop.

ET
071610
TGW

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I have cc'd the National Highway Safety Administration in hopes that your collective efforts can help to remedy this situation.

P.S. I am a Kia enthusiast. My other car is an Optima!

Sincerely,



cc: National Safety Administration

attachments: recall notice
repair bill

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 SCHEDULE AN APPOINTMENT TO HAVE THE ENGINE COOLING FAN REPLACED.

SAFETY RECALL NOTICE

June 8, 2007

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,

Consumer Affairs Department

QTY	PART NO	NAME / PART	PRICE
0.6	BY PHONE	6 29-04 10:45 AM	
1		NO LONG BLOCK	1499.00
		Wash Oil & FILTER	16.00
		TRUCKS	18.00
		COILING	10.00
1		WHEEL WARP	84.99
4		55 13 148 2 2/16 24 HRS	16.00
WARRANTY: FROM DATE OF DELIVERY FOR A PERIOD OF 5,000 MILES OR 365 DAYS, WHICHEVER COMES FIRST. THIS FIRM WILL REPAIR FREE OF CHARGE ANY DEFECTS IN MATERIAL AND WORKMANSHIP TO THE VEHICLE MENTIONED HERE. ALL WORK TO BE DONE IN OUR SHOP ONLY. THIS DOES NOT INCLUDE TOWING CHARGES. VOID IF NEGLECTED, OVERHEATED OR LACK OF LUB.			
TOTAL PARTS			

RECOMMENDATIONS

File- 500. Mile Oil Change



SK AUTO CARE CENTER

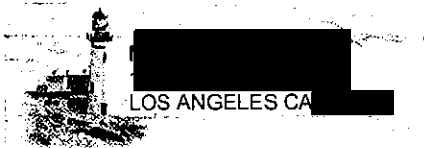
12832 S. Vermont Avenue, Unit A
Gardena, CA 90247
Lic. AB 237915

05830

SHOP: (310) 323-0456 Cell: (323) 704-6808

NAME		CUST. ORDER No.		DATE
ADDRESS		WHEN PROMISED		WRITTEN BY
CITY		MILEAGE		
YEAR, MAKE OF CAR MODEL		SERIAL No.	LICENSE	
DESCRIPTION		MOTOR No.		
Weak Engine 16M 100 POWER Engine Weak WHITE WIRING FIGHTS (2011 10/12/12 102 1221 23 P.M. 452) ENGINE removed 11/4/11 DEPOSIT VISA CARD \$500.00 9-2-09 DEPOSIT VISA CARD \$500.00 9-17-09 DEPOSIT VISA CARD \$500.00 10-1-09 DEPOSIT CASH \$186.00 1-29-10 2:53 PM = balance = 616.00 DEPOSIT CASH \$160.00 2-8-10 4:22 PM = balance = 1476.00 12-12 5-4 PM = 336.00 11-22 11-19-10 3:23 PM = balance = 136.00				
LABOR				
PARTS				
HAZARDOUS WASTE DISPOSAL				
TAX		160.28		
ESTIMATED COSTS				
PARTS	LABOR	TOTAL		
143.99	1499.00	2302.37		
AUTHORIZED BY		TOTAL → 2302.00		

YELLOW / CUSTOMER



National Highway Traffic Safety Adm.
400 Seventh Street SW
Washington, DC 40990
Attn: Administrator

20000/3395

