

Step 1: Complete this form.
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Temporary Complaint Number (TCN): KDN22-40821

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

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Form Approved: O.M.B. No. 2127-0008

Required Information in Bold

Vehicle Information

CL-10561998-7505

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

VIN grid with characters: K N A F G 5 2 6 0 8 7

JAN 23 2014

Select/Enter Make

Enter Model

Select/Enter Year

kia

Rondo

2008

Incident Information

Approximate Incident Date

11/01/2013

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage 51673 miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any 0

Speed (at time of incident) 0 mph

Number of Deaths, if any 0

Description (up to 1900 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

See attached.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Failed Component 2

Failed Component 3

Select the Component

Select the Component

Select the Component

Oil Pan

Personal Information

First Name

[Redacted]

Last Name

[Redacted]

Email (provided earlier and locked for your security)

Daytime Phone

[Redacted]

Address 1

Address 2

City Bangor

State PA

Zip Code

NM 12314 SMTD

Complaint Summary/Description:

KIA Motors advertises a 100,000 mile warranty on its engines. This is a sales tool calculated to appeal to consumers and generate sales. However, my experience does not parallel this warranty.

The vehicle was presented to Brown Daub KIA, Easton, PA, on 01 November 2013 for a routine oil & filter change. During the previous service, a small leak was noted and I was advised it would be corrected during the next service. This condition was noted to the Service Writer (Kayla) at that time. During the Service, it was determined that the oil pan was porous and she advised me that, because I was not the original owner, it would not be corrected. No further explanation was offered.

I pointed out that **a porous oil pan was a manufacturing defect** and should be corrected by the manufacturer. There was no reaction to that observation by Brown Daub KIA personnel. Failure of the oil pan would result in a catastrophic failure of the engine and compromise the safety of passenger/s and public.

I then filed a complaint with KIA Motors Customer Assistance Center, Irvine CA, and was advised that the oil pan was warranted for only five years or 50,000 miles. I pointed out that it is part of the engine and any reasonable person would assume it was included in the 100,000 mile warranty. There was no response.

KIA Motors has abdicated its responsibility to support its warranty, sold a vehicle with a manufacturing defect that could endanger the public, refused to correct the defect, and obfuscate the facts. This should be noted by the National Highway Transportation Safety Office in that it does adversely affect consumer safety.

Thank you for your time and attention.

04 November 2013

Consumer Assistance Center

KIA Motors America, Inc.

P. O. Box 52410

Irvine CA 92619-2410

Sub: '08 KIA Rondo KNAFG526087 [REDACTED]

Gentlemen:

The subject vehicle was serviced by Brown-Daub KIA, 3600 William Penn Hgwy., Easton, PA 18045 on 01 November 2013. During the last oil/filter service, it was noted that there appeared to be a small oil leak in the oil pan gasket. Because the oil had already been changed, it was determined that it could wait until the next change. The finding was noted to the Service Department for the 01 November 2013 service.

During the service, the service writer informed me that the oil pan was 'porous' and because we were not the original owner, the gasket/oil pan problem would not be corrected. It was no longer covered under the Warranty provision. This vehicle has 51,673 miles on the odometer, is five years old, and driven primarily by my wife – and we are retired so there is no job to go to on a daily basis.

My position is simply, if the oil pan is porous, this constitutes a manufacturing defect and should be corrected by the manufacturer. Your advertising states that the engine is warranted to 100,000 miles. The oil pan is part of the engine. Consequently, I have a problem accepting Brown-Daub's reasoning. This is why I'm directing this communication to KIA directly. Do you concur with their action?

This vehicle has performed admirably for her in both summer and winter driving. It will consistently deliver 29 mpg on the highway and has adequate power to keep you out of trouble. My wife has stated that her next vehicle would be the Sportage. She has already driven a friend's vehicle and was impressed. However, she now shares my concern over product support.

Would it be possible for a KIA representative to view the problem and make a decision on this problem? I have never experienced anything of this nature and I would hesitate to tell you how many

years I've been behind the wheel, how many miles I've driven, nor the nature of the trucks I've operated. Lacking experience, I'm turning to the experts for the answer.

Thank you for your time and attention. I look forward to your response.

Respectfully submitted,

A solid black rectangular redaction box covering the signature area.

23 November 2013

BBB of Metro Wash. & Eastern PA.
50 West North Street
Bethlehem, PA 18018-5789

Sub: KIA 100,000 mile engine warranty

Ref: '08 KIA Rondo VIN KNAFG526087 [REDACTED]

Gentlemen;

The referenced vehicle was serviced by Brown Daub KIA, 3600 William Penn Hgwy., Easton, PA., on 28 November 2012, mileage listed at 47,536, Invoice KICS102775. At that time, during the walk-around, the mechanic noted an oil pan gasket leak and stated that it would be corrected during the next service under warranty.

The vehicle was next presented for service on 01 November 2013, mileage listed at 51,673, Invoice KICS121182. I notified the Service Writer (Kayla) of the previously noted condition and assumed it would be corrected. She later approached me stating that because **I was not the original owner**, it would not be covered, and the oil pan was reported by the mechanic as porous. I then declined to have it corrected.

A porous oil pan is a manufacturing defect and should be corrected by the manufacturer.

I filed a complaint with KIA Motors America, Inc., Consumer Assistance Center in Irvine CA., and was advised by their representative (Julie) that **the oil pan is only warranted for five years or sixty thousand miles because it is not part of the engine internals**. The oil pan is part of the engine and any normal person would conclude that it falls under the warranty.

To advertise that the engine is warranted for 100,000 miles is very misleading to the public. It ranks right up there with the Affordable Care Act. It can be argued that both KIA and their representatives are playing semantical gymnastics to deny consumers their (KIA's) advertised protection. **'Not the original owner, warranted for 50,000 miles or five years, not part of the engine,'** excuse me; which is it?

I am requesting the Better Business Bureau to intercede for the consumer and request clarification of KIA's advertising. I would further ask why, if their product contains a defective part, they should not be responsible. Would it take an NHTSA action? The condition was noted by a KIA Dealer mechanic – and obviously ignored by supervision and/or management.

I would have difficulty accepting, 'Read the small print before you buy.' because it is not available until after purchase.' That argument fails because the seller makes a blanket statement which is not founded in fact and appears to be protected. Such a policy is biased and prejudiced against the consumer. If it exists, it needs to be reviewed.

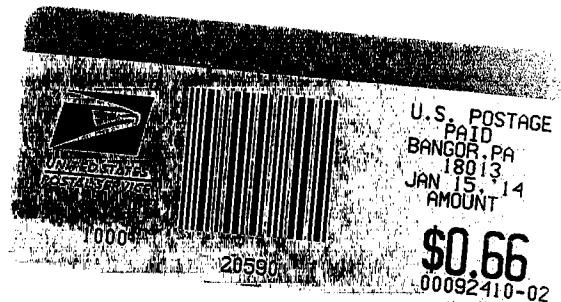
I will await your response. Thank you for your time and attention.

Respectfully submitted,

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G

Bangor, PA



Dept. of Transportation, NHTSA
Office of Defects Investigation / CRD, NVS-216
1200 New Jersey Ave. SE
Washington, DC 20590

