

CL-10671473-6639

From:

Los Angeles, CA

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

To: Kia Motors America

Case Number

P O Box 52410

Irvine, CA 92619-2410

Attn: Customer Relations

JAN 29 2015

CC: BBB Auto Line

3033 Wilson Blvd

Suite 600

Arlington, VA 22201

CC: DOT

NHTSA Headquarters

1200 New Jersey Avenue, SE

West Building

Washington, DC 20590

CC: DCA

ACP - Arbitration Certification Program

1625 North Market Boulevard

Suite N-112

Sacramento, CA 95834

NM
2215
SMD

Vehicle's operation seems normal but it does malfunction without warning.

Vehicle does not start and becomes inoperative (defective).

Vehicle presented defective symptoms in nine occurrences within three months plus some manifestations that I did not track.

Vehicle's malfunctioning incidences do not appear every start attempt and do not let any service light on after the malfunctioning sign.

Vehicle's recorded defective symptoms are as follow:

Three of nine failures to start have no video, miles, or date.

Two of six defective symptoms have date and approximate miles:

10/29/2014 with 22,800 miles & 11/12/2014 with 24,000 miles

Four of nine substandard vehicle's operations have current date, miles, and video:

12/15/2014 with 28,855 miles (see Attached Video Clip)

12/15/2014 with 28,952 miles (see Attached Video Clip)

12/28/2014 with 29,267 miles (see Attached Video Clip)

01/05/2015 with 29,575 miles (see Attached Video Clip)

KIA MOTORS AMERICA - Inability to correct the defect:

On 12/02/2014 Kia of Downtown Los Angeles "FOUND STARTER FAULTY PER TECHLINE CASE T2844647 REPLACED THE STARTER." Vehicle's miles 27,384 *Invoice No [REDACTED]

On 12/16/2014 I delivered the vehicle to Kia of Downtown Los Angeles and it was returned on 12/20/2014 Vehicle was tested and passed all tests and a pin was adjusted. Vehicle's miles 28, 973
*Invoice No [REDACTED]

On 01/08/2015 I delivered the vehicle to Kia of Downtown Los Angeles and it was returned on 01/23/2015 Kia Motors America sent a specialized Kia's Technician to inspect and correct the vehicle's defect. "FTR INSPECTED AND TESTED STARTER AND COMPLETE STARTING CIRCUIT. FOUND NO CONCERN...FOR CUSTOMER SATISFCTION THE TRANSMISSION RANGE SENSOR WAS REPLACED...VEHICLE OPERATING AS DESIGN." Vehicle's miles 29,618-29,631
*Invoice No [REDACTED]

I want Kia Motors America to repurchase the vehicle based on substandard functionality and inability to correct the defect.

[REDACTED] 01/26/2015

Case Number [REDACTED]



KIA MOTORS
The Power to Surprise™
B.A.R. # ARD269222

(A)

KIA of DOWNTOWN

1945 SOUTH FLOWER STREET

LA, CA 90007

(213) 741-5000



KIA MOTORS
The Power to Surprise™
EPA # CAL000374766

CUSTOMER NO.	ADVISOR ARA GRIGORIAN	TAG NO. 155 4363	INVOICE DATE 01/23/15	INVOICE NO.
	LICENSE NO.	MILEAGE 29,618	COLOR BLACK/	STOCK NO.
LOS ANGELES, CA	YEAR / MAKE / MODEL 13/KIA/FORTE/4DR SDN LX AT	DELIVERY DATE 08/28/12	DELIVERY MILES 21,622	
	VEHICLE I.D. NO. K N A F T 4 A 2 5 D 5	SELLING DEALER NO. 100	PRODUCTION DATE	
NONE	F.T.E. NO.	R.O. NO.	R.O. DATE 01/08/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 29631

CUSTOMER IS IN THE PROCESS IN RETURN THE CAR ARBITRATION WITH KIA MOTORS USA. CUSTOMER REFUSES TO TAKE THE VEHICLE BACK. MEDIATION DEPTARMNET ASKED THE CUSTOMER TO BRING THE VEHICLE TO US AND HAVE AN INSPECTION ON IT. FTR WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. PERFORMED TSB TRA 055 FTR INSPECTED AND TESTED STARTER AND COMPLETE STARTING CIRCUIT. FOUND NO CONCERN. VEHICLE STARTED EACH TIME TESTED. FOR CUSTOMER SATISFACTION THE TRANSMISSION RANGE SENSOR WAS REPLACED WITH THE NEWEST TYPE. CONTINUE TESTING AND VEHICLE STARTED EACH TIME. VEHICLE OPERATING AS DESIGN.

not
Fixed →

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL 0.00

TOTALS-----

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

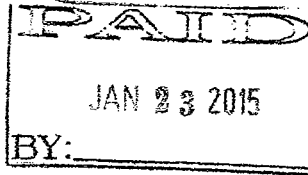
CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

ATTENTION KIA OF DOWNTOWN CLIENTS PLEASE VISIT OUR WEBSITE AT WWW.KIAOFDTLA.COM TO SCHEDULE YOUR NEXT SERVICE APPOINTMENT. YOU MAY ALSO VIEW 3 YEARS OF YOUR SERVICE HISTORY WHILE SCHEDULING YOUR SERVICE APPOINTMENT. TAKE ADVANTAGE OF THE THE MONTHLY SERVICE SPECIALS WE POST ON OUR WEBSITE. WE ARE ALWAYS LOOKING FOR WAYS TO SAVE OUR CLIENTS TIME AND MONEY. THANK YOU FOR SERVICING YOUR VEHICLE HERE WITH US AT KIA OF DOWNTOWN.

CUSTOMER SIGNATURE



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
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	VEHICLE I.D. NO. K N A F T 4 A 2 5 D 5	SELLING DEALER NO. 100	PRODUCTION DATE	
NONE	F.T.E. NO.	P.O. NO.	R.O. DATE 01/08/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				MO: 29631

JOB# 1 CHARGES-----

LABOR-----
J# 1 04K1Z KIA ELECTRICAL TECH(S):427 WARRANTY
CUSTOMER STATES THAT WHEN TRYING TO START THE CAR IT WOULD
NOT START LIGHTS TURN ON BUT CAR WONT CRANK.
3RD TIME IN PLEASE CONTACT TECH LINE
UNABLE TO DUPLICATE CONCERN.PLEASE SEE LINES 7 FOR FTR NOTE
S.
REPLACED RANGE SENSOR

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	42700-26500	SWITCH-INHIBITO		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 09K1ZTPS TIRE PRESSURE SET TECH(S):427 INTERNAL
CUSTOMER REQUESTS TO SET TIRE PRESSURE TO MANUFACTURER
RECOMMENDED SETTING INSPECT TIRES FOR WEAR
NOTE TIRE PRESSURE BEFORE OF ALL TIRES
ALL TIRES SET

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 09K1ZBATT BATT TEST TECH(S):427 INTERNAL
CUST REQUEST COMPLIMENTARY BATTERY TEST AND INSPECTION
MPI

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 13K1ZKCP2 MPI TECH(S):427 INTERNAL
CUST REQUEST COMPLIMENTARY KIA MULTI POINT INSPECTION
MPI

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
J# 5 08K1Z KIA BODY TECH(S):427 INTERNAL

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CUSTOMER NO.	ADVISOR ARA GRIGORIAN	TAG NO. 155 4142	INVOICE DATE 12/20/14	INVOICE NO.
	LICENSE NO.	MILEAGE 28,973	COLOR BLACK/	STOCK NO.
LOS ANGELES, CA	YEAR / MAKE / MODEL 13/KIA/FORTE/4DR SDN LX AT	DELIVERY DATE 08/28/12	DELIVERY MILES 21,622	
	VEHICLE I.D. NO. K N A F T 4 A 2 5 D 5	SELLING DEALER NO. 100	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/16/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 28973

JOB# 1 CHARGES

LABOR
J# 1 04K1Z KIA ELECTRICAL TECH(S):417 WARRANTY

CUSTOMER STATES THAT WHEN TRYING TO START THE CAR IT WOULD NOT START LIGHTS TURN ON BUT CAR WONT CRANK. HE TURNS THE KEY ALL THE LIGHTS COME ON BUT CAR WONT START. HE MOVES THE SHIFTER FROM PARK TO DRIVE BACK TO PARK NOTHING HAPPENS. HE MOVED THE CAR FROM PARK TO NUTRAL THEN THE CAR STARTED. ONE OF THE PIN WAS LOOSE FIRST I START BY TESTING THE BATTERY AND THE BATTERY PASS. THEN I START THE CAR 20X IN PARK AND THE CAR START UP FINE. THEN THEN I DID IT 5 TIME IN NUTRAL AND IT START IT FINE. THEN I PUT THE CAR IN D THEN TO P ABOUT 5 TIME AND IT START ALL FIVE TIME. THEN I DID A RANGE TEST AND HOOK UP THE GDS AND SHIFT IT TO P TO D AND THE GDS IS READING ALL THE GEAR I SHIFT IT TO D AND IT CHECK OUT FINE. THEN I DID A PIN TEST AND FIND ONE OF THE PIN WAS A LI LOSSE AND THEN I CLOSED THE CLEARANCE A LITTLE BIT SO THE PIN CAN HAVE A BETTER CONECTION. THEN I DID THE RANGE TEST ONE MORE TEST AND THE CAR PASS. THEN I START UP THE CAR 20 MORE X TO MAKE SURE EVERYTHING OK AND IT START UP JUST FINE. CAR IS GOOD AT THIS PIONT AND TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 09K1ZTPS TIRE PRESSURE SET TECH(S):417 INTERNAL

CUSTOMER REQUESTS TO SET TIRE PRESSURE TO MANUFACTURER RECOMMENDED SETTING INSPECT TIRES FOR WEAR NOTE TIRE PRESSURE BEFORE OF ALL TIRES SET ALL TIRE TO 33 PSI

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 09K1ZBATT BATT TEST TECH(S):417 INTERNAL

CUST REQUEST COMPLIMENTARY BATTERY TEST AND INSPECTION BATTERY PASS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

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RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 28973

TOTALS

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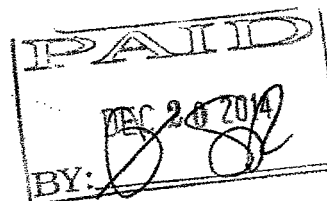
CUSTOMER SIGNATURE

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TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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	F.T.E. NO.	R.O. DATE 12/02/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 27386	

JOB# 1 CHARGES

LABOR
J# 1 04K1Z KIA ELECTRICAL TECH(S):244 WARRANTY
CUSTOMER STATES THAT WHEN TRYING TO START THE CAR IT WOULD
NOT START LIGHTS TURN ON BUT CAR WONT CRANK.
FOUND STARTER FAULTY PER TECHLINE CASE
REPLACED THE STARTER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		36100-26200RU	REMAN STARTER		
	-1		36100-26200RU	CORE RETURN		
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 13K1ZKCP1FSO FREE SALES LOF TECH(S):244 9.52
CUST REQUEST OIL AND FILTER CHANGE PER SALES COUPON
UP TO 5QTS OIL, OIL FILTER, CHECK AND ADJ ALL FLUIDS
CHANGED OIL, OIL FILTER AND DRAIN PLUG GASKET

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		PK35503	FREE LOF	15.35	15.35
	1		21513-23001	GASKET-OIL PLUG	****	****
	5		BULK5W20	BULK 5W20	****	****
	1		26300-35503	FILTER ASSY-ENG	****	****
					TOTAL - PARTS	15.35

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	HZF	OIL AND FILTER HAZ FEE		0.24
	SL	SALES FREE OIL CHANGE	26896	-26.50
			TOTAL - MISC	-26.26

JOB# 2 TOTALS

LABOR 9.52
PARTS 15.35
MISC -26.26

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL -1.39

JOB# 3 CHARGES

LABOR
J# 3 09K1ZTPS TIRE PRESSURE SET TECH(S):244 INTERNAL
CUSTOMER REQUESTS TO SET TIRE PRESSURE TO MANUFACTURER
RECOMMENDED SETTING INSPECT TIRES FOR WEAR
NOTE TIRE PRESSURE BEFORE OF ALL TIRES
TIRES SET TO SPECS BEFORE LF32 RF30 LR28 RR30

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

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	F.T.E. NO.	P.O. NO.	R.O. DATE 12/02/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				MO: 27386

JOB# 4 CHARGES-----

LABOR-----
J# 4 09K1ZBATT BATT TEST TECH(S):244 INTERNAL
CUST REQUEST COMPLIMENTARY BATTERY TEST AND INSPECTION
PERFORMED BATTERY TEST AND VISUAL INSPECTION
REPLACED STARTER VEHICLE STARTS AT ALL TIMES

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
J# 5 04K1ZUV0 UVO TECH(S):244 INTERNAL
CUST REQUEST TO SETUP UVO

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----
J# 6 13K1ZES1 EXPRESS SERVICE TECH(S):244 INTERNAL
E

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX KICS JOB# 6 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX).

COMMENTS-----
WAIT created 2014-11-26 01:58:00pm taken by Jessica Silva 30.000 MI
LE SERVICE

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TOTALS

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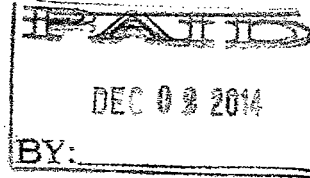
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TOTAL LABOR....	9.52
TOTAL PARTS....	15.35
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.24
TOTAL MISC DISC	-26.50
TOTAL TAX.....	1.39

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

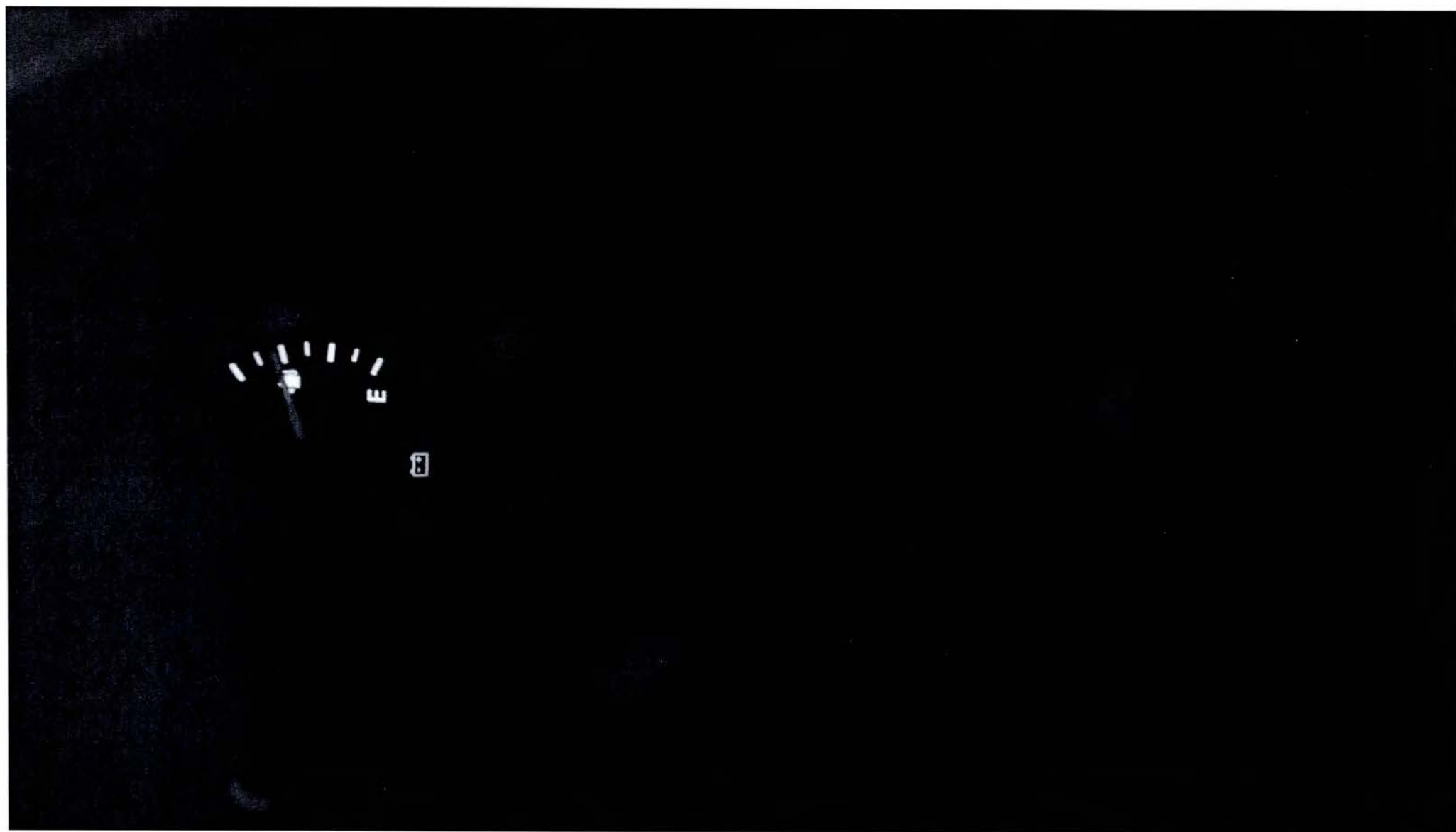


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Los Angeles, CA



W40-304

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