CL-10720915-7715

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

May 8, 2015

NHTSA Headquarters
1200 New Jersey Ave., S.E.
West Building
Washington, D.C. 20590

MAY 20 2015

I brought a 2014 Kia Soul (VIN - KNDJP3A54E7[redacted] at Classic Kia in Ellicott City, MD, on August 22, 2014. After taking and receiving Kia back from dealer service safety recall (accelerator pedal) work on 8/14/15 (see attached), driving on rough roads is very bouncy, rocking vehicle and at times steering wheel, feeling every hard bumps in the road and causes neck and back pain for days. I took it back to service again on 8/29/15 and had tech ride with me (went on slightly rough road but some impact was felt) and the Service Manager wrote "no unusual drive smoothness issues noted during test drive". (See attached)

While my Kia Soul was on the lift I asked to see the TIN # on 3 tires facing in and saw under my car, a rusted part (see attached picture) with a very rusted bolt holding two pieces together. This could be a safety concern for my child and me over time. I am angry and now do not like driving this Kia Soul due to the harsh ride on rough roads that causes me a lot of physical pain especially to the right side of my neck and body, and some safety issues as the vehicle is handling poorly. I have addressed my concerns in letters sent to the business listed below.

[redacted] [redacted]
Gwynn Oak, MD [redacted]
[redacted] (Home)
[redacted] (work)

CC: Maryland Attorney General Office
Bureau of Consumer Protection
U.S. Consumer Product Safety
Council of Better Business Bureau
NHTSA Headquarters
Better Business Bureau Maryland
Kia Headquarters

ET
5/2015
SMD

Sent from my iPhone

IMG_0809.JPG
470K

Warranty Coverage

<< Warranty Coverage Validation

Basic Vehicle Information

Battery Prorating | Warranty History | Print

VIN #	KNDJP3A54E7[redacted]	**Year / Model**	2014 / PS Soul/PS (14~)
Serial	[redacted]	**Model Description**	SOUL + / B2522
Engine	G4NCDH51 2.0 LITER ENGINE	**Color(Ext/Int)**	A3D-BRIGHT SILVER / EQ-BLACK
First Name		**Last Name**	
Mileage Entered		**Retail Mileage**	14
Production Date	Dec 09, 2013	**Sales Type**	TDRIV TEST DRIVE PROGRAM
Retail Date	Jun 30, 2014	**Key Code**	[redacted]
Wholesale Date	Feb 13, 2014	**Warranty Start Date**	Jun 30, 2014
Selling Dealer	MD056 : CLASSIC KIA	**Branded Title**	
Lawsuit	No		
Extended Service Plan	N	**Open Campaigns**	N
Owner Transfers	N	**Repairs in Last 60 Days**	Y
Sirius Subscription	Expired	**Sirius ESN**	[redacted]
Sirius Activation Date	Jun 30, 2014	**Sirius Expiration Date**	Sep 28, 2014
PDI Performed	Y		
Remark			

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
SC108	**Safety Recall**	SC108 STEERING GEAR ASSY PINION PLUG R&R	MD056	Aug 06, 2014	RD
SC116	**Safety Recall**	SC116 ACCELERATOR PEDAL	MD056	Apr 14, 2015	RD
SC117	Service Campaign	SC117 ACU LOGIC UPDATE	MD056	Apr 14, 2015	RD

Basic Warranty Coverage Information

Basic Warranty Coverage	Y	**Remark**	
Warranty Start Date	Jun 30, 2014	**Warranty Expiration**	Jun 30, 2019
Warranty Mileages	60,000	**Warranty Terms**	60 months (1522 days remaining)

Powertrain Coverage Information

Powertrain Coverage	Y	**Remark**	
Warranty Start Date	Jun 30, 2014	**Warranty Expiration**	Jun 30, 2019
Warranty Mileage	60,000	**Warranty Terms**	60 months (1522 days remaining)

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

GWYNN OAK, MD [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

[redacted]

INVOICE

PAGE 1

CLASSIC KIA
ELLICOTT CITY
8594 Baltimore National Pike · Ellicott City, MD 21043
Phone: 410-680-8700 · Fax: 410-680-8705
www.classickiaellicott.com

Hours of Operation
Mon-Fri 7:30 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

SERVICE ADVISOR: 26 DAVID T NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRIGHT SIL	14	KIA SOUL	KNDJP3A54E7[redacted]		7440/7440	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG14 DL	09DEC13	01FEB2014	17:30 29APR15		0.00	CASH	29APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:2.0_Liter
09:01 29APR15	10:01 29APR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT RIDE QUALITY HAS CHANGED SINCE RECALL WORK MISC ADJUSTED TIRE AIR PRESSURE TO APPROX 40PSI. 22 CP		0.00	0.00

7440 NO UNUSUAL DRIVE SMOOTHNESS ISSUES NOTED DURING TEST DRIVE.
HOWEVER, AT TIME OF PRIOR SERVICE PSI WAS LOWERED TO 34-35 PSI TO MATCH
DOOR JAMB LABEL. WE INCREASED PRESSURE AS A MEANS TO SEE IF PRESSURE
ALTERATION IS WHAT CUSTOMER IS FEELING WHEN SHE DRIVES.
****

KIA MOTORS

Customer's Rights
1. You are entitled to a written estimate upon request if repairs will exceed $ 25.00. Do you want a written estimate? Yes ☐ No ☐
2. You may not be charged an amount more than 10% greater than the estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here:____
4. Repairs not originally authorized by you will not be charged to you without your consent.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

SIGNATURE X

TAPE PLAYERS, TELEPHONES, AND EXTRA RADIOS, RADAR DETECTORS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE VEHICLE IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

LIMITED WARRANTY: LIMITED EXPRESS WARRANTY. LABOR & PARTS 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. INSTALLED PARTS WARRANTED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer of diagnostic and research purposes.

IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE. IF AN INSPECTION IS NECESSARY TO DETERMINE THE EXTENT OF DAMAGE AND RECOMMENDED REPAIRS ARE REFUSED, OR ONLY PARTIAL REPAIRS ARE MADE, WE MAY NOT BE ABLE TO RESTORE THE VEHICLE TO ITS ORIGINAL CONDITION.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

GWYNN OAK, MD [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

[redacted]

INVOICE

PAGE 1

CLASSIC KIA
ELLICOTT CITY
8594 Baltimore National Pike · Ellicott City, MD 21043
Phone: 410-680-8700 · Fax: 410-680-8705
www.classickiaellicott.com

Hours of Operation
Mon-Fri 7:30 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

SERVICE ADVISOR: 26 DAVID T NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRIGHT SIL	14	KIA SOUL	KNDJP3A54E7[redacted]		6836/6836	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG14 DD	09DEC13	01FEB2014	17:30 14APR15		0.00	CASH	14APR15

R.O. OPENED	READY	OPTIONS:
08:06 14APR15	08:43 14APR15	SOLD-STK: [redacted] ENG:2.0_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SOUL ACCELERATOR PEDAL
CAUSE: .
151002R0 RUBBER PAD ATTACHMENT (SOUL PS) (N/C)
22 W (N/C)
1 32700B2110QQK PAD
****

B SOUL(PS) ACU LOGIC UPDATE
CAUSE: .
140086R0 ACU LOGIC UPDATE (N/C)
22 W
****

C CHANGE ENGINE OIL AND FILTER,PLUS DISPOSAL FEE & TAX
LOF COMPLIMENTARY FIRST OIL CHANGE SERVICE. (N/C)
22 INC (N/C)
HAZMAT HAZARDOUS WASTE DISPOSAL FEE (N/C)
1 26300-35503 FILTER ASSY-ENGINE (N/C)
5 5-30 5-30 BULK OIL
****

D PERFORM MULTIPOINT INSPECTION
MULTI SEE YOU AT 11,000 MILES FOR OIL CHANGE AND
TIRE ROTATION. 0.00 0.00
22 CP
****

KIA MOTORS

Customer's Rights
1. You are entitled to a written estimate upon request if repairs will exceed $ 25.00. Do you want a written estimate? Yes ☐ No ☐
2. You may not be charged an amount more than 10% greater than the estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here:____
4. Repairs not originally authorized by you will not be charged to you without your consent.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

TAPE PLAYERS, TELEPHONES, AND EXTRA RADIOS, RADAR DETECTORS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE VEHICLE IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

LIMITED WARRANTY: LIMITED EXPRESS WARRANTY, LABOR & PARTS 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. INSTALLED PARTS WARRANTED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer of diagnostic and research purposes.

IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE. IF AN INSPECTION IS NECESSARY TO DETERMINE THE EXTENT OF DAMAGE AND RECOMMENDED REPAIRS ARE REFUSED, OR ONLY PARTIAL REPAIRS ARE MADE, WE MAY NOT BE ABLE TO RESTORE THE VEHICLE TO ITS ORIGINAL CONDITION.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE X _____ CUSTOMER COPY

[redacted]

Baltimore, MD [redacted]

BALTIMORE
MD 212
09 MAY '15
FM 5 L

W48-226

MAY 19 2015

NHTSA Headquarters S.E.
1200 New Jersey Ave
West Building
Washington, D.C. 20590

20590