

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

[REDACTED]
St. James, Louisiana [REDACTED]

November 28, 2016

JAN 11 2017

Correspondence Research Division
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590

Attention: Mr. Randy Reid- Chief

On July 14, 2014, I purchased a vehicle, Kia Sorento 2013 from the above name dealership (**purchased order is attached # 1**). This is my second purchase with this company. In 2006, I purchased a Kia Optima and presently own that car to this day. My problem is with the Kia Sorento 2016. It stopped on me on top of the Sunshine Bridge in St. James, Louisiana, on Thursday, September 8, 2016 (**attachment #2**). It was a very scary situation and fearful as well. I thought the truck would go backwards and I, as well as others, would be harmed or even killed. A highway patrolman saw the fear in my eyes and assured me that he would not leave me at all and he didn't. I was petrified, and I refused to get out of the truck until the toll truck came which the cop and patrol gentleman kept talking to me so I would feel as ease. We tried our best to move the truck across the bridge, on the West bank. I put the truck in neutral, but it wouldn't move. It wouldn't start or do anything after five tries. We waited for what literally seems hours, but it was for two. They both had to literally help me as I exited the vehicle, because I asked them to please hold me hand and walk me to the toll truck and put me in because I was crying and traumatized by the ordeal. In addition, I thought the truck

NM
11/8/17
SMD

would roll back with me in it and hurt or cause damages to others.

Meanwhile, throughout the ordeal, I told them that the car has a **recall on the engine**, and I just got the letter 4 days ago. I said, "It must be the engine." I had just come back from V & M Motors from getting the oil changed when this happened. Needless, there were oil changes where the product oil filters and oils were purchase and family changed the oil. Those receipts weren't found because for 2 years who would've thought the motor would go out. The car is practically new. Upon getting the letter, I called my niece and informed her about the recall. (**attachment #3**) I was so excited for her telling her that her truck broken engine would be paid for because there's a recall on the engine. Her truck, **which is a 2011 Kia Sorrento broke down on her in March 18, 2016** of this year, and it's has the same problem **defected engine**. How ironic, the following week my truck broke down on me four days after that conversation. The ultimate problem is Kia Motors are telling consumers that we must have proof of four receipts that the oil has been changed on a regular basis (**see attachment #4**). The letter also states that an extension of 120,000 miles would be added to cover the vehicle in case the engine would give out. I did follow the chain of command and called Kia Motor Affairs about my problem and they said, same as what was told to me by the service person that I had talked to. The service lady at Kia of Baton Rouge on Siegan Lane said that I have two receipts on file with Kia when I came to there to get my truck serviced. Well, I've provided them with that (receipts) and my truck was purchased with 37,800 mile on it from them, (**see attachment #1**). My question is how do I know; if they changed the oil regularly, before selling it to me? Where are those receipts?

Unfortunately, Kia Motors Representatives and Mr. Kerry Etienne, Corporate trainer, declined me, as well was providing

a loaner, until my car get serviced and fixed, due to the fact as he puts it, not enough receipts to prove that I have been changing the oil. Not including this fact, that the truck stopped on me coming from getting the oil changed (**refer to attachment #2 says Invoice date 9/8/16**). **Not also including the fact that when the dealership was booked; I had the oil changed by my uncle or cousin, who works for another dealership, in Baton Rouge at home. I shared with him that I never saved those receipts because a new vehicle that I purchased would unlikely break down after only, two years.**

Therefore, to solve the problem, I am asking your office to investigate cases where Kia Motors has fixed any vehicle with this problem, fix the vehicle because it's a manufactory defect, and grant me a car until the truck is serviced, and reimburse fund use for a rental. In my investigation, *Consumer Report has numerous (1245) complaints (the site www.consumeraffairs.com/automotive/kia.htm)* have been stated that this practice happened more than often. Consumer Affairs has 3000 compliants. Furthermore, in these reports, consumers have voice their complaints of Kia Sorrento's breaking down as mine did. To add, consumers are being told that it's their fault (in my opinion) for not changing the oil, so the company doesn't have to fix vehicles at their expense. To add, Car fax and other consumer reports don't have anything on a recall coming from **Kia Motors about the engine and transmission recalls (attachment #5)**. I have both letters enclosed that says otherwise and text from Mr. Etienne saying that they (Kia Service) will check the transmission, as well. Furthermore, I was charged for checking the **defected manufactured recall for \$115.00 (attachment * 6)**. When in the recall engine letter states at the bottom first page that no charges will be given for such inspection and diagnoses even if no repair is required. (**see attachment #3 at bottom of page**

circled). Please don't let my plight be put on the back burners. I am inquiring for others first, then myself. Just take an assertive look at the Kia Service Report rating which is, **out of five stars, a one.** **I've also called Kia Corporation Headquarters, which each time I was elevated to another top leader (Mr. Billy) and moved to the last top leader Mrs. Meagan. Of course, it was a puppet show because each agreed and went with the report with Kia of Baton Rouge, Louisiana on Siegen Lane. In my opinion, they are a bunch of fabricators working together to take advantage of the consumers. Every time, I get on the Sunshine Bridge, tears and panic flow reminiscing about where I was on the bridge. I remember the exact spot like it were today; holding the cop hand tightly and a highway patrol guy too talking to me that he wasn't going to let me go because I was terrified, frightened, and worried that my SUV would roll and others and me. Lord, know I was so nervous and wanted to pass out if it weren't for those angels in disguise guiding me every step of the way.**

I look forward to your reply and a resolution to my problem, and will wait December 15 2016. Please contact me at the above address or by phone [REDACTED] or [REDACTED].

Sincerely,

[REDACTED]
VIN number 5XYKU3A61DG [REDACTED]

All receipts are attached and labeled

Attached is a letter I sent to the District Attorney in the State of Louisiana: Mr. Jeff Landry. Who also investigated my plea as well.

SOMETHING PLEASE NEEDS TO BE DONE!!! KIA consumers are hurting badly and Kia is getting away with it.

Attachment #1

DEAL# 864799
CUST#

CUSTOMER'S NAME _____ STOCK NO. _____

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, KIA OF BATON ROUGE (transferor's name, PRINT)

state that the odometer now reads 37800 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING - ODOMETER DISCREPANCY.

| MAKE | MODEL | BODY TYPE |
|-------------------------------|---------|-----------|
| KIA | SORENTO | WG |
| VEHICLE IDENTIFICATION NUMBER | | YEAR |
| 5XYKU3A61DG | | 2013 |

[Signature]
TRANSFEROR'S SIGNATURE

KIA OF BATON ROUGE THOMAS A MOORE
PRINTED NAME

5740 SIEGEN LANE
TRANSFEROR'S ADDRESS (STREET)

BATON ROUGE LA 70809
CITY STATE ZIP CODE

07/14/2014
DATE OF STATEMENT

[Redacted Address]
TRANSFEREE'S ADDRESS (STREET)

ST JAMES LA
CITY STATE

GAI

DEAL# 864799
CUST# [REDACTED]

**NEW OR DEMONSTRATOR VEHICLES
GUARANTY AUTOMOTIVE INSURANCE, INC.
VEHICLE MECHANICAL BREAKDOWN INSURANCE POLICY
ULTIMATE COVERAGE**

901G
11/04

Dealer Name: KIA OF BATON ROUGE

POLICY NUMBER: [REDACTED]

Guaranty Automotive Insurance, Inc. (GAI) enters into the following agreement with [REDACTED] (name shown on title application). This policy applies only to the vehicle described in Part G and is subject to the terms and conditions set forth herein. GAI agrees that it will pay for the repair and/or replacement, and the attendant necessary and reasonable labor costs, of any part or parts which are covered by this policy, provided that the applicable deductible, as selected in PART C, of each covered repair or replacement occurrence is paid for by the policyholder. However, GAI shall not be liable to make any payment for repairs, replacements, or labor costs which are covered by any manufacturer's warranty even if the manufacturer fails to meet or cannot meet its obligations under the factory warranty. Additionally, GAI is not obligated to make any payment for repairs, replacements or labor costs which would have been covered by factory warranty, had factory warranty procedures been followed for having such work performed. All repairs and/or replacements covered by this policy shall be made at a repair facility which is authorized by GAI. The replacement parts used shall be those authorized by GAI.

COVERED TIME PERIOD

PART A.

The effective date of this policy is the date on which the vehicle is purchased or originally placed in service, whichever occurred earlier. This policy shall expire when the vehicle has traveled 100000 miles or upon the lapse of 72 months from the effective date, whichever shall occur first (mileage begins at zero (0) miles.)

WHAT IS COVERED

PART B.

1. Vehicle repairs

GAI will pay the policyholder or an authorized repair facility the reasonable cost, less your deductible, to remedy any failure except for those listed under PART H, "WHAT IS NOT COVERED." Please refer to Part R, for proper claims reporting procedures.

2. Vehicle rental assistance

If the covered vehicle becomes inoperable due to the failure of a covered part and must be kept overnight to make a repair under this policy, GAI will reimburse the base rental charges for a substitute vehicle, not to exceed \$35.00 per day, for a maximum of five days (\$175.00 total) per occurrence while the repair is completed. In addition, vehicle rental reimbursement coverage applies during the New Vehicle Limited Warranty period when repairs to the vehicle are covered by factory warranty and the vehicle is inoperable and must be kept in the shop overnight. If rental charges are also covered under a manufacturer's warranty, this policy will pay only for the number of days in excess of the manufacturer's warranty coverage and only when the vehicle is disabled. Daily rental charges in excess of the manufacturer's warranty rental limits are not covered by this policy. Refer to PART K, "RENTAL & TOWING EXCLUSIONS" for additional guidelines.

3. Towing assistance

If a covered part fails and makes towing necessary, towing costs will be covered up to \$75.00 per occurrence. During the New Vehicle Limited Warranty period, towing coverage will be provided if the cause of disablement of the vehicle is covered by factory warranty; however, the policy will pay only the amount in excess of the towing charges paid by the factory warranty (but never more than \$75 per occurrence). Refer to PART K, "RENTAL & TOWING EXCLUSIONS" for additional guidelines.

4. Trip interruption and roadside assistance reimbursement

Trip Interruption - Policyholder will receive reimbursement up to \$125.00 per day for a maximum of 3 consecutive days for expenses incurred for meals (restaurants only) and/or lodging (hotels/motels only) provided: (1) Policyholder cannot utilize vehicle (vehicle disabled) due to a failure repair covered by this policy or manufacturer's new vehicle limited warranty, and the disablement occurs more than 100 miles from home. (2) Meals and/or lodging are required because the mechanical failure caused a delay en route. The mechanical failure date shall be considered the first day of the 3 day maximum period. The expense must be incurred between the time of the mechanical failure and the time when repairs are completed, or by the end of the third calendar day subsequent to the mechanical failure date, if the repairs are not completed, whichever occurs first. Maximum trip interruption benefits payable under the term of this policy shall not exceed a total of \$750.00. (For reimbursement - mail original receipts, complete with vehicle information [including: vehicle identification number, make, model, license number and current mileage], dates and explanation of services to the address listed on the following page(s) of this policy. GAI must have original dated receipts, photocopies will not be accepted. Please make certain your policy number is included with all correspondence.)

Roadside Assistance - Policyholder will be reimbursed for the reasonable and necessary cost, up to \$75.00 per occurrence for the following Roadside Emergencies: Flat tire change (with your good spare); Battery jump start; Out of gas fuel delivery (maximum of 5 gallons); Lockout service due to keys being locked in car, lost or lock frozen if a locksmith is needed. Reasonable labor cost for minor roadside emergency repairs, when the vehicle is disabled, is also covered under this section with the same per occurrence maximum reimbursement. Any expenses over and above the \$75.00 maximum per occurrence shall be policyholder's responsibility. (For reimbursement - mail original receipts, complete with vehicle information [including: vehicle identification number, make, model, license number and current mileage], dates and explanation of services to the address listed on the following page(s) of this policy. GAI must have original dated receipts, photocopies will not be accepted. Please make certain your policy number is included with all correspondence.)

901G
11/04

1

Policy Number: [REDACTED]
ecsf901g

V & M Motors Co. Inc. **Attachment #2**
 P. O. BOX 356
 Litcher, LA. 70071
 Phone: 225-869-3984 Fax: 225-869-4820

INVOICE
 Org. Es [Redacted]

INVOICE

Vehicle Received: 09/08/2016

Invoice Date: 09/08/2016

Saint James, LA
 Cellular :
 Cust ID :

2013 Kia - Sorento EX - 2.4L, In-Line4 (144CI) VIN(6)
 Lic # :
 Odometer In : 103133
 VIN # : 5XYKU3A61 DG

None

| Part Description / Number | Qty | Sale | Ext | Labor Description | Extended |
|---------------------------|-----|------|-----|-------------------|----------|
|---------------------------|-----|------|-----|-------------------|----------|

| | | | | | |
|---------------------------|------|------|------|-------------------------------|------|
| Oil Filter (Gold) 1334 | 1.00 | 9.62 | 9.62 | Change Motor Oil Lube Chassis | 8.50 |
|---------------------------|------|------|------|-------------------------------|------|

| | | | | | |
|---------------------------|------|------|-------|--|--|
| Premium Motor Oil 5W20 | 5.00 | 4.25 | 21.25 | Changed Motor Oil & Replaced Filter, Added 5 QTS Premium Motor Oil, Lube Chassis, Check all Fluid Levels | |
|---------------------------|------|------|-------|--|--|

*Fixer
The News Phone
ABC 212 456-5970
212 456-728700
I gave this one already*

*Fixer
Phone N 212-555-1212*

*LSH I'll have to fix another ones tomorrow.
 TSE I'm looking over in save Reps
 -LW8 such at home.
 Commission
 Condor Federal Trade
 # DP 10928502*

Org. Estimate 42.72 Revisions 0.00 Current Estimate 42.72

| | |
|-----------|---------|
| Labor: | 8.50 |
| Parts: | 30.87 |
| SubTotal: | 39.37 |
| Tax: | 3.35 |
| Total: | 42.72 |
| Bal Due: | \$42.72 |

Payments -
 I hereby authorize the above repair work to be done along with the necessary material and here on street, highways or elsewhere for the purpose to testing and/or inspection. An express mech thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warr

I hereby acknowledge and grant you and/or your employees permission to operate the car or truck herein described and I hereby acknowledge on above car or truck to secure the amount of repairs work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____
 Written By: Melancon, Abby - Technicians: CHAD, PETIT Page _____ Copyright (c) 2016 Mitchell Repair Information Company, LLC invhrs 7.2.15d



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

Attachment

#3

**2012-2014 MY SORENTO 2.4L GDI ENGINE
KIA NEW VEHICLE LIMITED WARRANTY EXTENSION**

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

August 29, 2016

Dear Kia Sorento Vehicle Owner:

Kia Motors America takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the warranty coverage, to all owners, for the engine's "short block" assembly on **2012-2014 MY Sorento 2.4L GDI engine to 10 years starting from the date of first service or 120,000 miles**, whichever comes first. The short block consists of the engine block, crankshaft and bearings, connecting rods and bearings and pistons. This warranty extension addresses issues with connecting rod wear which results in knocking noise from the engine. The knocking noise increases in frequency as the engine RPM increases. If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fall and may result in engine failure.

What You Should Do:

- **PAY ATTENTION TO ENGINE KNOCKING NOISE.** You will hear a knocking noise from the engine if the connecting rod begins to wear. If you hear this type of noise, promptly contact your nearest Kia dealer to have your vehicle diagnosed and repaired.

To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (see the bottom of this letter for more information about QR code use):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** This letter most likely not need to take any action now. That is, you will only be able to obtain a repair if the knocking condition described above occurs. If you do not maintain or are concerned about your engine, please have it inspected at your Kia dealer. You will not be charged for such an inspection and diagnosis, even if no repair is required at the current time. Otherwise, simply place this letter in your glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.
- **FOLLOW THE MAINTENANCE SCHEDULE OUTLINED IN SECTION 7 (MAINTENANCE) OF YOUR VEHICLE'S OWNER'S MANUAL.**

REQUEST FOR REIMBURSEMENT FORM
2012-2014 MY Sorento 2.4L GDI Engine
Kia New Vehicle Limited Warranty Extension Program (WTY008)

If you have paid to have your engine repaired/replaced due to connecting rod failure, you may be eligible for reimbursement for some or all of that expense. Mail this completed Request for Reimbursement Form to Kia, along with documentation specified below, for review and consideration to the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least sixty (60) days for review and response.

Customer Name: _____

Customer Address: _____

Customer City, State, Zip Code: _____

Daytime Phone: _____ Evening Phone: _____

Vehicle Identification Number: _____ (17 digits)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

Attach the following:

Repair Order showing:

- Name & address of person paying for the repair
- Vehicle Identification Number (VIN) of vehicle repaired
- **Description of the problem repaired (e.g., engine knocking noise, engine repair/replacement due to engine connecting rod failure) and the repairs made (e.g., replaced engine)**
- Date of repair and mileage on the vehicle at the time of repair
- Total cost of repair expense being claimed
- **Copy of maintenance repair receipts (e.g. oil and filter change). Refer to your vehicle's Owner's Manual, Maintenance Section 7 for maintenance requirements. If you are a subsequent owner please provide a copy of your Bill of Sale/Sales Contract.**

Evidence of Payment of Repair showing:

- Date of payment
- Amount paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this warranty extension.

CLAIMANT'S SIGNATURE:

Signature
Print Name: _____

REQUEST FOR REIMBURSEMENT FORM
2012-2014 MY Sorento 2.4L GDI Engine
Kia New Vehicle Limited Warranty Extension Program (WTY008)

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I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this warranty extension.

CLAIMANT'S SIGNATURE:

Signature
Print Name: _____

Attachment



Customer Number: [REDACTED]

Invoice No: [REDACTED]



KIA MOTORS

KIA OF BATON ROUGE

5740 Siegen Lane, Baton Rouge, LA 70809
PHONE: (225) 490-8000
FAX: (225) 490-8014
www.allstarautomotive.com

ST JAMES, LA

Home [REDACTED]

Email: email [REDACTED]

home [REDACTED]

SERVICE ADVISOR: 8442 MANDI ROUSSEL

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|---|------------------------|---------|-----------------|------------|-----------|
| BRONZE | 13 | KIA SORENTO | 5XYKU3A61DG [REDACTED] | | 58610 / 58610 | [REDACTED] | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 14JUL14 | | | WAIT 08APR15 | | 115.00 | CASH | 08APR15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK [REDACTED] DLR: [REDACTED] ENG:2.4_Liter_DOHC_GDI | | | | | |
| 13:54 08APR15 | 15:49 08APR15 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A SA179 '13 XMA 2ND ROW SEAT INOPERATIVE
CAUSE:

SA179 SA179 '13 XMA 2ND ROW SEAT INOPERATIVE
9395 WK
FC: PART#: COUNT:
CLAIM TYPE: V
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
58610 2ND ROW SEATS WORKING TO MANUFACTURERS STANDARDS

B SC114 ECU UPDATE (P0087)
CAUSE:

SC114 SC114 ECU UPDATE (P0087)
9395 WK
FC: PART#: COUNT:
CLAIM TYPE: R
AUTH CODE:

(N/C)

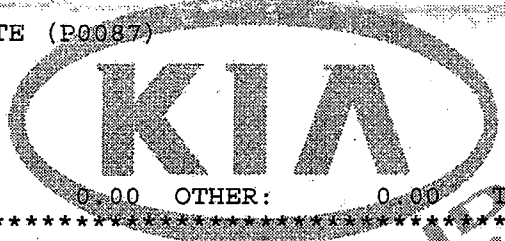
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C 360 MULTI-POINT INSPECTION
INSP 360 MULTI-POINT INSPECTION

9395 CPK
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D OIL AND FILTER - CHANGE
MA10 OIL AND FILTER - CHANGE

9395 CPK
1 21513-23001 GASKET-OIL PLUG 3.00 1.00 1.00
1 26300-35503 FILTER ASSY-ENGINE 6.60 4.56 4.56
5 UM050-CH012 MOBIL CLEAN 5W30 9.05 2.15 10.75
DISC Customer Savings!
997 CPK -26.04 -26.04



PAID
04 APR 2014

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER AND WAIVER OF ALL WARRANTIES
Any warranties, express or implied, on the product sold hereby are those made by the manufacturer. Seller, KIA OF BATON ROUGE, Inc., expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and KIA OF BATON ROUGE, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Customer Copy

GUARANTEE! LABOR & PARTS: 12,000 MILES / 12 MONTHS, WHICHEVER SHALL OCCUR FIRST

Customer Number [REDACTED]

Invoice No: [REDACTED]



KIA MOTORS

KIA OF BATON ROUGE

5740 Siegen Lane, Baton Rouge, LA 70809

PHONE: (225) 490-8000

FAX: (225) 490-8014

www.allstarautomotive.com

ST JAMES, LA

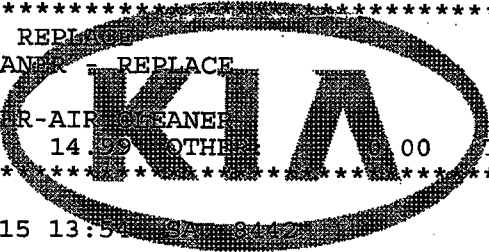
Home: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 8442 MANDI ROUSSEL

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|---------------|---------------|------------------------------|------------------------|-----------------|------------------------|------------|----------|
| BRONZE | 13 | KIA SORENTO | 5XYKU3A61DG [REDACTED] | | 58610 / 58610 | [REDACTED] | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
| 14JUL14 | | | WAIT 08APR15 | | 115.00 | CASH | 08APR15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK [REDACTED] | | DLR: [REDACTED] | ENG:2.4_Liter_DOHC_GDI | | |
| 13:54 08APR15 | 15:49 08APR15 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-------------------------------------|--------|-------------|--------------------|-------|--------------|-------------|---------------------|
| PARTS: | | | | 16.31 | LABOR: -6.36 | OTHER: 0.00 | TOTAL LINE D: 9.95 |
| ***** | | | | | | | |
| E WHEELS - ROTATE | | | | | | | |
| MA40 WHEELS - ROTATE | | | | | | | |
| | | | | 9395 | CPK | 12.95 | 12.95 |
| PARTS: | | | | 0.00 | LABOR: 12.95 | OTHER: 0.00 | TOTAL LINE E: 12.95 |
| ***** | | | | | | | |
| F** CABIN AIR FILTER - REPLACE | | | | | | | |
| MA83 CABIN AIR FILTER - REPLACE | | | | | | | |
| | | | | 9395 | CPK | 23.99 | 23.99 |
| | 1 | 1UF79-AQ000 | CABIN AIR FILTER | | 20.00 | 20.00 | 20.00 |
| PARTS: | | | | 20.00 | LABOR: 23.99 | OTHER: 0.00 | TOTAL LINE F: 43.99 |
| ***** | | | | | | | |
| G** ELEMENT, AIR CLEANER - REPLACE | | | | | | | |
| MA30 ELEMENT, AIR CLEANER - REPLACE | | | | | | | |
| | | | | 9395 | CPK | 14.99 | 14.99 |
| | 1 | 28113-2P100 | FILTER-AIR CLEANER | | 15.00 | 15.00 | 15.00 |
| PARTS: | | | | 15.00 | LABOR: 14.99 | OTHER: 0.00 | TOTAL LINE G: 29.99 |
| ***** | | | | | | | |



EST: 122.92 08APR15 13:54

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
 ,, SUMMARY TBS KIA INDUCTION SYSTEM CLEANING; INCLUDES THROTTLE BODY CLEANING, FUEL I
 ACC A/C EVAPORATOR CLEANING SERVICE
 CDF COOLANT DRAIN AND REFILL SERVICE

[REDACTED]

EMAIL [REDACTED] HOME [REDACTED]

| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | DISCLAIMER AND WAIVER OF ALL WARRANTIES Any warranties, express or implied, on the product sold hereby are those made by the manufacturer. Seller, KIA OF BATON ROUGE, Inc., expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and KIA OF BATON ROUGE, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. | DESCRIPTION | TOTALS |
|--|--|--------------|--------|
| | | LABOR AMOUNT | |
| PARTS AMOUNT | | | |
| GAS, OIL, LUBE | | | |
| SUBLET AMOUNT | | | |
| MISC. CHARGES | | | |
| TOTAL CHARGES | | | |
| LESS INSURANCE | | | |
| SALES TAX | | | |
| PLEASE PAY THIS AMOUNT | | | |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | | |

Customer Copy

GUARANTEE! LABOR & PARTS: 12,000 MILES OR 12 MONTHS, WHICHEVER SHALL OCCUR FIRST.

Customer Number [REDACTED]

Invoice No [REDACTED]



KIA MOTORS

KIA OF BATON ROUGE

5740 Siegen Lane, Baton Rouge, LA 70809

PHONE: (225) 490-8000

FAX: (225) 490-8014

www.allstarautomotive.com

INVOICE

Page 3 of 3

ST JAMES, LA [REDACTED]

Home: [REDACTED]

Email: email [REDACTED]

home [REDACTED]

SERVICE ADVISOR: 8442 MANDI ROUSSEL

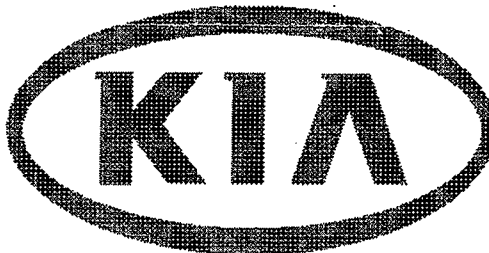
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-----------------|-----------------|---|------------------------|---------|-----------------|------------|-----------|
| BRONZE | 13 | KIA SORENTO | 5XYKU3A61DG [REDACTED] | | 58610 / 58610 | [REDACTED] | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
| 14 JUL 14 | | | WAIT 08 APR 15 | | 115.00 | CASH | 08 APR 15 |
| R/O OPENED | READY | OPTIONS: SOLD-STK: [REDACTED] DLR [REDACTED] ENG:2.4_Liter_DOHC_GDI | | | | | |
| 13:54 08 APR 15 | 15:49 08 APR 15 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A Shop Supplies Fee will be chaged on all repairs even though some supplies may or may not be used on your repairs

**Book your next Service Appointment On-Line
www.allstarautomotive.com/ou/batonrouge-kia/

Thank you for using Kia of Baton Rouge



| | | | |
|--|--|-------------------------------|------------------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | DISCLAIMER AND WAIVER OF ALL WARRANTIES Any warranties, express or implied, on the product sold hereby are those made by the manufacturer. Seller, KIA OF BATON ROUGE, Inc., expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and KIA OF BATON ROUGE, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | \$ 45.57 |
| | | PARTS AMOUNT | \$ 51.31 |
| | | GAS, OIL, LUBE | \$ 0.00 |
| | | SUBLET AMOUNT | \$ 0.00 |
| | | MISC. CHARGES | \$ 0.00 |
| | | TOTAL CHARGES | \$ 96.88 |
| | | LESS INSURANCE | \$ 0.00 |
| | | SALES TAX | \$ 8.72 |
| | | PLEASE PAY THIS AMOUNT | \$ 105.60 |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | | |

Customer Copy

GUARANTEE! LABOR & PARTS: 12,000 MILES OR 12 MONTHS, WHICHEVER SHALL OCCUR FIRST.

V & M Motors Co. Inc.
 P. O. BOX 356
 Lutcher, LA. 70071
 Phone: 225-869-3984 Fax: 225-869-4820

#4

INVOICE
 [Redacted]
 Org. Est. # [Redacted]

INVOICE

Vehicle Received: **05/17/2016**

*Had oil done on 6/29 * will send*

Invoice Date: **05/17/2016**

[Redacted]
 Saint James, LA [Redacted]
 Cellular: [Redacted]
 Cust ID: [Redacted]

2013 Kia - Sorento EX - 2.4L, In-Line4 (144CI) VIN(6)
 Lic #: [Redacted] Odometer In : 92654

VIN #: 5XYKU3A61 DG [Redacted]

I come back & got tires

| Part Description / Number | Qty | Sale | Ext | Labor Description | Extended |
|---------------------------|------|--------|--------|-----------------------------------|----------|
| MS932 2356018 | 2.00 | 105.00 | 210.00 | MOUNT AND BALANCE NEW FRONT TIRES | 20.00 |
| DISPOSAL FEE DEQFEE | 2.00 | 2.00 | 4.00 | LABOR | |
| Shop Supplies | | | 9.87 | | |

264.26
~~*264.26*~~
74
 Cash
 Paid

Org. Estimate 264.26 Revisions 0.00 Current Estimate 264.26

| | |
|------------------|-----------------|
| Labor: | 20.00 |
| Parts: | 223.87 |
| SubTotal: | 243.87 |
| Tax: | 20.39 |
| Total: | 264.26 |
| Bal Due: | \$264.26 |

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

#5

REQUEST FOR REIMBURSEMENT FORM
SC124 -2011-2013 MY Sorento Transmission Gear Shift Lever
Voluntary Safety Recall Campaign

If you have paid to have the brake-shift interlock mechanism replaced on your vehicle, you may be eligible for reimbursement for some or all of that expense. Mail this completed Request for Reimbursement Form to Kia, along with documentation specified below, for review and consideration at the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least ninety (90) days for review and response.

Customer Name: _____

Customer Address: _____

Customer City, State, Zip Code: _____

Daytime Phone Number: _____ Evening Phone Number: _____

Vehicle Identification Number: _____ (17 digits)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested \$ _____

Attach the following:

- Repair Order showing:
 - Name & address of person paying for the repair
 - Vehicle Identification Number (VIN) of vehicle repaired
 - Description of the problem repaired and the repairs made
 - Date of repair and mileage on the vehicle at the time of repair
 - Total cost of repair expense being claimed
- Evidence of Payment of Repair showing:
 - Date of payment
 - Amount paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate; and should be used as the basis for a reimbursement to me under this Voluntary Safety Recall Campaign.

CLAIMANT'S SIGNATURE:

Signature

Print Name: _____

#6

Customer Number [REDACTED]

Invoice No: [REDACTED]



KIA MOTORS

KIA OF BATON ROUGE

5740 Siegen Lane, Baton Rouge, LA 70809

PHONE: (225) 490-8000

FAX: (225) 490-8014

www.allstarautomotive.com

ST JAMES, LA

Home: [REDACTED]

Email: email [REDACTED]@home

SERVICE ADVISOR: 10362 JORDAN DAY

| | | | | | | | |
|---------------|---------------|---|------------------------|---------|-----------------|------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| BRONZE | 13 | KIA SORENTO | 5XYKU3A61DG [REDACTED] | | 103157 / 103157 | [REDACTED] | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 14JUL14 | | | 16:00 09SEP16 | | 120.00 | CASH | 20SEP16 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: [REDACTED] DLR [REDACTED] ENG:2.4 Liter DOHC_GDI | | | | | |
| 18:37 08SEP16 | 11:47 20SEP16 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A Pre-approved Diagnosis
 DIAG Pre-approved Diagnosis
 8598 CPK 99.95 0.00 0.00 TOTAL LINE A: 99.95
 PARTS: 0.00 LABOR: 99.95 OTHER: 0.00
 103157 SEE LINE B FOR STORY

B Customer States CHECK ENGINE LIGHT. CAR DIED WHILE DRIVING.
 TMA KIA MOTORS DECLINED ENGINE REPAIRS.NO WORK
 DONE

8598 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

103157 ENGINE IS LOCKED UP/INTERNAL DAMAGE OPENED KIA TECHLINE CASE FOR ENGINE APPROVAL DUE TO KIA'S ENGINE 10Y/120K WARRANTY EXTENSION. PROVIDED ALL CUSTOMER AND DEALERSHIP MAINTENANCE RECORDS PER THE REQUEST OF THE MANUFACTURER. REMOVED ENGINE VALVE COVER TO INSPECT FOR ENGINE OIL VISCOSITY BREAKDOWN. FORWARDED ALL MAINTENANCE HISTORY AND ENGINE PICTURES TO KIA MOTORS FOR REVIEW. KIA MOTORS OF AMERICA DECLINED ENGINE REPLACEMENT DUE TO EXCESSIVE OIL BUILDUP ON UPPER CYLINDER HEAD. ALL STAR AUTOMOTIVE GROUP IS NOT HELD LIABLE BY THE DECISIONS MADE BY KIA MOTORS NOR THE CUSTOMER IN THIS MATTER. NO OTHER WORK PERFORMED AT THIS TIME. REFER TO KIA MOTORS OF AMERICA TECHLINE CASE [REDACTED]

EST: 99.95 08SEP16 18:37 SA: 10362

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 5.00

A Shop Supplies Fee will be charged on all repairs even though some supplies may or may not be used on your repairs
 **Book your next Service Appointment On-Line
 www.allstarautomotive.com/ou/batonrouge-kia/
 **

Thank you for using Kia of Baton Rouge

| | | | | |
|--|--|------------------------|--------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | DISCLAIMER AND WAIVER OF ALL WARRANTIES | DESCRIPTION | TOTALS | |
| | Any warranties, express or implied, on the product sold hereby are those made by the manufacturer. Seller, KIA OF BATON ROUGE, Inc., expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and KIA OF BATON ROUGE, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. | LABOR AMOUNT | \$ | 99.95 |
| | | PARTS AMOUNT | \$ | 0.00 |
| | | GAS, OIL, LUBE | \$ | 0.00 |
| | | SUBLET AMOUNT | \$ | 0.00 |
| | | MISC. CHARGES | \$ | 5.00 |
| | | TOTAL CHARGES | \$ | 104.95 |
| | | LESS INSURANCE | \$ | 0.00 |
| | | SALES TAX | \$ | 10.50 |
| | | PLEASE PAY THIS AMOUNT | \$ | 115.45 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Customer Copy

GUARANTEE! LABOR & PARTS: 12,000 MILES OR 12 MONTHS, WHICHEVER SHALL OCCUR FIRST.



State of Louisiana

DEPARTMENT OF JUSTICE
PUBLIC PROTECTION DIVISION
P.O. BOX 94005
BATON ROUGE
70804-9005

Jeff Landry
Attorney General

October 24, 2016

[REDACTED]
St. James, LA [REDACTED]

RE: Kia of Baton Rouge
Case Id# [REDACTED]

Dear [REDACTED]

*1st Letter from
District Attorney*

The Consumer Protection Section of the Louisiana Department of Justice has received your recent report of an alleged violation of the Louisiana Unfair Trade Practices and Consumer Protection Law (La. R.S. 51:1401, *et seq.*).

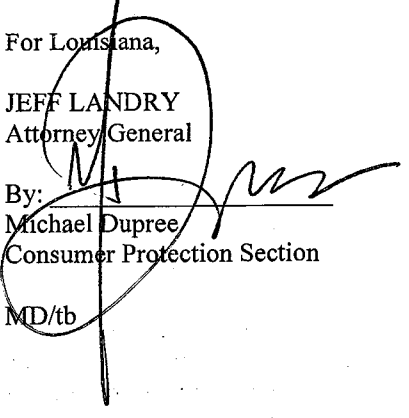
Our office will do its best to assist you in attempting to resolve this matter; however, we are prohibited by law to represent individuals or businesses in court or to provide any legal advice. We encourage you to consult a lawyer, as your matter may be subject to legal filing deadlines. If you need assistance with finding a lawyer, please contact the Louisiana State Bar Association or your local bar association.

We will inform the merchant or business of your dispute and ask for a response. We will review the response and send a copy to you.

We hope this informal dispute resolution process will improve communication and result in a solution.

We appreciate you contacting our office. If you have any questions, please call Antoinette Bell at 225-326-6478 or 800-351-4889.

For Louisiana,
JEFF LANDRY
Attorney General

By: 
Michael Dupree
Consumer Protection Section

MD/tb



Jeff Landry
Attorney General

State of Louisiana

DEPARTMENT OF JUSTICE
PUBLIC PROTECTION DIVISION
P.O. BOX 94005
BATON ROUGE
70804-9005

November 21, 2016

[REDACTED]

St. James, LA [REDACTED]

*2nd Letter from
District Attorney*

RE: Kia of Baton Rouge, Case ID: [REDACTED]

Dear [REDACTED]

The Louisiana Department of Justice hopes you are doing well.

We write you today to inform you that a response from the company in your dispute has been received. Please find it enclosed.

We hope this response resolves your consumer problem. If this mediation process fails to result in a satisfactory resolution, we again encourage you to consult with a private attorney since state law prohibits us from acting as your private attorney in this matter.

We appreciate the opportunity to assist you, and we hope our efforts have been helpful to you. If we can be of assistance to you in the future, please call us at 225-326-6478 or 1-800-562-3172.

For Louisiana,

JEFF LANDRY
Attorney General

By: _____

Michael Dupree
Consumer Protection Section

MD/tb

RECEIVED

NOV 17 2016

ALL STAR
AUTOMOTIVE GROUP

OFFICE OF THE
ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION

Hello Jeff,

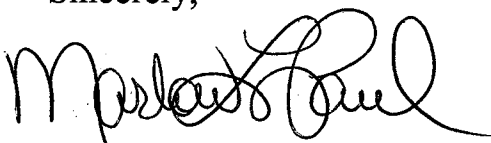
Thank you for the notification regarding [REDACTED] Case Id: # [REDACTED]. After meeting with our Service Manager to review her list of concerns, it has been determined Kia Manufacturer (not All Star) has declined to cover the repairs under warranty. We would welcome to opportunity to repair the customer's vehicle with the understanding she will be responsible for all charges.

Chevrolet
Chrysler
Dodge
Ford
Hyundai
Isuzu
Jeep
Kia
Lincoln
Nissan
RAM
Scion
Toyota
Volvo

- Per Kia manufacturer, when a dealership does not have sufficient vehicle maintenance records, we are required to gather maintenance documentation from customers to provide to the manufacturer.
- In regards to the diagnostic charge dated September 16th, the customer came in with a check engine light concern not a recall concern. The customer was informed of the diagnostic charge and agreed to the charge. After going through the necessary inspection and working with the manufacturer tech line (Case Number: [REDACTED]) the repair was declined.

Thank you again for the notification and lets us know if we can be of further assistance.

Sincerely,



Marlow Paul
Corporate Communications Manager
225-490-1760

ALL STAR CHEVROLET
11377 AIRLINE HWY.
BATON ROUGE, LA 70816

PHONE: (225) 298-8000
Web Address:
www.allstarautomotive.com

Department of Justice
Public Protection Division
P.O. Box 94005
Baton Rouge, LA 70804-9005

*My letter to ~~address~~
address letter #2*

Case ID: [REDACTED]
[REDACTED]

St. James, LA [REDACTED]

Dear Mr. Michael Dupree

Thank you very much for your expedite and thorough investigation into Kia Sorrento 2013 truck located at Kia Service Department on Siegen Lane. I received your letter on November 26, 2016 and have one rebuttal of the statement given by Mr. Marlow Paul. I didn't bring my truck at his establishment with the engine light on. As stated in my first letter, my vehicle stopped on top of the Sunshine Bridge on September with no warning sign or blanking light. It just shut down. The St. James Parish Office patrolman, Mr. Printess Woodfork and a Highway Patrolman can attest to this because they stayed with me and tried fervently to push my truck to the West Bank as instructed by Chief Captain, because of the traffic backups. He couldn't because the truck refused to start even when placed in neutral. AAA Services towed the truck to them with me in the tow truck to the Kia Dealership on Siegen Lane. The comment that the car came with the engine light is fabricated. In addition, Kia of America sent out a 120,000 miles warranty saying that repairs would be done on their behalf because of a defect in the engine (**letter is attached #1**). As stated to Mr. Kerry Etienne, a person can't continuously come to Baton Rouge to get an oil change. A professional mechanic can do oil changes as well. I didn't expect the engine to break down in 1 and half year that's unheard of and cause eyebrow to rise.

Mr. Kerry Etienne, Corporate Manager Trainer, couldn't give me a number of any vehicles they have repaired, because the consumers are being blamed for not changing the oil so the company or dealership wouldn't repair for \$6000 dollars. I had the opportunity to researched Kia's engine and found that there's an active pending lawsuit against them in California for the same situation I'm in. That is **attached # 2** as well. In that letter it states that the oil will leak, coagulate, backup, and cause the oil to sludge and thicken in the connecting rods (highlighted on that sheet). Yes, the dealers do know about this problem. Kia and Hyundai are parent companies and are addressing that same issue with their consumers. Hyundai has the Theta II engine and the 2011-2014 Kia Sportage, 2011-2014 Optima, and Sorrento 2012-14 have the Theta I engine which are known to have defect. Hyundai has admitted and has settled a class action lawsuit with **McCune Wright Inc. of Redlands, California (attachment #3)**. I have joined that class action lawsuit against Kia of America. That is also **attached # 4**. Furthermore, when reading **attachment # 2 highlighted**, you'll notice that other consumers' vehicles stopped on them on a busy highway as well, with no warnings.

I have a Fox 8 News reporter who wanted air this case, but my lawyer from California asked me not to because of the pending lawsuit. Kia Company will not pay for rental as well. I have accumulated \$2500 in car rental since this case. In addition, since the truck is only 1 1/2 years old I can't even get a trade in at a reasonable price because of the lost of engine. The news reporter even search the Nationwide database for a rebuild engine, but guess what? There are 300 people on a waiting list to get that engine. That speaks volume about the nasty defected engines breaking down on consumers. Now my plight is to search the Salvage Car lot for this engine. To contrast, in the complaints of others, when putting in an engine the second time that engine too broke down. That thick packet with the complaints are **attached #4**, as well. In reading, you will notice that even with engine oil receipts Kia will not honor anyone's vehicle repairs. I have cousin, who works at a dealership to change my oil punctually for me every 3000 miles. That's why I still have my Kia Optima 2006 car, which I gave to my sister because her husband lost his job. I know how important changing the oil is. Even though she has the car, I'm the one who pays the insurance and take care of the car religiously. Common sense should tell them that I wouldn't dare let my 2013 Kia Sorrento go without taking care of it. It's a fabrication that they are using to not spend \$6000,00 to repair the vehicles. That's why KIA Company sent the 120,000 miles warranty on the vehicles. Last year, my niece's 2010 Kia Sorrento went out on her in March with the same problem, the engine. She's in the same situation I'm in. This is not by chance, nor coincidence. It's a major problem where the consumers are paying the ultimate price and to me, no one is listening nor paying attention.

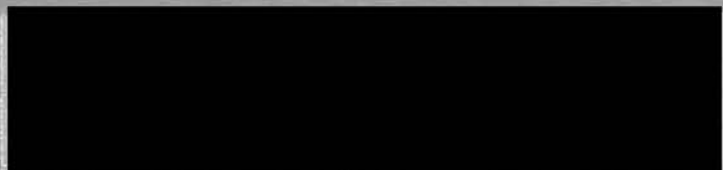
All I'm asking is for Louisiana to join that lawsuit or look into it. It's so disappointing that you work hard all your life getting a deceit education and stand by being honest and fight for what is right. Then people like big industries or dealerships are getting over on consumers or innocent people. I shed tears for others in the complaint that only had 29000, 35000, 45000, 59000, or 79000, miles on their vehicles when the engine went out. Their car setting in the yard and they are still paying the notes (like I am) and don't have the income to pay for renting a car. I'm a schoolteacher, and heavens know it's hard for me especially getting paid at the end of the month. I've also sent a letter to U.S. Department of Transportation and ABC World News-The Fixer, featuring Mrs. Stephanie Zimmerman. My next step is sending letters to President Barrack Obama and President -elect Donald Trump as well, along with the Better Business Bureau.

I look forward to hearing from you again. Thanks again for your time, effort, and cooperation in regards to this unfortunate and pressing situation.

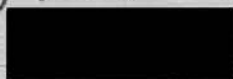
Respectfully appreciated,



FROM:



St. James, LA



1000

TO:

Attention: Mr. Randy Reid - Chief
Correspondence Research Division
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590