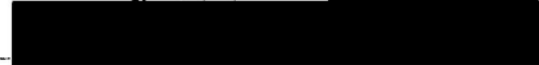


Page 1 of 2



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

March 19, 2017

Kia USA Corp Hq.
 11 Peter's Canyon Rd
 Irvine, CA 92606 USA

NHTSA Hq.
 1200 New Jersey Ave.
 West building
 Washington, DC 20590

Dear Sir/Madam -

I am writing you regarding the Safety issue and to request a refund on the repair that my Kia Ronda-2007 - Vehicle ID # KNAFG5267 [redacted] has require due to POOR functionality of the part that was use in the manufacturing of this Vehicle and possibly treatment of these Material. AS I was And auto Chassis designer am fully aware of this process.

In 3/10/2015 at 102288 mile @ Eight year old. The oil pan needed to be replace at a cost of \$ 345.00 (Three hundred and forty-five dollars

NM
 4.14.17
 UD

Then on 2/09/2017 @ ten years old and 11239 miles the brake lines rusted & broke through any area not cover w/ a plastic coating. For A cost of \$522.31 (Five hundred and twenty-two dollars and thirty one cent.

At this time I was also informed that the Caliper on both sides were rusted and need to be replaced. And due to Kia design the repair process would need New Front disc (again) Rotor, And brake pads. For A cost of \$869.10, (Eight-hundred and Six-Ninedoll. 10/100

I am request a full refund on these repairs. And possibly since this/these are a safety issue. A recall so that others are safe. Or are/Is NHTSA allowing 30k+ disposable cars - like Razors. If so I will be disappointed in the quality of vehicles that are allow to be driven

If you need any additional information please feel free to contact me on this matter. I have included of my states on these issues
totally, \$1,747.46.

Kind Regards



Oil Pan

GOODYEAR AUTO SERVICE CENTER

Electronic Document
Copy

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4655 24TH AVE, <<< FAX 810-385-8397>>>
FORT GRATIOT, MI 48059
MI REG# F147382
FEDERAL TAX ID# 340253240
(810)385-8340 HOURS 7-6MON-FRI, 7:30-5SAT, 9-5SUN
www.GoodyearAutoService.com

INVOICE

PAGE: 01
BILL TO [REDACTED]
LEXINGTON, MI [REDACTED]
PHONE 1..... [REDACTED] EXT.
PHONE 2.....
RETURN PARTS.. NO
PRIOR INVOICE. [REDACTED]
ENG. SIZE..... V6-2656 2.7L DOHC
SALESMAN..... 021 / 021

VEH YEAR/MAKE. 07 KIA
VEHICLE MODEL. RONDO EX
VEHICLE COLOR.
LICENSE/STATE.
DATE REQUESTED 03/04/15

ODOMETER IN/OUT102288 / 102288
VEHICLE IN....03/10/15 10:43 AM
VEHICLE OUT....03/10/15 01:40 PM
TERR/NONSIG....6530/906530
TIME REQUESTED

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
[REDACTED] M 01 [REDACTED] 0 MI [REDACTED] [REDACTED]

SLS TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
021 056	047-200 OILP	R	1 1.00	LOWER ENGIN OIL PAN PARTS OIL PAN LOWER	157.50	.00	157.50
021 056 LABOR	047-100	R	1	R&R OIL PAN LABOR	.00	90.20	90.20
021 056	078-000	R	1	CHECK VEHICLE FOR ALIGNMENT	.00	.00	FREE
021 056	078-145	R	1	WHEEL ALIGNMENT AUTO	.00	84.95	84.95
021 001	046-100	A	1-	\$10 OFF ALIGNMENT	.00	10.00	10.00-

SUMMARY:

PARTS TOTAL..... 157.50
LABOR TOTAL..... 165.15
CHARGED AMOUNT 356.05
TAXABLE AMOUNT 180.09
SHOP SUPPLIES * 22.59
SUB TOTAL..... 345.24
SALES TAX(6.000%) 10.81

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL \$356.05

CERTIFICATION - ABOVE REPAIRS PROPERLY PERFORMED SIGNATURE _____
MECHANIC 056.. M125307 LL HARTEL
MECHANIC 001.. _____ H ACCOUNT

Thank you for your business! If you are not 100% satisfied,
please contact the store manager, Leonard Olszewski, at (810)385-8340

SALES ASSOC(S): 021 CONNIE G. TREAD DEPTH L/F..... 9/32 R/F.... 9/32
TECHNICIAN(S): 056 LAWRENCE H. 001 HOUSE A. TREAD DEPTH L/R..... 10/32 R/R.... 10/32

Goodyear or third parties on its behalf will use your information to send you promotion reminders. Call 1-800-344-9859 to unsubscribe.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

*SHOP SUPPLY FEES COVER MISC MATERIALS USED IN SERVICING YOUR VEHICLE THAT DO NOT APPEAR ELSEWHERE ON THIS INVOICE AND FOR PROFIT
SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

C Break in

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 (810)385-8340 HOURS 7-6MON-FRI, 7:30-5SAT
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PAGE: 01

BILL TO: [REDACTED]
 LEXINGTON, MI [REDACTED]

PHONE 1..... [REDACTED] EXT.
 PHONE 2..... [REDACTED]
 RETURN PARTS.. NO
 PRIOR INVOICE. [REDACTED]
 ENG. SIZE..... V6-2656 2.7L DOHC
 SALESMAN..... 002 / 020

VEH YEAR/MAKE. 07 KIA
 VEHICLE MODEL. RONDO EX
 VEHICLE COLOR. GOLD
 LICENSE/STATE. [REDACTED] MI
 DATE REQUESTED 02/09/17
 VEHICLE ID #.. KNAFG52607 [REDACTED]

ODOMETER IN/OUT 112139 / 112139
 VEHICLE IN....02/09/17 11:20 AM
 VEHICLE OUT....02/10/17 01:17 PM
 TERR/NONSIG....6530/906530
 TIME REQUESTED

ACCOUNT # [REDACTED] COB P TC 01 CUST# [REDACTED] TYPE/STATE 0 MI AUTHORIZATION 010124 CREDIT CARD NO. [REDACTED] 6MO NO INTEREST 75360

SLS TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
002 057 LABOR	052-100	R	1	CHECK BRAKE SYSTEM - PEDAL VERY-VERY LOW	.00	42.50	42.50
002 057	046-100	R	1	AND RED BRAKE LIGHT IS ON00	.00	.00
002 057	046-377	R	1	COURTESY TIRE AND MAINTENANCE INSPECTION	.00	.00	FREE
002 057	052-200 PAC325	R	1	MAIN STEEL BRAKE LINE (2) FROM FRT TO REAR 40.00 3/16" BRAKE LINE	160.00	.00	160.00
002 057 LABOR	052-100	R	1	FABRICATE AND INSTALL STEEL BRAKE LINE	.00	382.50	382.50
002 057	067-213 608334	R	1	FLUSH BRAKE FLUID EXCHANGE SERVICE 1.00 DOT 4 SYN	20.95	79.00	99.95
002 001	046-446	R	1-	SPLIT CREDIT/DEBIT/GIFT CARD PAYMENT	.00	200.00	200.00-

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PAGE: 02

<u>SLS TECH</u>	<u>PRODUCT CODE</u>	<u>BC QTY</u>	<u>DESCRIPTION</u>	<u>UNIT PRICE</u>	<u>LBR/EXCISE</u>	<u>LINE TOTAL</u>
-----------------	---------------------	---------------	--------------------	-------------------	-------------------	-------------------

No Interest If Paid In Full in 6 Months. \$250 Minimum Purchase Required.
 Minimum Payments Required. 29.49% APR

If the balance is not paid in full by the expiration of the promotional period or, to the extent permitted by law, if you make a late payment, interest charges will be imposed from the date of purchase at the APR above. This APR is as of 02/10/17. Your card agreement, the terms of the offer and applicable law govern this transaction including increasing APRs and fees and terminating the promotional period.

SUMMARY:

PARTS TOTAL.....	180.95
LABOR TOTAL.....	304.00
CHARGED AMOUNT	522.31
TAXABLE AMOUNT	205.95
SHOP SUPPLIES *	25.00
SUB TOTAL.....	509.95
SALES TAX(6.000%)	12.36
\$522.31	

 X
 CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE

CERTIFICATION - ABOVE REPAIRS PROPERLY PERFORMED SIGNATURE
 MECHANIC 057.. M151882 DJ POSPISHEL
 MECHANIC 001.. H ACCOUNT

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 please contact the store manager, Ronald Heide, at (810)385-8340
 or contact Goodyear Customer Relations at goodyear_cr@goodyear.com.

SALES ASSOC(S):	002 RONALD H.	TREAD DEPTH L/F.....	10/32	R/F....	10/32
TECHNICIAN(S):	057 DONALD P.	001 HOUSE A.	TREAD DEPTH L/R.....	10/32	R/R....

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[Rusted Repair Work]

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ESTIMATE

PAGE: 01

*PRICE ESTIMATE*****DO NOT PAY*

BILL TO: [REDACTED]
LEXINGTON, MI [REDACTED]

PHONE 1..... [REDACTED] EXT.
PHONE 2.....
RETURN PARTS.. NO
PRIOR INVOICE. [REDACTED]
ENG. SIZE..... V6-2656 2.7L DOHC
SALESMAN..... 002 / 020

VEH YEAR/MAKE. 07 KIA
VEHICLE MODEL. RONDO EX
VEHICLE COLOR. GOLD
LICENSE/STATE. [REDACTED] MI
DATE REQUESTED 02/09/17
VEHICLE ID #.. KNAFG52607 [REDACTED]

ODOMETER IN/OUT 112139 / 112139
VEHICLE IN....02/09/17 11:20 AM
VEHICLE OUT...02/10/17 01:17 PM
TERR/NONSIG...6530/906530
TIME REQUESTED

ACCOUNT # [REDACTED] COB 1 TC 0 CUST# [REDACTED] 0 TYPE/STATE MI 81096 6MO NO INTEREST

SLS TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
002 057 LABOR	052-276 19B3554	R	1	REBUILT LEFT FRONT CALIPER 1.00 F LT REB CALP w/HDWR	148.05	59.50	207.55
002 057 LABOR	052-281 19B3555	R	1	REBUILT RIGHT FRONT CALIPER 1.00 F RT REB CALP w/HDWR	148.05	59.50	207.55
002 057	052-200 TS8412	R	1	NEW FRONT DISC BRAKE PAD SET 1.00 F ORGANIC PADS	69.95	.00	69.95
002 057	052-200 48880598	R	2	NEW FRONT DISC BRAKE ROTOR 2.00 F DISC BRAKE ROTOR	89.00	.00	178.00
002 057	059-202 836455 836427	R	2	REPLACE WIPER BLADES 1.00 SURGE WIPER 26" 1.00 SURGE WIPER 16"	10.25	2.25	25.00
002 057	059-208 848151	R	1	REPLACE REAR WIPER BLADE 1.00 WIPER BLADE	15.70	2.25	17.95
002 057 LABOR	094-256 R&R CABIN AIR FILTER 224684	R	1	CABIN FILTER & INSTALLATION 1.00 CABIN AIR FILTER	29.66	34.00	63.66
002 057	077-738 (UP TO 5QTS)..... R85334MP VMSB5W2055	R	1	VALVOLINE MAXLIFE SYN-BLEND LUBE-OIL-FLT QUARTSWEIGHT 1.00 OIL FILTER 4.50 VAL MAXLIFE 5W20	34.50	10.45	44.95
002 057	046-148	R	1	OIL FILTER DISPOSAL FEE	.00	2.50	2.50

869.10

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**ESTIMATE
054600**

PAGE: 02

PRICE ESTIMATE**DO NOT PAY***

<u>SLS TECH</u>	<u>PRODUCT CODE</u>	<u>BC QTY</u>	<u>DESCRIPTION</u>	<u>UNIT PRICE</u>	<u>LBR/EXCISE</u>	<u>LINE TOTAL</u>
-----------------	---------------------	---------------	--------------------	-------------------	-------------------	-------------------

SUMMARY:

PARTS TOTAL.....	644.41
LABOR TOTAL.....	172.70
TAXABLE AMOUNT	671.91
SHOP SUPPLIES *	25.00
SUB TOTAL.....	842.11

X-----
 CUSTOMER AUTHORIZATION FOR TOTAL

ESTIMATE TOTAL

SALES TAX(6.000%) 40.31

\$882.42

PRICE EXPIRATION DATE 06/09/17

CERTIFICATION - ABOVE REPAIRS PROPERLY PERFORMED SIGNATURE _____
 MECHANIC 057.. M151882 DJ POSPISHEL

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TECHNICIAN(S):	057 DONALD P.	TREAD DEPTH L/R.....	10/32	R/R....	10/32

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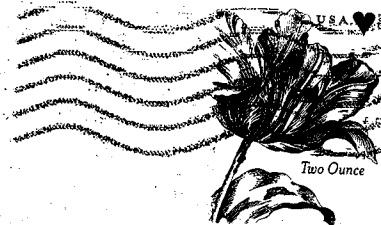
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Lexington, MI

METROPLEX MI 480

20 MAR 2017 PM 6 L



NHTSA Headquarters
1200 New Jersey Ave SE
West Building
Washington, DC

20590

20590-

