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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11023230-8722

MAY 24 2017

Millville NJ

May 15, 2017

TAKATA RECALL for 2012 Kia Optima
L4CYL 2.4 ENG
VIN: 5XXGN4A70CG
EQ: AT AC PS FI

Dear KIA Corporation:

I am an owner of 2012 KIA OPTIMA SEDAN EX I purchased this car in May 2014 at the RK AUTO Group DEALERSHIP in Vineland New Jersey. I was sold the 100,000 miles bumper to bumper warranty for \$2119.00, and the GAP for \$800.00. This is a misconception for consumers to have to pay for. The salesman put it like it's the best thing a customer could buy. Since I had my car I kept up with the oil changes and the basic maintenance to the vehicle.

In December 2016 my KIA engine seized. I was driving along Delsea Drive in Vineland New Jersey with no warning or flashing lights the car was just shutting down. Thank God there was not too much traffic at that time of day. I just had enough time to drive the car along the side of the road. I had no other choice at the time but to call a flatbed tow truck through my insurance company. I called my mechanic and he advised me to get it to his shop for further evaluation. He told me he would need to keep the Kia for a few days to check it out. He called me back after checking the vehicle and said that I needed to buy a brand new or used engine to fix the problem. He could not do anything else for the seized engine only to replace it because of the way the engine was manufactured. I had no other alternative but to go ahead and get it fixed. My mechanic called RK Auto dealer for what options I could seek but they were not very helpful. They just told my mechanic that I would have to wait to receive an official letter from KIA for the engine recall.

I was very devastated for me to hear a quote of \$4322.10 for parts and labor for a used engine. Being that this is my bread and butter vehicle that I must drive to and from work the sole bread winner in the household made it difficult to come up with that kind of money in a little time frame. When the Kia engine seized I could not afford to rent a vehicle for the duration of the repair. My mechanic told me to give him a couple of days to look for an engine to replace my damaged one. Now not having a vehicle and living paycheck to paycheck, things got really difficult quickly.

However, now came time to come up with \$4322.10 at least or half the payment so he could start the process. My mechanic found a 2012 KIA with a GDI engine with less mileage. After he replaced the engine am back to square one and with more issues with the replace engine it is still a TAKATA Recall. The dome light coming on randomly inside the vehicle while I am driving,

NAM
9-12-17
WJ

the warning battery low comes up in the console, the door open light come up on the dashboard randomly even though the doors are completely close, now the oil has to be check frequently because the defected engine is burning oil inside the engine. Also I took my vehicle to get a reading at Auto zone and the camshaft was a possible problem, my mechanic told me it could be the alternator may be an issue. All these problems are in the internet from the recall of the GDI engines. What will happen next! It is very frighten to drive in a vehicle that is not safe at any given time.

To my amazement after I paid my mechanic \$4322.10 for a used engine with less mileage. I did some research in google and come to find out that KIA Corporation had recalls on their 2011-2014 KIA OPTIMA after I had paid my mechanic for the repairs. As soon as I knew about the recall I called my mechanic. He stated that he called KIA DEALERSHIP in Vineland. But, the dealership told him they could not do anything until the Recall hits the official be in the USA .

It's all over the internet for KIA recall on their engines. There is escalating to the National Team of KIA Corp Office for liability to reimburse their customer for their engine defects, I also found a class action lawsuit investigation for the KIA engine failure and KIA is putting the blame on customer instead of taking responsibility for the factory defect. KIA not only put my life in danger but put the lives of my family. There was a lawsuit on June 16,2016 of an Kia Theta engine filed concerning alleged engine problems in the 2011-2014 Kia optima. The Kia theta engine lawsuit target the thela 2 litre and 2.4 litre gasoline direct injection engines, also known as GDI engines. The lawsuit alleges the defect causing stalling and complete engine failure at any time, including while driving making the problem a serious safety hazard. The plaintiff say the defect rears its heads during or shortly after the limited warranty has expired.

Accord to the THELA lawsuit , not only did KIA conceal that the engines are prone to failure, but the automaker concealed the defect from consumers to keep selling the vehicles. KIA has long known the Theta engines problems yet refuses to freely repair the engines or order a recall. KIA ignores the symptom until enough mechanical problem occurred to run up a big repair bill.

I expect to get reimbursed my \$4322.10 that I should have never paid since the engine was defective. The original engine was replaced with another defective engine from the same year that now needs to be replaced under the same worldwide recall. Again I will be without a car for the duration of the repairs.

I appreciate you taking the time to read about my concerns, and appreciate you getting my refund to me as soon as possible, Thank you.

Sincerely yours,





Kia Recalls Optima, Sorento And Sportage After GDI Engines Seize

Kia recalls 618,000 Optima, Sorento and Sportage vehicles to replace the engine assemblies.

By [David A. Wood](#), CarComplaints.com • Posted in [Recalls](#)

April 6, 2017 — Kia is recalling more than 618,000 model year 2011-2014 Kia Optima, 2012-2014 Sorento and 2011-2013 Sportage vehicles because the engine bearings can wear out too early and cause the engines to seize.

Kia says machining problems occurred during manufacturing, something dealers will need to fix by replacing the engine assemblies.



Theta GDI Engine Problems

Kia says the problem goes back to at least 2015 when the automaker learned Hyundai had [ordered a recall of 470,000 Sonata cars](#) with Theta engines that could fail due to debris in the oil that blocked oil flow to the engines.

Kia says it checked the engine manufacturing process for the Optima and found different procedures were used for the engines. The automaker found warranty claims and field reports were "extremely low," so no recall was ordered.

In 2016, engine re-manufacturer Translead conducted a review of all Kia warranty returned engines and found oil delivery problems with Theta GDI engines used in the Optima, Sportage and Sorento. Kia still didn't order a recall because no accidents or injuries were reported.

In May 2016, Kia learned of a Hyundai Sonata warranty extension program and decided to analyze the data for the Theta engines. Kia still didn't find any accidents or injuries, but the warranty claims had increased. Customers were complaining about spending a fortune for repair costs, so Kia extended the warranty and allegedly encouraged owners to get the vehicles repaired.



NATION

Hyundai, Kia recall 1.5 million vehicles after engine failures

BY MICHAEL D. REGAN April 8, 2017 at 3:50 PM EDT



A worker fixes the Hyundai logo on a vehicle at a plant of Hyundai Motor in Asan, south of Seoul, South Korea, on Feb. 9, 2012. Photo by Lee Jae-Won/Reuters

The South Korean automakers Hyundai and Kia are recalling nearly 1.5 million vehicles in the U.S., Canada and South Korea over engine problems that could cost the two companies hundreds of millions of dollars to repair.

The automakers said a defect in cars and sports utility vehicles may lead to stalled engines and an increased risk of crashes. South Korea's transport ministry said Friday that metal debris

in crankshafts could result in engine damage and the loss of motive power, according to Reuters.

The list of vehicles to be recalled in the U.S. includes:

- Hyundai Santa Fe Sport SUVs, 2013 to 2014
- Hyundai Sonata midsize cars, 2013 to 2014
- ~~Kia Optima midsize cars, 2011 to 2014~~
- Kia Sportage SUVs, 2011 to 2013
- Kia Sorento SUVs, 2012 to 2014

Kia is an affiliate of Hyundai. Combined, the companies are recalling 1.19 million cars and SUVs in the United States, 114,187 in Canada and 171,348 in South Korea, safety regulators said.

"The recall is related to a manufacturing process problem," the companies said in a statement. The engines for the vehicles recalled in the U.S. were made at a Hyundai plant in Alabama.

Hyundai said it would replace defective engines with new ones, with recalls scheduled to begin in late May.

According to documents submitted to the U.S. National Highway Traffic Safety Administration, owners of the defective vehicles may hear "a knocking sound" as the vehicles accelerate, the Associated Press reported. A Hyundai spokesman said those who own a recalled vehicle should contact their dealers.

Michael D. Regan

Michael D. Regan is an Associate Multimedia Producer for PBS NewsHour Weekend.

 @mdregan

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SERVICE
712 LANDIS AVE
BRIDGETON, NJ 08302
856/451-2005

SALE

TID: 001 REF# [REDACTED]
Batch #: 027001 RRN: 105188514
01/27/17 130116
APPR CODE: 186819
VISA Swiped
***** [REDACTED]

AMOUNT \$1,000.00

APPROVED

Thank You
Please Come Again

CUSTOMER COPY



MyZone Health Report Powered By Innova

Mileage Reported: 58454

ID #: [REDACTED]

VIN: 5XXGN4A70CG*****

ASE certified Master Technicians have seen this issue on your type of vehicle and the most likely solution is: **Change Engine Oil and Filter with OEM Filter**

Definition

Code P0014 indicates that the Bank 1 Exhaust Camshaft Position timing was advanced beyond limits for a predetermined period of time.

Error Codes Read

P0014 "B" Camshaft Position -Timing Over-Advanced or System Performance (Bank 1)

P0011 "A" Camshaft Position - Timing Over-Advanced or System Performance (Bank 1)

P0014 "B" Camshaft Position -Timing Over-Advanced or System Performance (Bank 1)

Suggested Parts**Oil Filter****How It Works:**

A replaceable maintenance item that is used to trap and store harmful engine contaminants that become suspended in the engine oil before passing through the filter.

When It Doesn't Work:

Most oil filters have a by-pass valve in case the filter element becomes restricted. Over tightening can cause oil leaks.

Suggested Maintenance

- ☐ 60000 miles - Add Fuel System Cleaner
- ☐ 60000 miles - Change Engine Coolant
- ☐ 60000 miles - Change Engine Oil and Filter
- ☐ 60000 miles - Inspect A/C System
- ☐ 60000 miles - Inspect Brake System, Friction Material and Hydraulic System.
- ☐ 60000 miles - Inspect CV Joints & Boots
- ☐ 60000 miles - Inspect Chassis, Steering, Suspension & Fasteners
- ☐ 60000 miles - Inspect Drive/Accessory Belt(s) and Tension.
- ☐ 60000 miles - Inspect Engine Valve Clearances
- ☐ 60000 miles - Inspect Exhaust System
- ☐ 60000 miles - Inspect Fuel System & Fuel Tank Air Filter
- ☐ 60000 miles - Inspect Intake System & Engine Air Filter
- ☐ 60000 miles - Inspect Parking Brake Operation & Tension
- ☐ 60000 miles - Inspect Vacuum Hoses
- ☐ 60000 miles - Replace Cabin Air Filter
- ☐ 60000 miles - Replace Engine Air Filter
- ☐ 60000 miles - Rotate Tires, Inspect Tire Wear, and Adjust Tire Pressure.

Camshaft Position Sensor \$70.99
K52



Exploding Kia Sunroof?

Do you own a Kia where the sunroof has shattered or exploded? If you have sunroof problems with your Kia, [click here to find out more](#) about a potential class action lawsuit.

2012 Kia Optima

PROBLEMS & COMPLAINTS

Click on a category below for details. [Help?](#)

WORST 2012 OPTIMA PROBLEMS BY CATEGORY

Engine Problems

15

NHTSA complaints: 64

Steering Problems

9

NHTSA complaints: 90

Fuel System Problems

4

NHTSA complaints: 11

Interior Accessories Problems

3

NHTSA complaints: 8

Windows / Windshield Problems

3

NHTSA complaints: 2

Wheels / Hubs Problems

2

NHTSA complaints: 14

Exterior Accessories Problems

1

NHTSA complaints: 17

Body / Paint Problems

1

NHTSA complaints: 9

Electrical Problems

1

NHTSA complaints: 23

Transmission Problems

1

Russell's Automotive Service

742 Landis Ave.

Bridgeton, NJ 08302

Phone: 856-451-2005 FAX: 856-391-5497

Work Order No.**Page 1**

Order Date: 01/27/17 12:13 pm

12 KIA OPTIMA TAN

144149 MI. Last in 12/6/2016

Lic: M38 EGX/NJ L4Cyl 2.4 Eng

Vin: 5XXGN4A70CG014020 10/11

Eq: AT AC PS FI

Quotes

1 01/27/17 12:16pm 4044.07

NILSA in person.

MILLVILLE NJ

CELL

Job01 VEHICLE DIAGNOSES

Labor: 1.20 hrs@ \$80.00/hr= \$96.00

CHECKED FOR THE CAUSE OF THE NO START ISSUE.

Job02 REPLACE ENGINE

Labor: 15.00 hrs@ \$80.00/hr= \$1,200.00

NNN	USED ENGINE	1.0 @	2600.00 = \$	2600.00
5	5QT SERVICE; OIL & FILT	1.0 @	28.95 = \$	28.95
5QT SERVICE; OIL & FILTER				
ANTIFREEZE	GAL. - GREEN ANTIFREEZ	2.0 @	9.56 = \$	19.12
MISC.	MISCELLANEOUS SUPPLIES	1.0 @	100.00 = \$	100.00

Recommendations: *Lube, Oil and Filter***Payments to Russell's Automotive Service**

Status: New Work Order

Payments: \$3,000.00
1 01/27/17 2000.00 Cash
2 01/27/17 1000.00 Visa

Cost Summary

Labor	1296.00
Parts	2748.07
Tax	278.03
Total	\$4322.10
Payments	3000.00
Bal Due	1322.10

Thank you for choosing Russell's Automotive Service

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control.

(Signature) _____

PRESS FIRMLY TO SEAL

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USPS TRACKING™ INCLUDED*

INSURANCE INCLUDED

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* Domestic only

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A CUSTOMS DECLARATION
LABEL IS REQUIRED.

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W45-212

Company Name

To: W45- 212

Mailstop: 4 West

Department: NVS-220

Phone:

Purchase Order
(ItemVarName4)

INTERNATIONAL USE

Expected Delivery Day: 05/19/2017

USPS TRACKING NUMBER

