

[REDACTED]
Arlington, Texas
[REDACTED]

July 26, 2017

Re: 5XXGN4A68CC [REDACTED]

2011-2014 MY Optima Engine Connecting Rod Safety Recall Campaign

To whom it may concern,

I recently had to replace the turbocharger of my 2012 Kia Optima. Without warning, the vehicle lost power and a bearing noise and knocking could be heard. I had the car taken to our family's mechanic who narrowed it to the turbo and when researching, recommended that I take it to Kia as he felt it should be covered by the drivetrain warranty.

I had the car taken to Patterson Kia, who upon listening to the car assured me it would be a warranty issue and most likely would require replacing the motor. I was told that Kia was building a motor plant in North America to produce the volume of motors it would take to replace those that are "bad". After several days, I was eventually told that the turbo was "out", but unfortunately that was not a part of the covered drivetrain. I was quoted a \$2,800 repair.

I asked whom I could appeal to and was directed to "Kia Cares" and after much effort eventually was able to file a case [REDACTED] and was told that they would pursue a "courtesy repair". I was told to allow 3 days for this process. Timothy was to be my contact. The response took more than three days, and Timothy was never able to come to the phone. When I did finally get someone to update me I was told that the claim would be denied. The reason that day was because I didn't buy the vehicle from Patterson Kia.

When talking to Timothy earlier, he told me that if the first option didn't work he would have other options. After the denial, when pursuing what the other option would be with a new representative of Kia Cares, I was told that the only other option was an appeal to a higher level. Again, I was told to allow 3 days for a response.

Obviously, that response eventually was another denial. This time, I was told that the reason was because the vehicle had not been properly serviced. I have included the Carfax that I retrieved before I bought this car and also included a copy of a "Multi-Point Inspection" done by Moritz Kia at the time I had a prior recall performed. You should see the mileages on each of the documents. All of these items seem to dispel the excuse of the vehicle not being properly serviced.

At this point, based on what I owe on the vehicle, I had no choice but to repair the vehicle. I had the car repaired at Brian Crawford Auto Care who were recommended by our mechanic because they had the proper tools and experience to replace the turbo. Ironically, they purchased the parts from Kia and the repair was about \$600 less than what I was quoted by Patterson for a repair that I believe should have been covered. Having the dealership do the work would have been insult to injury!

NM
9.20.17
W

What I have been told by the service tech at Patterson and the mechanic that actually repaired the motor was that the oil lines appear to have clogged causing the premature bearing failure. Your recall notice states "...conditions can restrict oil flow to the bearings increasing the potential for premature wear". You obviously know that my specific vehicle is one that is suspected of having these problems based on the very specific safety recall.

The very real problem that I still have is that I have spent \$2,300+ and still have the prospect of motor failure if, as some have claimed, my problem is truly not related to the obvious issues of these 2011-2014 Optimas.

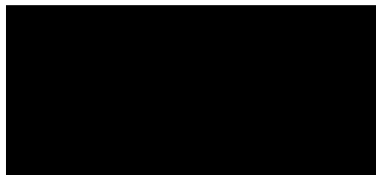
For me personally, this car is my "first" car that I purchased after graduating from college. I researched very carefully what would be the best car for me to buy. Cost of service and reliability were big determinants in my decision. Clearly it appears at this point that I did not make a smart decision.

I was hopeful when I was encouraged to call "Kia Cares", but my experience to this point would tell me that name doesn't apply to me.

I am asking Kia to do the right thing here and acknowledge that I have suffered from the issues that the safety recall claims to remedy. I am asking for reimbursement of the cost I have borne to repair the motor in my Optima.

Please let me know what you intend to do.

Thank you for your consideration,



Cc: National Highway Traffic Safety Administration

REQUEST FOR REIMBURSEMENT FORM
2011-2014 MY Optima Engine Connecting Rod
Safety Recall Campaign

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. **You may submit your receipts online to Kia via the Owners section (Contact Kia) of www.kia.com.**

If you do not have access to a computer and prefer to submit your request by mail, please complete this Request for Reimbursement and mail it directly to Kia for review and consideration, along with backup documentation, 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 sixty (60) days for review and response.

Customer Name: [REDACTED]
Customer Address: [REDACTED]
Customer City, State, Zip Code: ARLINGTON, TX [REDACTED]
Daytime Phone: [REDACTED] Evening Phone: SAME
Vehicle Identification Number: 5XXGN4A68 CG [REDACTED] (17 digits)
Mileage at Time of Repair: 95309 Date of Repair: 7/13/17
Amount of Reimbursement Requested: \$ 2,363.92

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

☒ **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 safety recall campaign.

CLAIMANT'S SIGNATURE:

[REDACTED]
Signature

Print Name: [REDACTED]

Receipt for Repair

07/13/2017

Brian Crawford Auto Care Inc
2707 S. Cooper St Suite 123
Arlington, TX. 76015
Phone: 817-303-6200 Fax: 817-303-6203
We appreciate your business!!!

INVOICE

INVOICE

Date: 07/13/2017

2012 Kia - Optima EX - 2L, 1n-Line4 (122CI) VIN(6)

Lic # [REDACTED] TX

Odometer In : 95309

VIN# 5XXGN4A68 G0 [REDACTED]

pd 000#
7/13/17
2363.90

Part Description	Qty	Rate	Ext	Labor Description	Ext
Turbo charger	1.00	1,786.68	1,786.68	Customer had vehicle at Patterson-Kia, wants us to	288.00
exhaust gasket	1.00	38.76	38.76	replace turbo charger	
oil drain gasket	1.00	2.86	2.86	Replace turbo charger, oil pipe and necessary gaskets	
gasket	1.00	2.86	2.86		
oil feed pipe	1.00	80.99	80.99		
Shop Supplies			10.00	Exhaust system was full due to running issues, blew out and runs as it should now. may have damaged catalytic converter, no codes found and working properly	

[Payments -]

We are not responsible for items left in Vehicle !!!

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. 6 months or 6000 miles warranty, whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor:	288.00
Parts:	1,922.15
Sub:	2,210.15
Tax:	153.77
Total:	\$2,363.92
Bal Due:	\$2,363.92

Vehicle Received: 7/13/2017

Signature _____

Date _____

Time _____

Written By: BRP - Technicians : JR,

Page 1 of 1

Copyright (c) 2017 Mitchell Repair Information Company, LLC invhrs 1110.16d

Inspection at Patterson Kia

06/12/2017



PATTERSON

KIA OF ARLINGTON

1501 I-20 EAST, ARLINGTON, TX 76018
817-375-2700 www.pattersonkia.com



KIA MOTORS

Genuine Parts
Genuine Service
Genuine Care

CELL: [REDACTED]

CUSTOMER NO.	PETER SMITHSON		404	5528	06/26/17	ADDRESS NO.
LANDING	123-00		95,299	7	OPTION NO.	
17/KIA/OPTIMA/4DR SDN 2.0T EX AT	DELIVERY DATE				DELIVERY MILES	
3X 5C N 4 A 6 8 C G	DELIVERY LOCATION NO.				PRODUCTION DATE	
P.T.E. NO.	P.O. NO.		06/12/17		1	
REFERENCE PHONE	DELIVERY METHOD	COMMENTS			NO: 95302	



PATTERSON

KIA OF ARLINGTON

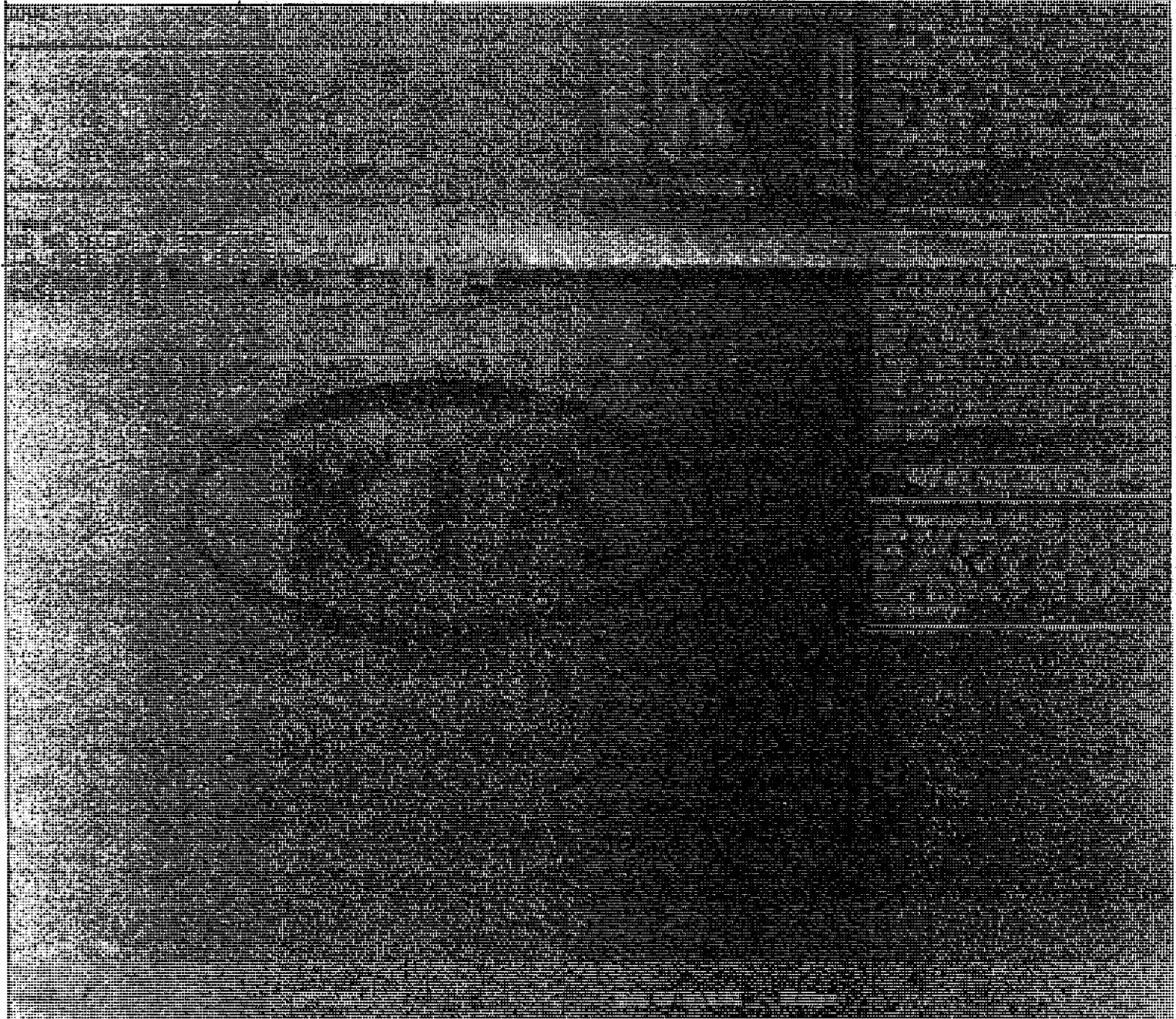
1501 I-20 EAST, ARLINGTON, TX 76018
817-375-2700 www.pattersonkia.com



KIA MOTORS

Genuine Parts
Genuine Service
Genuine Care

CLERKSHIP NO.	PETER SMITHSON		DOB NO.	1128	ISSUE DATE	06/26/17	ISSUE NO.
	125.00		ISSUE NO.	95.299	COLOR		ISSUE NO.
ARLINGTON, TX	12/KIA/OPTIMA/4DR SON 2.0T EX AT				DELIVERY DATE		DELIVERY NO.
	VEHICLE ID NO.				DELIVERY NO.		DELIVERY NO.
	3 X X G N 4 A 6 8 C G				DELIVERY NO.		DELIVERY NO.
	RTR NO.				PA NO.	06/12/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					NO: 95302



Recall Notices from Kia Motors Corp.

11/16/2016 -05/30/2017

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

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device.** The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**



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

2011-2014 MY Optima Engine Connecting Rod Kia New Vehicle Limited Warranty Extension

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

November 16, 2016

Dear Kia Optima 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 2011-2014 model year Optima vehicles with 2.4L GDI or 2.0L Turbo GDI to **10 years starting from the date of first service or 120,000 miles**, whichever occurs 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 fail 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 does not announce a service campaign that requires mandatory repair on all vehicles. You will 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 exists. If you are uncertain of the condition of 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.**

What If You Have Already Paid To Have This Situation Corrected?

If you have experienced this issue and paid to have a connecting rod bearing related repair performed at your own expense prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense whether or not you still own the vehicle. Please mail the attached Request for Reimbursement Form along with your documentation directly to Kia 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

Kia will review and respond to your claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.

Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us. This will benefit later owners of your vehicle.

What If You Have Other Questions?

- Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

We hope this warranty extension shows Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
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Inspection done during prior recall at

Moritz Kia

10/14/2017

KIA MULTI-POINT INSPECTION

Customer Name: [REDACTED]
 Phone: (H) [REDACTED]
 Service Advisor: ELIZABETH SIAPKARIS

Vehicle Year/Model: 12 KIA OPTIMA
 VIN: 5XXGN4A68CC [REDACTED]
 Technician: RICHARD FEDERER

Date/Time: 10/14/2016 13:53:33
 Odometer: 81217
 RO: [REDACTED] Tag: 7450

INSPECTION RESULTS: **OK** **WILL REQUIRE FURTHER ATTENTION** **REPAIRS REQUIRED**

Green Yellow Red

Serviced

☒	☐	Automatic transmission fluid level/condition
☒	☐	Brake fluid level/condition
☒	☐	Coolant recovery reservoir fluid level/condition
Comment ..		
☒	☐	Power steering fluid level/condition
☒	☐	Transmission system level/condition
☒	☐	Window washer fluid level
☒	☐	Battery performance & terminals
☒	☐	Brake lines/hoses/parking brake
☒	☐	Clutch operation (if equipped)
☒	☐	Drive axle boots (CV, if equipped)
☒	☐	Cooling system & hoses for visible leaks and damage
☒	☐	Drive belt(s)
☒	☐	Exhaust system (loose parts, visible damage, leaks)
☒	☐	Oil and/or fluid leaks (Specify)
☒	☐	Operation of horn, interior, and exterior lights
☒	☐	Windshield for cracks, chips, and pitting
☒	☐	Windshield washer spray or wiper operation
☒	☐	Wiper Blades
Comment NEEDS WIPERS SOON		
☒	☐	Steering, steering linkages/wheel end play/bearings
☒	☐	Suspension (damage/leaks/struts for bounce/shocks)
☒	☐	Other

Brake Inspection Comment: FRONT 8.0MM
 REAR 7.5MM

Tire Inspection Comment: LEFT FRT 3/32
 RIGHT FRT 3/32
 RIGHT REAR 8/32
 LEFT REAR 8/32

Front / Rear Brake Linings

LF	RF
☒ Green	☒ Green
☐ Yellow	☐ Yellow
☐ Red	☐ Red



LR	RR
☒ Green	☒ Green
☐ Yellow	☐ Yellow
☐ Red	☐ Red

(See Note)

☐ Inspection Not Taken

7mm to 12mm
 4mm to 6mm

Check Tires / Tread Depth

LF	RF
☒ Green	☒ Green
☐ Yellow	☐ Yellow
☐ Red	☐ Red



LR	RR
☒ Green	☒ Green
☐ Yellow	☐ Yellow
☐ Red	☐ Red

(See Note)

7/32 to 11/32
 4/32 to 6/32

Check Battery Performance

☒ Good
☐ Fair
☐ Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

MORITZ KIA

HURST

110 N.E. Loop 820
Hurst, TX 76053
(817) 595-8300

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ELIZABETH SIAPKARI	TAG NO. 5878	INVOICE DATE 10/14/16	INVOICE NO. [REDACTED]
[REDACTED] ARLINGTON, TX [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 81,217	COLOR
	YEAR / MAKE / MODEL 12/KIA/OPTIMA/4DR SDN 2.0T EX AT			STOCK NO.
	VEHICLE I.D. NO. 5 X X G N 4 A 6 8 C G [REDACTED]			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
[REDACTED]	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]			R.O. DATE 10/13/16	
				MO: 81219

LABOR & PARTS

CUSTOMER REQUEST TO PERFORM GS-1604.
POSSIBLE NOISE FROM THE MOTOR DRIVEN POWER STEERING WHEN
TURNING LEFT OR RIGHT.
TO CORRECT THIS CONCERN THE FLEXIBLE COUPLING WILL BE
REPLACED.
REPLACED MDPS FLEXIBLE COUPLER
56310 2T301 160A28R0 .8

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	56315-2K000FF	FLEXIBLE COUPLIN			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

CUSTOMER REQUEST TO PERFORM SC-114 ECM SOFTWARE UPDATE
CERTAIN KIA VEHICLES EQUIPPED WITH 2.4 GDI MAY EXPERIENCE
CHECK ENGINE OR MALFUNCTION INDICATOR LAMP.
REPLACED ECM UPGRADE
39111 2G771-150A03R0 .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

PERFORM KIA MULTI POINT INSPECTION WITH VEHICLE REPORT CARD
KIA MULTI POINT INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

COMPLIMENTARY WASH

COMPLIMENTARY WASH PROVIDED BY MORITZ KIA OF
HURST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	

CUSTOMER REQUEST WE DO RECALLS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
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DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE BY THE MANU-
FACTURER. THE SELLER, MORITZ MOTORCARS,
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES
EITHER EXPRESSED OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE, AND
MORITZ MOTORCARS NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME
FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter 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 streets, highways
or elsewhere for the purpose of testing and/or
inspection. An express mechanic's lien is hereby
acknowledged on above car or truck to secure the
amount of repairs thereto. I hereby agree to the
charges as outlined on this receipt and acknowledge
receipt of copy thereof.

NOTICE PURSUANT TO §70.001, Texas Property Code

I AM THE PERSON OR AGENT ACTING ON
BEHALF OF THE PERSON, WHO IS OBLIGATED
TO PAY FOR THE REPAIR OF THE MOTOR
VEHICLE SUBJECT TO THE REPAIR AGREEMENT.
I UNDERSTAND THAT THE VEHICLE IS SUBJECT
TO REPOSSESSION IN ACCORDANCE WITH
§9.609, Texas Business and Commerce Code, IF
PAYMENT FOR THE REPAIR OF THE MOTOR
VEHICLE BY A CHECK, MONEY ORDER, OR A
CREDIT CARD TRANSACTION IS STOPPED, DIS-
HONORED BECAUSE OF INSUFFICIENT FUNDS,
NO FUNDS OR BECAUSE THE MAKER OR
DRAWER OF THE ORDER OR THE CREDIT CARD
HOLDER HAS NO ACCOUNT OR THE ACCOUNT
UPON WHICH IT IS DRAWN OR THE CREDIT
CARD ACCOUNT HAS BEEN CLOSED.

X
SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON
RESPONSIBLE FOR PAYMENT

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS
OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT
OR ANY OTHER CAUSE BEYOND OUR CONTROL OR
FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF
PARTS OR DELAYS IN PARTS SHIPMENTS BY THE
SUPPLIER OR TRANSPORTER.

Carfax Report at time of purchase

03/19/2016

This CARFAX Vehicle History Report provided free of charge by:



AMD Auto Group LLC
4265 Kellway Cir
Addison, TX 75001
972-735-9011

SHOW ME THE CARFAX

US \$39.99



CARFAX® Vehicle History Report™

An independent company established in 1986

Vehicle Information:

2012 KIA OPTIMA EX
VIN: 5XXGN4A68CG [REDACTED]
SEDAN 4 DR
2.0L I4 FI DOHC 16V
FRONT WHEEL DRIVE

CARFAX Report Provided By:

AMD Auto Group LLC
4265 Kellway Cir
Addison, TX 75001
972-735-9011
www.automarketdirect.com/



No accident / damage reported to CARFAX



CARFAX 1-Owner vehicle



At least 1 open recall



17 Service records available



71,831 Last reported odometer reading



Worth \$640 more than retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/19/16 at 11:55:33 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**Price Calculator™**

Adjust the value of this 2012 Kia Optima EX based on the information available in this report

1) Retail Book Value

\$ 0

Enter retail book value here

2) CARFAX Price Adjustment™

+ \$640

Above retail book value

3) Adjusted Retail Value

Begin by entering the retail book value



Start by entering the retail book value from a pricing guide website



This vehicle is worth more than average based on information in this report



Compare adjusted retail value to seller's asking price when making your decision

**Ownership History**

The number of owners is estimated

Owner 1

Year purchased

2012

Type of owner

Personal



Estimated length of ownership	CARFAX 1 OWNER	3 yrs. 10 mo.
Owned in the following states/provinces		Texas
Estimated miles driven per year		18,633/yr
Last reported odometer reading		71,831

CARFAX Title History CARFAX guarantees the information in this section.	Owner 1
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate	

CARFAX Additional History Not all accidents/issues are reported to CARFAX.	Owner 1
Total Loss No total loss reported to CARFAX.	☒ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	☒ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	☒ No Issues Reported
Odometer Check No indication of an odometer rollback.	☒ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	☒ No Issues Reported
Manufacturer Recall At least 1 open recall reported.	Recall Reported
Basic Warranty Original warranty estimated to have expired:	Warranty Expired

Tell us what you know about this vehicle.

CARFAX

Detailed History

Glossary

Owner 1 Purchased: 2012 Type: Personal Where: Texas Est. miles/year: 18,633/yr Est. length owned: 4/30/12 - 3/7/16 (3 yrs. 10 mo.)	<table><tr><th>Date:</th><th>Mileage:</th><th>Source:</th><th>Comments:</th></tr><tr><td>04/05/2012</td><td>3</td><td>Central Kia of Irving Irving, TX 972-659-2204 centralkia-irving.com</td><td>Vehicle offered for sale</td></tr><tr><td>04/13/2012</td><td>5</td><td>Central Kia of Irving Irving, TX 972-659-2204 866central.com</td><td>Pre-delivery inspection completed Safety inspection performed Oil and filter changed Washed/detailed</td></tr></table>	Date:	Mileage:	Source:	Comments:	04/05/2012	3	Central Kia of Irving Irving, TX 972-659-2204 centralkia-irving.com	Vehicle offered for sale	04/13/2012	5	Central Kia of Irving Irving, TX 972-659-2204 866central.com	Pre-delivery inspection completed Safety inspection performed Oil and filter changed Washed/detailed
Date:	Mileage:	Source:	Comments:										
04/05/2012	3	Central Kia of Irving Irving, TX 972-659-2204 centralkia-irving.com	Vehicle offered for sale										
04/13/2012	5	Central Kia of Irving Irving, TX 972-659-2204 866central.com	Pre-delivery inspection completed Safety inspection performed Oil and filter changed Washed/detailed										

			VIN glass etching Window tint installed Emissions or safety inspection performed
04/30/2012	10	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Vehicle sold
04/30/2012		Texas Motor Vehicle Dept. Plano, TX	Titled or registered as personal vehicle
05/03/2012		Dealer Inventory Plano, TX	Vehicle offered for sale
05/16/2012	20	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Vehicle serviced
06/06/2012	62	Texas Motor Vehicle Dept. Plano, TX Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported Passed safety inspection Vehicle color noted as Silver
11/15/2012	10,963	Mustang Elite Lube Center Grapevine, TX 817-442-1663 mustangelitecarwash. com	Maintenance inspection completed Fluids checked Oil pan gasket replaced Oil and filter changed
01/19/2013	13,999	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Cabin air filter replaced/cleaned Washed/detailed Oil pan gasket replaced
04/03/2013	17,982	Preston Kwik Kar Plano, TX	Maintenance inspection completed Tires rotated Oil and filter changed
05/01/2013		Texas Motor Vehicle Dept. Plano, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Silver
07/02/2013	23,913	Preston Kwik Kar Plano, TX	Maintenance inspection completed Oil and filter changed
08/20/2013	25,998	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Battery replaced Washed/detailed Battery/charging system checked
11/11/2013	30,408	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Washed/detailed
12/03/2013	31,517	Preston Kwik Kar Plano, TX	Maintenance inspection completed Oil and filter changed
02/28/2014	35,554	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Washed/detailed Wastegate actuator replaced

05/01/2014		Texas Motor Vehicle Dept. Plano, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Silver
05/02/2014	38,698	Preston Kwik Kar Plano, TX	Maintenance inspection completed Air filter replaced Oil and filter changed Air filter checked
05/15/2014	39,591	Preston Kwik Kar Plano, TX	Maintenance inspection completed Safety inspection performed Emission system checked Emissions inspection performed
05/15/2014		Texas Inspection Station Plano, TX	Passed emissions inspection
09/30/2014	46,161	Preston Kwik Kar Plano, TX	Maintenance inspection completed Brakes serviced Fuel injection system flushed/serviced Oil and filter changed Cabin air filter replaced/cleaned Brake fluid flushed/changed
10/23/2014	46,835	Central Kia of Plano Plano, TX 972-422-5300 kiaplano.com	Wastegate actuator replaced
02/27/2015		Kia Motors America, Inc.	Manufacturer Recall/Service Campaign issued Recall # SC114 SC114 ECU UPDATE (P0087) Status: Remedy Available Click here to locate an authorized Kia dealer near you to obtain more information about this recall
04/07/2015	54,343	Preston Kwik Kar Plano, TX	Maintenance inspection completed Wiper(s) replaced Oil and filter changed
05/01/2015		Texas Motor Vehicle Dept. Plano, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Silver
06/09/2015	57,670	National Tire & Battery Dallas, TX 972-758-0193 ntb.com	Battery replaced
01/25/2016	68,965	Mustang Elite Lube Center Grapevine, TX 817-442-1663 mustangelitecarwash.com	Maintenance inspection completed Oil and filter changed Tire condition and pressure checked Tires rotated
03/07/2016	71,829	Auto Auction Texas	Vehicle sold at auction Listed as a dealer vehicle



Millions of used vehicles are bought and sold at auction every year.

03/11/2016

71,831

Dealer Inventory

Vehicle offered for sale

Tell us what you know about this vehicle

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

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CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.
3/19/16 11:55:33 AM (EDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2012 KIA OPTIMA vehicle (VIN: 5XXGN4A68CG [REDACTED]) which is based on information supplied to CARFAX and available as of 3/19/16 at 11:55 AM (EDT).

Customer Signature

Date

Dealer Signature

Date

Washington, TX



NHTSA HEADQUARTERS
1200 NEW JERSEY AVE SE
WEST BLDG.
WASHINGTON, D.C. 20590