

NOV 19 2018

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[REDACTED]  
Rochester NY [REDACTED]  
October 25, 2018

Re: Kia Recall Case # [REDACTED]  
VIN: KNAGM4A78B [REDACTED]

CL-11153889-9202

To: NYS Attorney General  
National Highway Transportation Safety Agency  
Kia Customer Service

This is to request assistance in getting a refund from Kia for repairs charged to me in the amount of \$1074 on recall repairs to my 2011 Kia Optima that Kia refused to pay.

Fucillo Kia on West Ridge Rd in Rochester NY did the recall repairs and said the passenger side air bag sensor was not covered and Kia said the same. Fucillo told me the car would still be safe without the air bag even though the recall letter said there was great risk without it. For all the years I have had this car, I have been taking my 3 grandchildren to school and back.

According to the NHTSA web page for this recall, there is also a risk of premature bearing wear. Within the last 2 years, I have had 2 bearing repairs done at a cost of approximately \$600.

Any assistance in getting these refunds would be greatly appreciated.

[REDACTED]

AM  
11-23-18  
W

FUCCILLO ENTERPRISES OF GREECE, INC.  
 DBA FUCCILLO KIA  
 4321 WEST RIDGE ROAD  
 ROCHESTER, NY 14626  
 585-720-8000

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOE</b>	TAG NO. <b>03006</b>	INVOICE DATE <b>10/24/18</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE <b>110.00</b>	LICENSE NO.	MILEAGE <b>82,569</b>	COLOR
[REDACTED]	YEAR / MAKE / MODEL <b>11/KIA/OPTIMA/4DR SDN 2.4L LX AT</b>	DELIVERY DATE	DELIVERY MILES	
ROCHESTER, NY [REDACTED]	VEHICLE ID. NO. <b>K N A G M 4 A 7 8 B</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.O. DATE <b>10/08/18</b>			
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

CUSTOMER STATES THE DRIVERS FRONT DOOR WON'T LATCH  
 DIAG APPROVED  
 ADJUSTED DOOR STRIKER TO CORRECT. TESTED OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6 TOTAL PARTS 0.00						
JOB # 6 TOTAL LABOR & PARTS 0.00						

J# 7+62K1Z	BODY ELECTRICAL	TECH(S) 4005	330.00			
<p><i>NOT TRUE</i></p> CUSTOMER STATES THE SEAT BELT WARNING LIGHT IS ON FOUND OCCUPANT CLASSIFICATION SENSOR MAT HAS INTERNAL ELECTRICAL FAULT CAUSING AIR BAG LIGHT TO COME ON. RIGHT FRONT SEAT OCS REPLACED RIGHT FRONT SEAT TRACK(CONTAINS OCS) TO CORRECT. TESTED OK.						

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7	1	88600-2T030	TRACK ASSY-FR S	683.00	668.85	668.85
JOB # 7 TOTAL PARTS 668.85						
JOB # 7 TOTAL LABOR & PARTS 998.85						

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	INTERNAL
JOB # 3	28821		10/08/18	RECALL 5C141	0.00
TOTAL - SUBLET					0.00

COMMENTS-----  
 DROP OFF- NEED A RENTAL

TECHNICIAN CERTIFICATION-----  
 4005 TONY 4NN9

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 10/08/2018 / 82595 MI 00K1Z100FKCP1 SELL 6 PACK BUNDLE \*  
 \*\*\*\*\*

\*\*\*\*\*  
 CASH  CHECK CK NO. [ ] \*  
 VISA  MASTERCARD  DISCOVER \*  
 AMER XPRESS  OTHER  CHARGE \*  
 \*\*\*\*\*

NYS REPAIR SHOP# 7102191  
 THANK YOU FOR YOUR BUSINESS !!!!

TOTAL LABOR....	330.00
TOTAL PARTS....	668.85
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	79.91
<b>TOTAL INVOICE \$</b>	<b>1078.76</b>

\*\*\*\*\*GENUINE KIA PARTS HAVE A 12/12 WARRANTY\*\*\*\*\*

\*\*\*\*\*ALL ESTIMATES SUBJECT TO CHANGE\*\*\*\*\*

10/24/18 10:24  
 10/24/18 10:24  
 10/24/18 10:24  
 10/24/18 10:24

CREDIT CARD  
 Sale

XXXXXXXXXX [REDACTED] Exp: XX/XX  
 AID: A000000041010  
 MASTERCARD Entry Method: Contact  
 CHIP READ

Total: USD 1,078.76  
 10/24/18 12:24:23  
 Resp Code: 00  
 Inv#: 000013 Appr Code: 988  
 Approved: Online Batch#: [REDACTED]  
 TRN Ref #: [REDACTED]

To reorder forms, please call: 315-474-1110



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



## IMPORTANT SAFETY RECALL

(Follow-Up Letter)

(NHTSA Recall Number: 18V363)

This notice applies to your vehicle: (KNAGM4A78B [REDACTED])

October 17, 2018

Dear Kia Optima or Optima Hybrid Owner:

### **Kia has identified a defect in your vehicle which relates to motor vehicle safety**

This notice is a follow up letter sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect which relates to motor vehicle safety exists in certain 2011-2013 MY Optima vehicles manufactured from August 12, 2010 through August 31, 2012 and certain 2011-2012 MY Optima Hybrid vehicles manufactured from February 15, 2011 through August 31, 2012. The defect may cause the front airbags and seatbelt pretensioners not to deploy in certain frontal crashes where deployment may be necessary, thereby increasing the risk of injury. You were previously advised that Kia was working on a repair remedy for this defect.

### **What Is The Problem?**

The airbag control unit ("ACU") detects crash severity and commands deployment of the advanced airbags and seatbelt pretensioners when necessary. The ACU in your vehicle contains a certain application-specific integrated circuit ("ASIC") that may be susceptible to electrical overstress ("EOS") during certain frontal crash events. If the ASIC becomes damaged, the frontal airbags and seatbelt pretensioners may not deploy in certain frontal crashes where deployment may be necessary, thereby increasing the risk of injury.

### **Kia Will Install A Wire Harness Kit Between The ACU Connector And Vehicle Harness Connector At No Cost For Parts Or Labor To You.**

Kia has advised its authorized dealers to install a wire harness kit between the ACU connector and vehicle harness connector in your vehicle. The work will be performed at Kia's expense at no cost to you. The actual time required to perform the repair will take approximately one (1) hour. However, your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize any inconvenience.

### **What Should You Do?**

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- To find your nearest dealer, visit [www.kia.com](http://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*):



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

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 of [www.kia.com](http://www.kia.com) or mail your receipts with a cover letter directly to Kia for review and consideration:

**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.**

