

NEF-010

MAY 07 2019

CL-11206714-4336



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
4330 EAST WEST HIGHWAY  
BETHESDA, MARYLAND 20814-4408

Deidre' Parker  
Program Assistant  
Office of the Secretariat  
Office of the General Counsel

Tel: 301-504-6836  
Fax: 301-504-0127  
Email: [dparker@cpsc.gov](mailto:dparker@cpsc.gov)

April 29, 2019

NHTSA  
Executive Secretariat  
Office of the Executive  
1200 New Jersey Avenue, SE  
West Building, 41-304  
Washington, DC 20590

Enclosed is a letter sent to the U.S. Consumer Product Safety Commission (Commission). The Commission cannot process the enclosed request or letter. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the request of letter for whatever action your agency deems appropriate. We have notified the correspondent about the referral. If you have any questions or concerns, please contact us.

Sincerely,

  
Deidre' Parker

Enclosure

NM  
05/02/19  
AS

RL

April 12, 2019

<b>U.S. Consumer Product Safety Commission</b> 4330 East West Highway Bethesda, MD 20814	<b>U.S. Department of Labor</b> Occupational Safety & Health Administration 200 Constitution Avenue, NW Washington, DC 20036
<b>National Product Testing and Evaluation Center</b> 5 Research Place Rockville, MD 20850	<b>Environmental Protection Agency</b> Atlanta Federal Center 61 Forsyth Street, SW Atlanta, GA 30303-3104

Subject: 2017 KIA Sportage LX VIN #: KNDPM3AC4H7 [REDACTED]  
KIA Customer Service Case# [REDACTED]  
KIA Online Case# [REDACTED] Case closed. Reason unknown  
KIA Online Case# [REDACTED] Case closed. Reason unknown

Attn.: To whom it may concern, [REDACTED]

We leased a 2017 KIA Sportage from the FKCC (Fuccillo KIA of Cape Coral) on February 20, 2017. We live in our home in Cape Coral during winters and live in our home in Michigan during the summers. The Sportage is stored in our garage in Cape Coral while we are in Michigan.

When we got back to Cape Coral at the end of October 2018 and found the dashboard of the Sportage all discolored. We found this phenomenon only on the dashboard. Assuming perhaps its dust we tried to whip the dashboard with a cloth but whatever on the dashboard did not come off. It appeared as if something is growing on the dashboard. While trying to convince FKCC that they should test what is on the dashboard and assure as that there is no health hazard, I ended up in Urgent Care twice due to reaction to the cabin atmosphere. KIA finally admitted that there was some white residue on the dashboard cover due to aging of the material used to fabricate the cover and replaced the cover. I am still getting sick if I spend any length of time in the Sportage. Further, the door pads are made of the same material as well and KIA has no intention of replacing any of these. We wonder how many other KIA customers are having this issue and getting sick and not aware of the airborne mold issue.

While all this was going on, we started to notice that there is also an intermittent transmission slippage issue without any OBD error message or "Check Engine" alarm. We took the vehicle several times to FKCC regarding this, they initially drove the Sportage around the parking lot and concluded they are unable to duplicate the issue even though I repeatedly told them that it is intermittent issue and cannot be duplicated with a snap of the finger. FKCC asked me to drive around their Tech person to demonstrate the issue. I could not duplicate the issue during the driving test and again reminded them that it is intermittent issue and cannot be duplicated on demand. Finally I recorded the slippage and

[REDACTED]  
Cape Coral, FL [REDACTED]  
[REDACTED]

demonstrated the issue. They installed an external flight recorder and asked me to drive around for couple of weeks. The flight recorder indicated an issue and they replaced the transmission. The issue is still there. They replaced an ECM module saying that it was defective. The slippage issue still exists. Until March 21, 2019 this issue was within the city driving basically performing research for KIA at the cost of about \$500.00 per month to us on lease payment and associated auto insurance. On March 21 St. and 22Th. the slippage happened while driving on cruise control.

All we were asking KIA is to cancel the lease and send this vehicle back to KIA's R&D for additional tests on their communication software algorithm that interfaces between the programs of the transmission and the OBD. It appears that KIA is not interested in the safety and health of the public. We wonder how many other customers are having this issue and even got into accidents and not aware of it.

At age [REDACTED] we owned and drove several autos for many years. Other manufactures generally notified the customers if there is a recall or program update. We don't recall getting any notification from KIA. It appears that unless the vehicle is taken to a KIA dealer for routine maintenance, the customers are not notified.

We are now appealing to the regulatory agencies to see if you are interested in the safety and health of the public. If you are not the regulatory agency for this issue, please forward these documents to the proper agency in the interest of Safety and health of the public. It looks like KIA is not interested in Public Safety and Health. In the wake of the Boeing 737 incident, which we believe is related to a communication software algorithm issue similar to that of the transmission slippage.

Thank you

[REDACTED]

CC: File  
KIA Consumer Assistance Center  
Consumers Protection Agency  
BBB Florida  
Florida Attorney General  
Federal Trade Commission

[REDACTED]  
[REDACTED] Cape Coral, FL [REDACTED]

March 25, 2019

Consumer Assistance Center Kia Motors America, Inc. P. O. Box 52410 Irvine CA 92619-2410	KIA Motors Finance PO Box 660891 Dallas, TX 75266-0891
KIA Motors Finance PO Box 20825 Fountain Valley, CA 92728	Fuccillo KIA of Cape Coral 404 NE Pine Island Road Cape Coral, Florida 33909

Subject: **2017 KIA Sportage LX VIN #: KNDPM3AC4H7** [REDACTED]  
**KIA Customer Service Case#** [REDACTED]  
**KIA Online Case#** [REDACTED] **Case closed. Reason unknown**  
**KIA Online Case#** [REDACTED] **Case closed. Reason unknown**

Attn.: Consumer Assistance Center,

As required by the "Motor Vehicle Defect Notification Form", we gave one last opportunity to KIA to fix the ongoing issues since November 2018. On March 20, 2019, we were told by Ryan (949.430.3349) of KIA Corporate Office that KIA completed their evaluation and concluded there are no issues and that the Sportage is working per KIA's specifications.

Our experience on March 21, 2019 proved otherwise. Please review the attached event logs of March 18, 2019 through March 22, 2019.

[REDACTED]

CC: File  
KIA Financial  
Kia Motors America, Inc.  
Consumers Protection Agency  
BBB Florida  
Florida Attorney General  
Federal Trade Commission  
Equifax, Experian, TransUnion

[REDACTED] Cape Coral, FL [REDACTED]

February 27, 2019

Consumer Assistance Center Kia Motors America, Inc. P. O. Box 52410 Irvine CA 92619-2410	KIA Motors Finance PO Box 660891 Dallas, TX 75266-0891
KIA Motors Finance PO Box 20825 Fountain Valley, CA 92728	Fuccillo KIA of Cape Coral 404 NE Pine Island Road Cape Coral, Florida 33909

Subject: 2017 KIA Sportage LX VIN #: KNDPM3AC4H7 [REDACTED]  
KIA Customer Service Case# [REDACTED]  
KIA Online Case# [REDACTED] Case closed. Reason unknown  
KIA Online Case# [REDACTED] Case closed. Reason unknown

Attn.: Consumer Assistance Center,

As recommended by the Florida Attorney General's Office, enclosed please find an official "Motor Vehicle Defect Notification Form". All the information requested in this form has already been mailed through certified mail to Consumer Assistance Center and Fuccillo KIA of Cape Coral twice. First one was mailed on December 20, 2018 and the second on February 21, 2019.

[REDACTED]

CC: File  
KIA Financial  
Kia Motors America, Inc.  
Consumers Protection Agency  
BBB Florida  
Florida Attorney General  
Federal Trade Commission  
Equifax, Experian, TransUnion

[REDACTED]  
[REDACTED] Cape Coral, FL [REDACTED]  
[REDACTED]

**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Transmission Slippage and Airborne Mold  
Within the Cabin.

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make KIA Model Sportage Year 2017

VIN K/N/D/P/M/3/A/C/4/H/7 [REDACTED] Date of Delivery December 20, 2018

Name and City/State of selling dealer or leasing company (if applicable) KIA Motors Finance

Name and City/State of authorized service agent(s) attempting previous repairs: Fuccillo KIA of Cape Coral FL

Consumer [REDACTED]  
Address [REDACTED]  
Cape Coral FL [REDACTED]

Home phone [REDACTED]  
Work phone [REDACTED]  
Signature [REDACTED]  
Date Mailed February 27 (2019)

KIA Customer Service Case# [REDACTED]

KIA Online Case# [REDACTED] Case closed. Reason unknown

KIA Online Case# [REDACTED] Case closed. Reason unknown

## Information Given to Fuccillo KIA of Cape Coral

2017 KIA Sportage LX VIN #: KNDPM3AC4H7 [REDACTED]

KIA Customer Service Case# [REDACTED]

KIA Online Case# [REDACTED] Case closed. Reason unknown

KIA Online Case# [REDACTED]

Items highlighted in yellow are either new entries or items of concerns.

November 20, 2018

1. There appears to be something growing on the dashboard and is emitting an obnoxious & nauseating odor. We want to make sure there is no health hazard with this substance and we need the dealer to test and take care of this issue.
2. Transmission is slipping. On November 17, 2018, while my wife and I were travelling North on Santa Barbra, in the middle of Pine Island intersection, the transmission slipped into neutral for several seconds and abruptly engaged into gear after passing the intersection. We want to make sure that we are safe to be on the road in this vehicle. The slippage appears to be an intermittent issue.

November 21, 2018

1. At about 8:00 am, I was on Stringfellow road in Pine Island going about 60 MPH. The transmission slipped into neutral for several seconds and abruptly engaged into gear. This is a day after a through test and not finding anything wrong by Cape Coral Fuccillo.
2. It happened again at about 2:30 PM after stopping at FKCC to inform the 8:00 AM incidence above. I turned right on Pine Island road from

FKCC and started accelerating the transmission slipped into neutral for several seconds and abruptly engaged into gear.

3. FKCC informed us that they are not seeing any error code to indicate transmission malfunction. Our research on this issue indicates that low in transmission fluid may cause this slipping issue. Since we are not finding a dipstick in this vehicle to check the fluid level, we assume FKCC checked this out to give us an assurance that the fluid level is up to specs.
4. I was asked by FKCC to drive in person and demonstrate the transmission slippage to the service tech during the next appointment on the morning of 11/28/18. This is an intermittent issue and cannot be duplicated on demand.

November 24, 2018

1. The transmission slipped few times today. I made video clips from the dashcam and camcorder during the slippage. MP4 files of these videos are given to FKCC.
2. Since this is an intermittent issue, trying to demonstrate in person may take several days of driving around with the FKCC's tech. I was able to utilize a combination dashcam **for road** and camcorder **for tachometer** to record the above slippage.
3. I was also told by FKCC that the slippage may be happening because we have been driving the Sportage on ECO mode around City streets. This comment is not logical and there is no reference to this on the

Owner's manual. See attached page off the manual. The above video clip was made while driving the Sportage on Normal mode.



4. When we dropped off the Sportage for service on November 20, 2018, we gave a written description indicating that there appear to be something growing on the dashboard. The service report we received back from FKCC indicated that they were unable to duplicate our concerns. We decided to test for air born mold on our

own. Our test performed on November 24, 2018 indicated that there are several types of airborne mold present within the vehicle. See attached photos.

November 28, 2018

1. Given the video clip I made on November 24<sup>th</sup>. to FKCC service department.
2. FKCC invited me to stop by the service department first thing in the morning and drive the Sportage with technician Jerry so that he can monitor the OBD instrument through a tablet. I drove the vehicle for several miles with varying traffic patterns and speed condition. The Sportage did not exhibit any transmission slippage at this time. Jerry and I discussed a possible onboard flight recorder. He said that he will discuss this with the Engineering. I left the Sportage at the service for the evaluation of their Engineering.

December 3, 2018

1. Received a call from FKCC to notify me that Engineering approved installation of a flight recorder to further investigate the slippage issue. I was surprised when I was told to stop by the service and pick up the Sportage. It appears that my wife and I are given until December 12, 2018 to drive the vehicle around and press a green start button plugged into the cigarette lighter whenever the slippage occurs. In order to press the green start button, my hand has to cross the gear shift lever and reach out to the flight recorder plugged into the cigarette lighter.



I considered just driving with a slipping transmission would be like playing a Russian Roulette not only with my wife's and my life but also other drivers on the road. Taking our eyes off the road and reaching for the green start button especially at night would be like playing a Russian Roulette with bullets loaded in most of the chambers. However, we agreed to go along with the request.

2. As I mentioned to the service personnel and the tech Jerry, the slippage happens for a few seconds. In my opinion as an Electrical/Mechanical Engineer of over 50 years, unless this flight recorder is capable of recording the slippage several seconds prior to the slippage happening, pushing the green button will not record any issues. In order to push the green button while the slippage is happening, we need to drive the vehicle around with our thumb on the green button by the cigarette lighter; an action the traffic safety department may not recommend.

3. The video recording we furnished to FKCC on November 24, 2018 is the most accurate proof of the slippage. The dash cam shows the speed at which the vehicle is travelling and the camcorder shows the tachometer when the vehicle went into neutral when the slippage happened. We recorded continuously while driving and the clip we gave is the recording while the slippage happened.
4. I drive this Sportage more than my wife. When we got back to Cape Coral for the winter, I developed sever sinus and respiratory issues and received treatments at Lee Convenient Care at Pine Island Road on November 5, 11 and 28<sup>Th</sup>. When I dropped off the Sportage at FKCC service on November 28<sup>Th</sup>. I didn't drive the Sportage until I started to drive again on December 3<sup>Rd</sup>. During this period, the sinus and respiratory issues cleared up. After I started to drive again on December 3, 2018 to record on the flight recorder, the sinus and respiratory issues came back.

December 4, 2018



1. We decided to start a second mold test today to make sure the accuracy of the first test performed on November 24, 2018. On December 7, 2018, we started seeing several types of airborne molds on the petri dish. See attached photos.

December 13, 2018

1. Returned the Sportage to the

FKCC service department with logs on the "Customer Information Instructions for Using Flight Recorder" data sheet given to me for directions to operate the flight recorder. Mark Koehlke told me that FKCC wants to keep the Sportage for few days to perform additional diagnostics. I told Mark Koehlke FKCC that we have no intension of driving the Sportage until they find solutions to the slippage and the air born mold issues.

2. We recommend that FKCC share the video we made with KIA Engineering.
3. Below are our recorded slippage incidences and actual manually triggered date and time. My wife was in the Sportage and recorded the incidences. The frequency of the slippage appears to be getting closer.

Recorded Date & Time

12/04/2018 9:36 AM  
12/07/2018 11:51 AM  
12/07/2018 12:12 PM  
12/11/2018 1:54 PM

4. At this point, we don't feel that this Sportage is safe for driving on public roads and further, not healthy for both my wife and I to be breathing the air born molds.

December 20, 2018

1. We received a call from Mark Koehlk today to inform us that FKCC has been authorizes, not sure by who, to replace the transmission and perform a deep clean and detailing to this leased Sportage to see if they can eliminate the mold issue.

December 22, 2018

1. We received a call from Mark Koehlk today to inform us that the transmission has been replaced and the deep clean and detailing are also completed.

December 31, 2018

1. Picked up the Sportage from FKCC.
2. We setup the petri dish to performed mold test.

January 2, 2019

1. Received a call at 9:19 AM from April of KIA Consumer Affairs (866.328.8312). I informed her that we are performing another mold test before starting to use the Sportage. Call back at 800.333.4542 Case# [REDACTED] if the mold test is positive KIA will work with us for resolution.



2. The mold test is once again showing several types of airborne molds on the petri dish and I am getting sick if I drive this vehicle for any length of time.

3. The transmission slippage happened on these following days:

Recorded Date & Time

01/04/2019	4:24 PM
01/06/2019	5:54 PM
01/09/2019	3:04 PM
01/12/2019	10:34 AM
01/15/2019	5:14 PM

January 11, 2019

1. Received a call at 11:55 AM from Craig of KIA Consumer Affairs (800.333.4542). I informed that the airborne mold test still showing several types of airborne molds on the petri dish. Further the Transmission is still slipping. KIA is proceeding with buying the Sportage back and we were told that it would take few days.
2. Since we got back to Florida from Michigan in November 2018, I haven't been able to drive this Sportage much except to perform research for KIA on the transmission issue. It appears that the issue still remains after replacing the transmission. Further, I'm getting sick if I drive the Sportage for any length of time due to airborne mold.
3. The OBD did not issue any error messages or warnings and yet there was what may be a serious issue with the programmable transmission system that can be detected through installing an external flight recorder. We expected KIA engineers to want to test this transmission on this vehicle as it is to see if there are any glitches in the programming interface between the transmission and the OBD system. We wonder how many other KIA vehicles are on the road with what may be a

serious safety issue. If OBD cannot detect this issue, the Engineers and Techs will not be able to diagnose this issue without an external flight recorder.

January 16, 2019

1. Called KIA Consumer Affairs (800.333.4542) and talked to one Chris to discuss the above Case# [REDACTED]. It appears that they are waiting for response from FKCC.

January 17, 2019

1. I called Mark Koehlke of FKCC service to let him know that the transmission issue is still there and the airborne mold is just as bad and making me sick. He was not available so I left a message to call me back. He called me back at 2:58 PM. I filled him in on the details. I also informed him that personnel from KIA Consumer Affairs called and that they are waiting for response from FKCC on these issues. I asked Mark Koehlke if I should bring the Sportage back to FKCC's service in order for them to document the current status. He told me that there is nothing more FKCC can do at this point so to wait for KIA Consumer Affairs to contact me back.



2. Between the lease payment and the Auto Insurance, it has been costing us over \$500.00 per month since November 2018, to perform research

for FKCC and KIA Engineering and parked on the driveway the rest of the time.

January 29, 2019

1. Called KIA Consumer Affairs (800.333.4542) at 2:48 PM and talked to one Juliana to discuss the above Case# [REDACTED]. I was informed that this case has been escalated to the next level. However, we once again had to explain from start to finish the issue related to the above Case# [REDACTED]. Juliana said she is forwarding all we discussed today to the case manager Kala and someone will review the case and get back with us. According to Juliana, she tried to get the case manager Kala to discuss the case with us but Kala was not available at that time.
2. I informed her that according to Chris of KIA when I talked to him on January 16, 2019, KIA is waiting for feedback from FKCC on this issue. In an inquiry with FKCC, they have no knowledge of KIA's request.

January 30, 2019

We approached KIA Financial to see if they would suspend the lease payment while KIA workouts a buyout deal. On February 4, 2019, KIA Financial denied our request.

February 1, 2019

1. We received a call from one Ryan (949.430.3349) of KIA Corporate Office at 11:37 AM. He said according to their records, FKCC took care of all the issues. If the issues still exist, he said we should take the Sportage back to FKCC and open a ticket and he will follow-up with Mark Koehlke.
2. With regard to the airborne mold, Ryan mentioned all vehicles would have some form of mold especially in a humid atmosphere. We have several other vehicles and I've been driving all brands of vehicles for over 60 years and never got sick with airborne molds from any of those vehicles.
3. Dropped off the Sportage with Mark Koehlke of FKCC service.

February 4, 2019

1. We received an email from KIA Financial to let us know that they are unable to help us because of the nature of your inquiry.

February 6, 2019

1. We received a follow up call from Ryan (949.430.3349) of KIA Corporate Office at 11:36 AM. He was curious as to if we received any update from FKCC service since we dropped off the Sportage on February 1, 2019. He also informed me that they are sending a factory tech to perform additional diagnostics on the transmission and mold.

2. We received a call from one Riana of KIA Consumer Affairs. We missed the call but she left a message to call her back on (800.333.4542). I called back and got one Bill and I asked to speak to Riana. It appears that Riana of KIA Consumer Affairs may not exist at (800.333.4542), the call back number she left on my voice mail. So, who are April, Craig, Chris, Juliana and I'm still waiting for a call from my Case Manager Kala of KIA Consumer Affairs.

February 7, 2019

1. We received a call from Mark Koehlke of FKCC service at 3:09 PM to let us know that KIA Engineering authorized FKCC to replace the ECM module. They replaced the ECM today but the new ECM produced unsatisfactory and strange results. FKCC ordered another ECM and waiting for delivery.
2. At this point, we rather cancel the lease from FKCC. We no longer feel safe to drive this Sportage on public roads. Further the presence of airborne mold is a health hazard with us and no longer wishes to take unnecessary risks with this Sportage.

February 12, 2019

1. Called Mark Koehlke of FKCC service at 11:38 AM to get an update. It appears that KFCC received authorization to replace the dashboard and they are still waiting for the replacement ECM module.

2. We received a follow up call from Ryan (949.430.3349) of KIA Corporate Office at 1:39 PM. He called us to inform us what we already knew from our call to Mark above. However, he did not know that the first ECM module produced unsatisfactory and strange results. With respect to the airborne mold that I get bad reactions. He told us that there will always be mold in the air but he is unable to comprehend the fact that I never got bad reaction to mold in autos the past 60 years of my driving various brands of vehicles including a 2010 Ford Escape we are driving besides the KIA Sportage.

February 14, 2019

1. We received a call from Mark Koehlke of FKCC service at 12:35 PM to let us know that the repairs are complete and the Sportage is ready for pickup.
2. I told Mark Koehlke that if either problem comes back, I'll drop off the keys at FKCC in order to send this Sportage to KIA's R&D.



3. We performed a mold test today. The mold test is once again showing several types of airborne molds on the petri dish and I am getting sick if I drive this vehicle for any length of time.

February 19, 2019

1. The transmission slippage is happening again on these following days:

Recorded Date & Time

02/19/2019	7:22 AM
02/20/2019	10:59 AM

February 26, 2019

1. Dropped of the Sportage at FKCC.
2. On January 11, we received a call from Craig of KIA Consumer Affairs (800.333.4542) to inform us that KIA is proceeding with buying the Sportage back and we were told that it would take few days.
3. On February 6, 2019, we received a call from Ryan (949.430.3349) of KIA Corporate Office. He wanted to perform some more test and told us to drop the Sportage at FKCC. We did on the same day. FKCC replaced the ECM module per the direction of KIA Engineering. The issues are still present.
4. Please coordinate with Craig of KIA Consumer Affairs (800.333.4542) and Ryan (949.430.3349) of KIA Corporate Office for further directions on buyout. We are done with this Sportage.
5. Received a call from The Florida Attorney General's office (850-414-3500) at 3:42 PM advising us to fill a Motor Vehicle Defect Notification form and send to KIA by certified mail.

March 1, 2019

1. We received an emailed from Octavia Murray, Total Case Manager of KIA Motors America, Inc. to get update on these ongoing issues. We emailed the complete documents and will be emailing future progress to her.
2. We received a call from Stephanie of KIA Finance (714-369-1552) at 5:17 PM to let us know that they will have to report us to the Credit Reporting Agency once the lease payment is 30 days past due for a vehicle that we are unable to use. She also mentioned that it is up to the Consumer Assistance Center to help us with substitute lease payment while the issues of the Sportage are being researched by Fuccillo and KIA Engineering.

March 4, 2019

1. We received a call from Ryan (949.430.3349) of KIA Corporate Office at 4:58 PM. He wanted to know if we are having any further issues with the Sportage. We told him that the same two problems are still present and we don't feel comfortable driving this vehicle any longer and that we like to cancel the lease agreement. He told us to follow the Florida's Lemon Law procedures. We told him that the required form has is already been filed with KIA. He wanted to know if the Sportage is at the dealer and when we dropped it off. He said that he will follow up with the dealer.

March 7, 2019

1. We received a call from Ryan (949.430.3349) of KIA Corporate Office at 5:70 PM. He wants us to meet with their tech again on the 18<sup>Th</sup>. to drive around and demonstrate the transmission slippage. I told him that I have a doctor's appointment at 1:40 PM on the 18<sup>Th</sup>. He said that the tech appointment would be in the morning and that he will call and let us know the exact time. I further told him that the slippage is an intermittent issue and cannot be duplicated on demand. I mentioned this to several techs since November 20, 2018. However, I agreed to meet with their Tech on the 18<sup>Th</sup>.
2. In regard to the mold issue, Ryan once again mentioned that they did not see any mold growing. I told him that we performed several tests for airborne mold and they are all positive to many types of mold. He further told us that there is always going to be airborne mold. I reminded him that as I mentioned several times before, I've been driving many brands of vehicles for the past 60 years without getting ill with mold allergies. I also told him that the only way I'll be able to drive this vehicle is to go through vigorous allergy test on myself and perform lab test of the mold culture to identify the affecting mold and take medication for the remaining lease period which I'm not thrilled about doing.

March 18, 2019

1. An appointment is set for this morning to meet with a corporate Tech. Mark Koehlke of FKCC service to call us when the Tech arrives and ready to meet with us. It appears that the Tech wants to drive around with us to see if we can duplicate the transmission issue. Even though

we mentioned numerous times that the issue is intermittent and cannot be duplicated with a snap of a finger. Unless the tech is willing to drive around with us for several days, this issue cannot be duplicated. This was done once before on November 28, 2018 with KFCC Tech Jerry. We drove around for a while but couldn't duplicate the transmission issue. The issue was later detected by installing a flight recorder on December 3, 2018. Since we are repeating this driving test, it is clear to us that this service logs since November 2018 are not being shared by the reviewing parties of KIA.

2. It seems that at this point driving around with a medical doctor to observe the bad reactions I get from the airborne mold would be lot more appropriate.
3. Since November 2018, we clocked little over 1000 miles and most of the mileage was performing research for KFCC and KIA. Between lease payment and insurance, it is costing us over \$500.00 per month in order for FKCC and KIA to perform research. In our opinion, these researches should be done at the R&D of KIA and not by the consumers.
4. I met Jeff, a corporate tech at Fuccillo. I asked Jeff since the transmission slippage is an intermittent issue, if he is planning on driving around with me for several days until we the slippage happens. He asked me to drive from the dealer to I-75 intersection and back. The testing equipment Jeff had was either the same equipment or similar to the one used during a previous driving test on November 28, 2018. This equipment came-up with no issues with the transmission. But the flight recorder proved

otherwise and on December 20, 2018, Engineering authorized replacement of the Transmission. I also told him that if I get sick with the airborne mold, I'll have to pull over and let him drive the Sportage back to the dealer. By the time we got close to the intersection, my eyes started burning and I started getting a bad headache. I drove back to the dealer.

5. I asked Jeff, Since November 2018, Fuccillo kept telling me there is no mold and kept on telling me to wash the surface with soap and water. Then why they decided to replace the dashboard pad. The response was, he tried the soap and water method but found a white powder type dust on the surface and couldn't remove with soap and water. They approached Engineering for advice and were told that "the white powder type of dust is a byproduct of a chemical reaction that takes place when the material they use to produce the pads age. Jeff also mentioned the chemical reaction may have something about a new car smell. Interestingly, the ticket on February 12, 2019 did not mention this phenomenon when KIA replaced the dashboard. The question at this point is if this dust is reacting as mold in the mold tests we took. My question to Jeff was, are they plan on replacing the door pads and every other covers made of the same material. There was no response from Jeff.
6. Jeff wanted to do some more tests and kept The Sportage at the service department.

[REDACTED] 7. At 1:30 PM, I kept my scheduled appointment with my Doctor as I mentioned to Ryan on March 7. The doctor examined my condition and prescribed medication for sinus blockage and asked to pack ample supply of Excedrin for Migraine if I want to keep driving this Lease Sportage.

March 19, 2019

1. We received a call from Mark Koehlke of FKCC service to let us know that Jeff completed his diagnoses and did not find anything wrong and the Sportage is ready to be picked up. I told him that I need Ryan (949.430.3349) of KIA Corporate Office to inform me of this.

March 20, 2019

1. We received a call at 8:20 AM from Ryan (949.430.3349) of KIA Corporate Office to inform me that the diagnoses on the Sportage is complete and as far as KIA is concerned, the vehicle is working per the manufacturer's specifications and that I should pick-up the Sportage from Fuccillo.
2. The ticket described the diagnoses as: "Drove the vehicle with the customer for 13 miles and additional 54 miles on his own and did not find any issues with Transmission and used Borescope and did not find any mold"

3. The ticket further did not mention the fact that I was getting sick during the driving test. As I mentioned earlier, a Medical Doctor should have given me this driving test.

March 21, 2019

1. A cousin of mine passed away in Boynton Beach. We took this opportunity to drive the Sportage with adequate supply of Prescription nasal spray and Excedrin as recommended by my doctor. We also noted the mileage (24,702) prior to departure. My wife observed and kept the following log while I drove.
2. On HWY 80 driving towards Boynton Beach, I had the Sportage on cruise control. At 2:08 PM, the odometer went from 2000 RPM to over 5000 RPM and the Sportage was not accelerating. The mileage on the Sportage was 24889 miles, a difference of 187 miles. It happened again at 2:10 PM.

March 22, 2019

1. On our way back from Boynton Beach, at 1:57 PM, on military trail, it happened again. The mileage was 24,920 miles a difference of 13 miles. It happened again at 3:10 PM near Belle Glade. The mileage was 24,973 miles a difference of 53 miles. Once again, I was driving on Cruise control.
2. As we mentioned at least 5 times in the past through this log, this is an intermittent issue and cannot be duplicated at the snap of the figure. The only way KIA was able to detect this potentially serious issue was to install an external flight recorder and request the customer to interact when the issue occurs. We demonstrated this on December 3, 2018.

3. Once again, we don't feel safe or healthy to lease this Sportage for another one year. Further, I'm not thrilled about loading a bunch of drugs into my body just to have the privilege of drive this **LEASE** Sportage for another year.

April 8, 2019

1. We received a call at 12:11 PM from Ryan (949.430.3349) of KIA Corporate Office to inform me that he received our logs between March 21 St. and 22Th. 2019 and said that since their tech was unable to duplicate the slippage, they consider they are done with their part and cannot do anything more to correct these two issues. This decision was made by KIA without another flight recorder reading and flight recorders are not a standard component of any of the KIA vehicles. KIA further ruled out the presence of Mold or other airborne substance within the cabin without performing any form of test as we requested.
2. Ryan also was wondering if we were on an up or down hill while on cruise control when the slippage happened. We informed him that there are no hills and valleys in Florida to drive up or down hill.
3. It appears KIA is having difficulties understanding "intermittent" even after giving the slippage date, time and mileage on the 21<sup>St</sup> and 22Th. of March 2019.

4. KIA is further having difficulties understanding “airborne” mold or other unhealthy substance is present within the cabin of this Sportage and perhaps all KIA vehicles.

CC: File

December 20, 2018

Fuccillo KIA of Cape Coral  
404 NE Pine Island Road  
Cape Coral, Florida 33909

Attn.: Billy Fuccillo,

We leased a 2017 KIA Sportage from the FKCC (Fuccillo KIA of Cape Coral) on February 20, 2017. We live in our home in Cape Coral during winters and live in our home in Michigan during the summers. The Sportage is left behind in Cape Coral FL while we are in Michigan.

When we got back to Cape Coral at the end of October 2018, we found the dashboard of the Sportage discolored. We found this phenomenon only on the dashboard. Assuming perhaps its dust we tried to whip the dashboard with a cloth but whatever on the dashboard did not come off. It appeared as if something is growing on the dashboard. We took the vehicle to FKCC and asked if we can use ArmorAll to clean the dashboard. A young lady who attended us went to consult with a Tech expert. The tech looked at it and advised to the attendant not to use ArmorAll but try soap and water and left. The young lady looked at me and said try soap and water. I got back home and tried soap and water but we were not successful. I took the car back and this time one of the attendant said that she will consult with a service manager. She came back with guy from the service department and he sprayed window cleaner on the dashboard and tried to whip it out. It appeared to be smearing on the dashboard and coming off. He then commented that I need to work on it to remove all. I tried to tell him that this is a leased vehicle. He replied "what's that has to do with anything" and left. We tried to tell him that this is happening only on the dashboard and nowhere else even though the material is the same. Further, our lease is maturing on Feb. 20, 2020 and we don't want to end up paying for any damages caused by cleaning with window cleaner when we turn in the vehicle in 2020 for something that appears to be a defect in the product. At least two gentlemen from your service department found our trip to FKCC hilarious and had lots of laughs except Mark Koehlke. He listened to us.

In the meantime, we noticed an issue with the transmission. It took us several visits to your service department and a lot of time and energy in our part to research on this issue and record audio/video proof to finally convince them that there is a serious issue with the transmission.

Rather than repeating all that went on since we took the Sportage for the first time to FKCC' service department on November 20, 2018 through December 13 2018. We are attaching the log we kept each time we took the Sportage to the FKCC service department.

We dropped off the Sportage at your service department on December 13, 2018 for what I was told for additional testing. Mark Koehlke of your service department told me that FKCC wants to keep the Sportage for few days to perform additional diagnostics. We have been waiting since then for some resolution on these serious issues from FKCC.

We received a call from Mark Koehlke today to inform us that FKCC has been authorizes, not sure by who to replace the transmission and perform a deep clean and detailing to this leased Sportage to see if the mold issue can be eliminated.

We are both [REDACTED] years of age and we've purchased and leased GM, Ford, Chrysler, Toyota and Mazda in the past [REDACTED] years of marriage. Several of the vehicles (GM, Ford and Mazda) that we owned, we drove close to 400K miles and we never come across a mold phenomenon in any of those vehicles in the past or at present. Further, we never had to replace a transmission within a year and a half of purchasing a brand new vehicle.

In view of all that happened with this Sportage, we have no intention of purchasing this vehicle at the end of the lease term which ends in May 20, 2020. Wouldn't it be cost effective in everyone's favor if FKCC just canceled our lease agreement and return the vehicle back to whoever authorize for this expensive repairs? Further, as an engineer of over 50 years, I would imagine KIA engineers might want to test this transmission on this vehicle as is to see if there are any glitches in the programming. The OBD did not issue any error message or warning and yet there is what may be a serious issue with the transmission. In addition, a follow-up visit to Lee Physician Group on December 18, 2018 confirmed that I may be Allergic to mold and what I experienced is what is called a Non-seasonal allergic rhinitis by unspecified trigger. Even after a deep clean and detailing of the Sportage, psychologically we will always feel unsafe given that the mold found was airborne.

[REDACTED]

CC: File  
KIA Financial

February 21, 2019

Fuccillo KIA of Cape Coral  
404 NE Pine Island Road  
Cape Coral, Florida 33909

Subject: 2017 KIA Sportage LX VIN #: KNDPM3AC4H7 [REDACTED]  
KIA Customer Service Case# [REDACTED]  
KIA Online Case# [REDACTED] Case closed. Reason unknown  
KIA Online Case# [REDACTED]

Attn.: Billy Fuccillo,

Since November 2018, Fuccillo and KIA Corporate have been trying to identify and take care of two issues with this 2017 KIA Sportage. The two issues are airborne mold within the vehicle and transmission slippage. Please refer to attached "Event and Issues Logs" we gave to Fuccillo each time we dropped the Sportage off for service. We consider these two issues are both health and safety related issues.

Between the lease payment and the Auto insurance, it has been costing us over \$500.00 per month for a vehicle we are unable to use. It is getting to a point, we feel like we are paying Fuccillo/KIA \$500.00 per month to perform research to identify the two issues. In our opinion these researches should be performed by the R&D of KIA and not the expense of the customers. We approached KIA Financial to suspend the lease payment until these issues are resolved by Fuccillo and KIA Engineering. It appears that they declined even though they told us that they are part of KIA Family.

We are therefore returning this vehicle to Fuccillo in accordance with Florida Lemon Law. We are suspending the lease payment and cancelling the Auto Insurance as of today.

CC: File  
KIA Financial  
Kia Motors America, Inc.  
Consumers Protection Agency  
BBB Florida  
Florida Attorney General  
Federal Trade Commission  
Equifax, Experian, TransUnion

[REDACTED]  
[REDACTED] Cape Coral, FL [REDACTED]  
[REDACTED]

U.S. Postal Service™  
**CERTIFIED MAIL® RECEIPT**

Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

DALLAS, TX 75266

Certified Mail Fee \$3.50  
\$  
Extra Services & Fees (check box, add fee to amount above)  
 Return Receipt (hardcopy) \$0.00  
 Return Receipt (electronic) \$0.00  
 Certified Mail Restricted Delivery \$0.00  
 Adult Signature Required \$0.00  
 Adult Signature Restricted Delivery \$

Postage \$0.55  
\$  
Total Postage and Fees \$4.05  
\$

Sent To **Kia Motors Finance**  
Street and Apt **PO Box 660891**  
City, State, ZIP **Dallas, TX 75266-0891**



PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

U.S. Postal Service™  
**CERTIFIED MAIL® RECEIPT**

Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

IRVINE, CA 92619

Certified Mail Fee \$3.50  
\$  
Extra Services & Fees (check box, add fee to amount above)  
 Return Receipt (hardcopy) \$0.00  
 Return Receipt (electronic) \$0.00  
 Certified Mail Restricted Delivery \$0.00  
 Adult Signature Required \$0.00  
 Adult Signature Restricted Delivery \$

Postage \$0.55  
\$  
Total Postage and Fees \$4.05  
\$

Sent To **Kia Motors America, Inc.**  
Street and Apt **P. O. Box 52410**  
City, State, ZIP **Irvine CA 92619-2410**



PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

U.S. Postal Service™  
**CERTIFIED MAIL® RECEIPT**

Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

CAPE CORAL, FL 33909

Certified Mail Fee \$3.50  
\$  
Extra Services & Fees (check box, add fee to amount above)  
 Return Receipt (hardcopy) \$0.00  
 Return Receipt (electronic) \$0.00  
 Certified Mail Restricted Delivery \$0.00  
 Adult Signature Required \$0.00  
 Adult Signature Restricted Delivery \$

Postage \$0.55  
\$  
Total Postage and Fees \$4.05  
\$

Sent To **Fuccillo KIA of Cape Coral**  
Street and Apt **404 NE Pine Island Road**  
City, State, ZIP **Cape Coral, Florida 33909**



PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

U.S. Postal Service™  
**CERTIFIED MAIL® RECEIPT**

Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

FOUNTAIN VALLEY, CA 92728

Certified Mail Fee \$3.50  
\$  
Extra Services & Fees (check box, add fee to amount above)  
 Return Receipt (hardcopy) \$0.00  
 Return Receipt (electronic) \$0.00  
 Certified Mail Restricted Delivery \$0.00  
 Adult Signature Required \$0.00  
 Adult Signature Restricted Delivery \$

Postage \$0.55  
\$  
Total Postage and Fees \$4.05  
\$

Sent To **Kia Motors Finance**  
Street and Apt **PO Box 20825**  
City, State **Fountain Valley, CA 92728**



PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

December 20, 2018

Fuccillo KIA of Cape Coral  
404 NE Pine Island Road  
Cape Coral, Florida 33909

Attn.: Billy Fuccillo,

We leased a 2017 KIA Sportage from the FKCC (Fuccillo KIA of Cape Coral) on February 20, 2017. We live in our home in Cape Coral during winters and live in our home in Michigan during the summers. The Sportage is left behind in Cape Coral FL while we are in Michigan.

When we got back to Cape Coral at the end of October 2018, we found the dashboard of the Sportage discolored. We found this phenomenon only on the dashboard. Assuming perhaps its dust we tried to whip the dashboard with a cloth but whatever on the dashboard did not come off. It appeared as if something is growing on the dashboard. We took the vehicle to FKCC and asked if we can use ArmorAll to clean the dashboard. A young lady who attended us went to consult with a Tech expert. The tech looked at it and advised the attendant not to use ArmorAll but try soap and water and left. The young lady looked at me and said try soap and water. I got back home and tried soap and water but we were not successful. I took the car back and this time one of the attendant said that she will consult with a service manager. She came back with guy from the service department and he sprayed window cleaner on the dashboard and tried to whip it out. It appeared to be smearing on the dashboard and coming off. He then commented that I need to work on it to remove all. I tried to tell him that this is a leased vehicle. He replied "what's that has to do with anything" and left. We tried to tell him that this is happening only on the dashboard and nowhere else even though the material is the same. Further, our lease is maturing on Feb. 20, 2020 and we don't want to end up paying for any damages caused by cleaning with window cleaner when we turn in the vehicle in 2020 for something that appears to be a defect in the product. At least two gentlemen from your service department found our trip to FKCC hilarious and had lots of laughs except Mark Koehlke. He listened to us.

In the meantime, we noticed an issue with the transmission. It took us several visits to your service department and a lot of time and energy in our part to research on this issue and record audio/video proof to finally convince them that there is a serious issue with the transmission.

Rather than repeating all that went on since we took the Sportage for the first time to FKCC's service department on November 20, 2018 through December 13 2018. We are attaching the log we kept each time we took the Sportage to the FKCC service department.

We dropped off the Sportage at your service department on December 13, 2018 for what I was told for additional testing. Mark Koehlke of your service department told me that FKCC wants to keep the Sportage for few days to perform additional diagnostics. We have been waiting since then for some resolution on these serious issues from FKCC.

We received a call from Mark Koehlke today to inform us that FKCC has been authorized, not sure by who to replace the transmission and perform a deep clean and detailing to this leased Sportage to see if the mold issue can be eliminated.

We are both [REDACTED] years of age and we've purchased and leased GM, Ford, Chrysler, Toyota and Mazda in the past [REDACTED] years of marriage. Several of the vehicles (GM, Ford and Mazda) that we owned, we drove close to 400K miles and we never come across a mold phenomenon in any of those vehicles in the past or at present. Further, we never had to replace a transmission within a year and a half of purchasing a brand new vehicle.

In view of all that happened with this Sportage, we have no intention of purchasing this vehicle at the end of the lease term which ends in May 20, 2020. Wouldn't it be cost effective in everyone's favor if FKCC just canceled our lease agreement and return the vehicle back to whoever authorize for this expensive repairs? Further, as an engineer of over 50 years, I would imagine KIA engineers might want to test this transmission on this vehicle as is to see if there are any glitches in the programming. The OBD did not issue any error message or warning and yet there is what may be a serious issue with the transmission. In addition, a follow-up visit to Lee Physician Group on December 18, 2018 confirmed that I may be Allergic to mold and what I experienced is what is called a Non-seasonal allergic rhinitis by unspecified trigger. Even after a deep clean and detailing of the Sportage, psychologically we will always feel unsafe given that the mold found was airborne.

[REDACTED]

CC: File  
KIA Financial

**U.S. Postal Service™**  
**CERTIFIED MAIL® RECEIPT**  
*Domestic Mail Only*

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

DALLAS, TX 75266

Certified Mail Fee	\$3.45
Extra Services & Fees (check box, add fee)	\$2.75
<input type="checkbox"/> Return Receipt (hardcopy) 1	\$0.00
<input type="checkbox"/> Return Receipt (electronic) 3	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery 3	\$0.00
<input type="checkbox"/> Adult Signature Required 3	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery 3	\$0.00
Postage	\$0.71
Total Postage and Fees	\$6.91



Sent To: KIA Motors Financial  
 Street and Apt. No., or PO Box No.: Box 660891  
 City, State, ZIP+4®: DALLAS TX 75266-0891

**U.S. Postal Service™**  
**CERTIFIED MAIL® RECEIPT**  
*Domestic Mail Only*

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

CAPE CORAL, FL 33909

Certified Mail Fee	\$3.45
Extra Services & Fees (check box, add fee)	\$2.75
<input type="checkbox"/> Return Receipt (hardcopy) 1	\$0.00
<input type="checkbox"/> Return Receipt (electronic) 3	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery 3	\$0.00
<input type="checkbox"/> Adult Signature Required 3	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery 3	\$0.00
Postage	\$0.50
Total Postage and Fees	\$6.70



Sent To: Rv called KIA  
 Street and Apt. No., or PO Box No.: 404 NE PINE ISLAND Rd.  
 City, State, ZIP+4®: CAPE CORAL FL 33909

**U.S. Postal Service™**  
**CERTIFIED MAIL® RECEIPT**  
*Domestic Mail Only*

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

FOUNTAIN VALLEY, CA 92728

Certified Mail Fee	\$3.45
Extra Services & Fees (check box, add fee)	\$2.75
<input type="checkbox"/> Return Receipt (hardcopy) 1	\$0.00
<input type="checkbox"/> Return Receipt (electronic) 3	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery 3	\$0.00
<input type="checkbox"/> Adult Signature Required 3	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery 3	\$0.00
Postage	\$0.71
Total Postage and Fees	\$6.91



Sent To: KIA Motors Finance  
 Street and Apt. No., or PO Box No.: Box 20825  
 City, State, ZIP+4®: FOUNTAIN VALLEY CA 92728





# FUCCILLO KIA OF CAPE CORAL

404 NE PINE ISLAND ROAD  
CAPE CORAL, FLORIDA 33909  
239-242-7000  
FAX: 239-242-7001  
STATE OF FLORIDA REGISTRATION: MV82103

[REDACTED]	MARK	3086	4087	12/22/18	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	23,800	PACIFIC BLU	[REDACTED]
GLADWIN, MI	17/KIA/SPORTAGE/4DR 2WD LX I4 AT	[REDACTED]	[REDACTED]	02/20/17	20
[REDACTED]	K N D P M 3 A C 4 H 7	[REDACTED]	[REDACTED]	12/13/18	REPRINT# 1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MO: [REDACTED]

### LABOR & PARTS

**J# 1 06K1Z100 ENGINE DIAGNOSIS TECH(S):3004 WARRANTY**  
 CUST STATES CHECK FOR INERMITTENT SLIPPING FROM CAR WHILE DRIVING OR WHEN ACCELERATING-SEE ATTACHED NOTE AND VIDEO ON USB PROVIDED BY GUEST-CUST NOW RETURNING W/ FLIGHT RECORDER FINDINGS  
 OPENED TECH CASE # [REDACTED] INSTALLED FLIGHT RECORDER PER TECH-SENT FLIGHT RECORDER FINDINGS TO TECH ON 12-13-18  
 TECHLINE FOUND TRANSMISSION SLIPPED DURING RECORDINGS  
 ADVID REPLACING TRANSMISSION ASSEMBLY  
 REPLACED TRANSMISSION ASSEMBLY TOPPED OFF TRANSMISSION FLUID AND RESET ADDAPTIVES-TEST DROVE-OPERATION CHECKS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	45000-3F810R	REMAN TRANSMISS		WARRANTY
JOB # 1	7	UM013-CH059	ATF TYPE 4(M) (		WARRANTY
JOB # 1	1	UM016-CH123	THREEBOND 1217H		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**J# 2 60K1Z INTERIOR TRIM TECH(S):3004 WARRANTY**  
 CUST STATES CAR MAY HAVE MOLD INSIDE CAR-CUST DID PERFORM MOLD TEST-SEE ATTACHED PICTURES AND NOTES-DASH MAY HAVE MOLD ON IT-ADVISE  
 OPENED TECH CASE # [REDACTED] ADVISE TO CLEAN DASH PAD ASSEMBLY  
 CLEANED DASH PAD W/ WARM WATER AND BLEACH SOLUTION PER TECHLINE

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

**J# 3 01K1ZZMPI0 MPI DECLINED TECH(S):3004 WARRANTY**  
 CUSTOMER DECLINED KIA MULTI-POINT VEHICLE INSPECTION  
 KIA MULTI-POINT INSPECTION DECLINED  
 KIA MULTI-POINT INSPECTION NOT PERFORMED - DECLINED

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

**COMMENTS:**  
 VEHICLE COMPLETED 12-21-18  
 CONTACTED CUSTOMER SAME DAY  
 CUSTOMER OUT OF TOWN AND WILL RETURN AFTER THE HOLIDAY AROUND 12-27-18

### DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

### LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

## THANK YOU!



# FUCCILLO KIA OF CAPE CORAL

404 NE PINE ISLAND ROAD  
CAPE CORAL, FLORIDA 33909  
239-242-7000

FAX: 239-242-7001

STATE OF FLORIDA REGISTRATION: MV82103

MARK	3086	1940	02/14/19
24,358	PACIFIC BLU		
17/KIA/SPORTAGE/4DR 2WD LX I4 AT		02/20/17	20
K N D P M 3 A C 4 H 7			
		02/01/19	

LABOR & PARTS  
**J# 1 20K1Z** AUTO TRANSMISSION TECH(S):3004 WARRANTY  
 CUST STATES CHECK FOR INERMITTENT SLIPPING FROM CAR WHILE DRIVING OR WHEN ACCELERATING-SEE HISTORY-SEE ATTACHED CUSTOMER NOTES-ADVISE  
 REOPENED TECH CASE [REDACTED] CASE ESCALATED TO CA ADVISED BY TECH ASST TO REPLACE ECM/TCM  
 REPLACED ECM/TCM PER TECH ASSISTANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	39100-2GHS0	ELECTRONIC CONT		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**J# 2 60K1Z** INTERIOR TRIM TECH(S):3004 WARRANTY  
 CUST STATES CHECK FOR MOLD ON INSIDE OF CAR-DASH IS BECOMING DISCOLORED-SEE HISTORY-SEE CUSTOMER NOTES-ADVISE  
 ADVISED TO REPLACE DASH PAD ASSEMBLY  
 REPLACED DASH PAD ASSEMBLY-NO OTHER PROBLEMS FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	84710-D9000WK	CRASH PAD ASSY-		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

**J# 3 97K1ZZPI1802** PI1802 TECH(S):3004 WARRANTY  
 PI1802 - KNOCK SENSOR DETECTION SYSTEM - ECU LOGIC IMPROVEMENT  
 ALL 2015MY SORENTO (XMa) VEHICLES EQUIPPED WITH 2.4L GDI ENGINES, MANUFACTURED FROM JANUARY 3, 2014 THROUGH DECEMBER 11, 2014, REQUIRE AN UPDATE TO THE KNOCK SENSOR DETECTION SYSTEM (KSDS).  
 PERFORMED PI1802 - KNOCK SENSOR DETECTION SYSTEM ECU LOGIC IMPROVEMENT

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

**J# 4 01K1ZZMPID** MPI DECLINED TECH(S):3004 WARRANTY  
 CUSTOMER DECLINED KIA MULTI-POINT VEHICLE INSPECTION  
 KIA MULTI-POINT INSPECTION DECLINED  
 KIA MULTI-POINT INSPECTION NOT PERFORMED - DECLINED

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

### DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

### LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

## THANK YOU!

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

**Subject:** RE: Customer Inquiry  
**From:** "Ask KMF [HCA]" <AskKMF@hcamerica.com>  
**Date:** 2/4/2019, 5:23 PM  
**To:** [REDACTED]

Hello [REDACTED]

Thank you for your reply.

Due to the nature of your inquiry, we are unable to assist you through email at this time.

We apologize for any inconvenience this may cause.

Please contact our Lease-End Servicing Team for assistance at 1-855-537-8542, Monday to Friday, 8 am to 9 pm ET.

If you require any additional information or assistance, please visit the [Frequently Asked Questions](#) section of our website or you may contact us at 1-866-331-5632, Monday to Friday, 8 am to 9 pm ET.

Sincerely,

Kia Motors Finance

Please print and retain a copy of this email for your records. Please note: This email message was sent from a notification-only address that cannot receive incoming email. Please do not reply to this message.

You are receiving this message because you have submitted an inquiry on KMFUSA.com.

---

**From:** [REDACTED]  
**Sent:** Saturday, February 02, 2019 9:24 AM  
**To:** Ask KMF [HCA]  
**Subject:** Re: Customer Inquiry

On January 31, 2019, we received the attached confusing email from KIA Motors Finance. Does this mean that the Auto pay is disabled but KIA Motors Finance is still expecting us to keep making payment for a vehicle that we are unable to use?

On February 1, 2019, we received a call from one Ryan (949.430.3349) of KIA Corporate Office requesting us to take the vehicle back to the dealer. The vehicle is at the dealer at present. This vehicle has been in and out of the dealer since November 2018. We are once again requesting that KIA Motors Finance suspend the lease payments on this vehicle while KIA Corporate and the local dealer resolve this issue between them.

We thank you for your cooperation.

[REDACTED]

On 1/31/2019 4:10 PM, Ask KMF [HCA] wrote:

[REDACTED]

Thank you for your reply.

Per your request, we have disabled your Autopay schedule. Please note that this change is effective

Immediately.

We appreciate your business and have a wonderful day.

If you require any additional information or assistance, please visit the [Frequently Asked Questions section of our website](#) or you may contact us at 1-866-331-5632, Monday to Friday, 8 am to 9 pm ET.

Sincerely,

Kia Motors Finance

Please print and retain a copy of this email for your records. Please note: This email message was sent from a notification-only address that cannot receive incoming email. Please do not reply to this message.

You are receiving this message because you have submitted an inquiry on KMFUSA.com.

---

**From:** [REDACTED]  
**Sent:** Wednesday, January 30, 2019 7:55 PM  
**To:** Ask KMF [HCA]  
**Subject:** Re: Customer Inquiry

Thank you for your prompt response.

It is my understanding that KIA motors have made a decision to buyout our lease vehicle. Attached are documents that prompted KIA Motors to come to this decision.

Since you are part of the family of KIA companies, we approached you to see if our lease payment can be suspended while KIA Motors & Fuccillo KIA work out the details of the buyout.

Please forward this email to the proper department for processing.

I thank you for your cooperation.

On 1/30/2019 3:20 PM, Ask KMF [HCA] wrote:

[REDACTED]

Thank you for contacting Kia Motors Finance. The information provided in your email indicates that your request would best be addressed by Kia Motors America. Although they are within the Kia family of companies, we are unable to interact on your behalf. We apologize for any inconvenience this may cause. To contact Kia Motors America (KMA) directly, please call 1-800-333-4542 or visit [www.kia.com/us/en/content/contact-kia/customer-support](http://www.kia.com/us/en/content/contact-kia/customer-support). If you require any additional information or assistance, please visit the [Frequently Asked Questions section of our website](#) or you may contact us at 1-866-331-5632, Monday to Friday, 8 am to 9 pm ET.

Sincerely,

Kia Motors Finance

Please print and retain a copy of this email for your records. Please note: This email message was sent from a notification-only address that cannot receive incoming email. Please do not reply to this message.

You are receiving this message because you have submitted an inquiry on KMFUSA.com.

-----  
The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.  
-----

**From:** Kia Motors Finance [mailto:DoNotReply@KMFUSA.com]  
**Sent:** Tuesday, January 29, 2019 12:36 PM  
**To:** Ask KMF [HCA]  
**Subject:** KMF: Customer Inquiry




Date: 1/29/2019 12:36:05 PM

First Name: [REDACTED]  
Email Address: [REDACTED]  
Phone Number: [REDACTED]  
Date of Birth: [REDACTED]  
Account Number: [REDACTED]

Topic: Other

Message: Between the lease payment and the Auto Insurance, it has been costing us over \$500.00 per month since November 2018, to perform research for FKCC and KIA Engineering and parked on the driveway the rest of the time. We no longer feel safe driving this vehicle on public roads. Further, it is a health hazard for me to drive this vehicle for. Since I don't have a way to send attachments, please request from KIA Customer service, documents of Case [REDACTED] for additional information.

 Virus-free. [www.avg.com](http://www.avg.com)

**Subject:** Your Kia Motors Finance AutoPay Schedule Has Ended

**From:** <noreply@westernunionspeedpay.com>

**Date:** 1/31/2019, 5:01 PM

**To:** [REDACTED]

Dear [REDACTED]

We've received your request to end your recurring payment schedule on your Kia Motors Finance account ending in: [REDACTED]

Your confirmation number is: [REDACTED]

If you wish to once again sign up for recurring payments, you may do so anytime at <https://www.KMFUSA.com>.

For questions about your account, please visit [REDACTED] or call our Customer Care Team at (866) 331-5632.

Thank you for being a valued customer. We appreciate your business.

Kia Motors Finance

Please print and save a copy of this email for your records. Please note: This email message was sent from a notification-only address that cannot receive incoming email. Please do not reply to this message.



RE: Case [REDACTED] Case Review Follow up.

Subject: Re: Re: Case [REDACTED] Case Review Follow up.

Ms. Octavia,

Below is update on Case [REDACTED]

March 7, 2019

1. 1. We received a call from Ryan (949.430.3349) of KIA Corporate Office at 5:70 PM. He wants us to meet with their tech again on the 18<sup>Th</sup>. to drive around and demonstrate the transmission slippage. I told him that the slippage is an intermittent issue and cannot be duplicated on demand. I mentioned this to several techs since November 20, 2018. However, I agreed to meet with their Tech on the 18<sup>Th</sup>.
2. 2. In regard to the mold issue, Ryan once again mentioned that they did not see any mold growing. I told him that we performed several tests for airborne mold and they are all positive to many types of mold. He further told us that there is always going to be airborne mold. I reminded him that as I mentioned several times before, I've been driving many brands of vehicles for the past 60 years without getting ill with mold allergies. I also told him that the only way I'll be able to drive this vehicle is to go through vigorous allergy test on myself and perform lab test of the mold culture to identify the affecting mold and take medication for the remaining lease period which I'm not thrilled about doing.

Phone:  
Email:  
Website:

On 3/4/2019 5:31 PM,

Ms. Octavia,

Below is update on Case [REDACTED]

March 4, 2019

1. 1. We received a call from Ryan (949.430.3349) of KIA Corporate Office at 4:58 PM. He wanted to know if we are having any further issues with the Sportage. We told him that the same two problems are still present and we don't feel comfortable driving this vehicle any longer and that we like to cancel the lease agreement. He told us to follow the Florida's Lemon Law procedures. We told him that the required form has is already been filed with KIA. He wanted to know if the Sportage is at the dealer and when we dropped it off. He said that he will follow up with the dealer.

[REDACTED]

Phone:  
Email:  
Website:

On 3/2/2019 8:31 AM [REDACTED]

Ms. Octavia,

Below is update on Case [REDACTED]

March 1, 2019

2. 1. We received an emailed from Octavia Murray, Total Case Manager of KIA Motors America, Inc. to get update on these ongoing issues. We emailed the complete documents and will be emailing future progress to her.
3. We received a call from Stephanie of KIA Finance (714-369-1552) at 5:17 PM to let us know that they will have to report us to the Credit Reporting Agency once the lease payment is 30 days past due for a vehicle that we are unable to use. She also mentioned that it is up to the Consumer Assistance Center to help us with substitute lease payment while the issues of the Sportage are being researched by Fuccillo and KIA Engineering.

Phone:  
Email:  
Website:

On 3/1/2019 5:11 PM [REDACTED]

Ms. Octavia,

Attached are the other certified letters I sent to the KIA Families since November 2018.

Ph  
Email:  
Website:

On 3/1/2019 9:39 AM, [REDACTED]

Good morning Ms. Octavia

It looks like the various divisions of KIA is not communicating with each other. Please see the attachment. The attachment

was sent by certified mail to four separate branches of KIA twice.

The vehicle is back at Fuccillo KIA of Cape Coral. We are done with this vehicle and would like to cancel the lease.

Please see the attachment for additional details.

The best and quickest way to get hold of us is through this email address.

Thank you for the followup communication.

[REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]  
Website: [REDACTED]

On 3/1/2019 8:40 AM, Octavia Murray wrote:

Good Morning,

Thank you for contacting Kia Motors America, Inc. (KMA) and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, we have not been able to contact you through the phone number provided.

If you still have any concerns that you would like a KMA representative to address, please contact us at 800-333-4542. Thank you again for taking the time to call and we look forward to hearing from you.

Sincerely,

Octavia Murray, Total Case Manager

[REDACTED]

**Kia Motors America, Inc.**  
111 Peters Canyon Rd. Irvine, CA 92606  
T 1-800-333-4542 Ext: 27145 E [omurray@kia.com](mailto:omurray@kia.com)

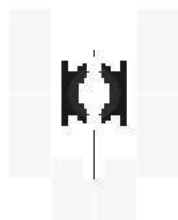
Confidentiality Note: This e-mail message and any attachments may contain confidential or privileged information. If you are not the intended recipient, please notify me immediately by replying to this message and destroy all copies of this message and any attachments. Thank you.

[REDACTED] Virus-free. [www.avg.com](http://www.avg.com)

Confidentiality Note: This e-mail message and any attachments may contain confidential or privileged information. If you are not the intended recipient, please notify me immediately by replying to this message and destroy all copies of this message and any attachments. Thank you.

Confidentiality Note: This e-mail message and any attachments may contain confidential or privileged information. If you

are not the intended recipient, please notify me immediately by replying to this message and destroy all copies of this message and any attachments. Thank you.



Cape Coral, FL

CPU



U.S. POSTAGE  
\$1.60  
FCMF 0023  
Orig 38914  
04/17/19 28  
14062017 05

FIRST CLASS



*OS/Alaska  
Please reply to  
consumers - not to  
by product  
Please reply  
NHTSA's  
CPSC's legal  
office*

National Product Testing and  
Evaluation Center  
5 Research Place  
Rockville, MD 20850

**U.S. CONSUMER PRODUCT SAFETY COMMISSION**  
4330 EAST WEST HIGHWAY  
BETHESDA, MD 20814

OFFICIAL BUSINESS  
PENALTY FOR PRIVATE USE, \$300

05-010 CPSC Hotline 1-800-638-2772



NHTSA  
Executive Secretariat  
Office of the Executive  
1200 New Jersey Avenue SE  
West Building, 4E-324  
Washington, DC 20590

