

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

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received: 18-MAY-2021 JUL 21 2021 Repository <input type="checkbox"/> Reference No. 11417671	
OWNER INFORMATION (Type or Print)			
Name		Number	E-mail Address
Address		Evening Telephone Number	
City	State	ZIP Code	
TORRANCE	CA		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		MAKE	Model
KNDPM3AC7J7		KIA	SPORTAGE
Date Purchased	Dealer's Name and Telephone Number		Model Year
02-MAY-2021 8-11-2018	KIA OF CARSON 424-306-29		2018
Original Owner	Dealer's City	STATE	ZIP Code
<input checked="" type="checkbox"/>	CARSON	CA	90745
Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:
Auto	<input type="checkbox"/>		
	<input type="checkbox"/>		
Incident Date(s)			
03-MAY-2021		4-2-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC		Failure Mileage	Failure Speed
HECU Component (THAT will Catch Fire)		0.0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code: Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Reported to Police			
N			
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).			
THE CONTACT OWNS A 2018 KIA SPORTAGE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 21V137000 (SERVICE BRAKES, HYDRAULIC) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE VEHICLE WAS TAKEN TO THE KIA DEALER WHERE IT WAS CONFIRMED THAT THE PART WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. <i>Still to date no part is available this problem was reported to KIA consumer affair before seeking other legal solutions was to be notify by consumer affair a week ago from 7-3-21 no word. I have attached recall info. including the appointment receipt that states no part was replace. to date lease will be up 8-11-21 additionally another recall (KF) KSDS system was taken care of back in Jan 2019.</i>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE ATTACHED ALL DOCUMENTS FOR YOUR REVIEW
MADE THE CORRECTIONS TO INTAKE PAPERWK. I ALSO
HAVE ATTACHED COPY OF THE CASE NO# AND REPRESENTATIVE
OF KIA CONSUMER AFFAIR I WILL ALLOW ANOTHER 5 DAYS
AFTER HOLIDAY 7-4-21 BEFORE SEEKING LEGAL I HAVE
DONE ALL I COULD TO RESOLVE THIS MATTER FOR THE SAFETY
OF MYSELF AND FAMILY I FEEL THAT KIA HAS
BREACH MY CONTRACT AND FAILED TO HONOR THE
RECALL OF THIS LIFE-THREATING MATT

ATTACH ADDITIONAL SHEETS IF NECESSARY



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

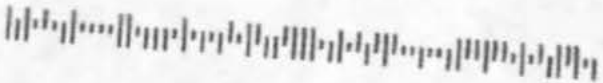
100 New Jersey Avenue SE.
Washington, DC 20590

Official Business
Penalty for Private Use \$300

NEF-010
W48-226

POSTAGE
PAID
PERMIT NO. 5000
WASHINGTON, DC

005 EAASAMB 90501





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

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V137)
This notice applies to your vehicle: (KNDPM3AC7J7350702)

April 30, 2021




Dear Kia Sportage Owner:

Kia has identified a defect in your vehicle that relates to motor vehicle safety.

This notice is 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 2017-2021 MY Sportage vehicles not equipped with Smart Cruise Control (SCC). The defect can result in a fire in your vehicle's engine compartment. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

The electrical circuit in the Hydraulic Electronic Control Unit (HECU) may short-circuit, possibly causing an engine compartment fire in the area where the Hydraulic Electronic Control Unit (HECU) is located, thereby increasing the risk of injury. Illumination of various warning lights on the instrument panel may occur including the Tire Pressure

warning light , ABS warning light , and the Malfunction Indicator Lamp (MIL) . In addition, a burning/melting odor and/or smoke from the engine compartment can occur.

Kia Will Replace Certain Fuses In The Electrical Junction Box To Prevent An Over-Current Condition In The HECU's Electrical Circuit.

Kia has advised its authorized dealers to replace certain fuses in the electrical junction box to prevent an over-current condition in the HECU's electrical circuit. In addition, for Sportage vehicles equipped with the Electronic Parking Brake (EPB), dealers will also update the HECU software with a newer version. The actual time required to perform the repair will be approximately 1 to 2 hours. However, your vehicle may be needed longer. We recommend scheduling a service appointment to minimize inconvenience. Please contact your dealer for an exact estimate of how long they may need your vehicle for this repair.

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.
- **Park your vehicle outdoors and away from any other vehicles or structures until you have the recall repair performed.**
- 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):





IF ANY INFORMATION (NAME, ADDRESS OR VIN) HAS CHANGED, COMPLETE ALL ENTRIES ON THIS CARD AND MAIL IT.

I no longer own this automobile.

It was

- SOLD (Print name and address of new owner at right, if known)
- EXPORTED
- DESTROYED
- STOLEN
- I do not own a KIA

The Vehicle Identification Number on this card is incorrect. The VIN of my KIA is

Name and address has changed (print new information below).

_____ LAST NAME FIRST NAME INITIAL

_____ ADDRESS: NUMBER STREET

_____ CITY STATE ZIP

VEHICLE IDENTIFICATION NUMBER

KNDPM3AC7J _____

SC206A - F101



T463 P1 *****AUTO**ALL FOR AADC 907 D3_PS_161691



TORRANCE, CA





Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

PRODUCT IMPROVEMENT CAMPAIGN

December 26, 2018

Dear Kia Sportage Owner:

Kia Motors America, Inc. is conducting an important Product Improvement Campaign to perform a software update on all 2016-2018 MY Sportage vehicles equipped with 2.4L Gasoline Direct Injection ("GDI") and 2.0L Turbocharged GDI ("T-GDI") engines to protect the engine from excessive connecting rod bearing damage. The update will be done free of charge and will only involve the addition of newly developed computer software for the Engine Control Unit ("ECU").

Why is Kia Conducting This Product Improvement Campaign?

Kia recently developed a Knock Sensor Detection System ("KSDS") that detects vibrations indicating the onset of excessive connecting rod bearing wear in the engine. The KSDS is designed to alert a vehicle driver at an early stage of bearing wear before the occurrence of severe engine damage including engine failure.

What Will Kia Do?

- At no cost to you, Kia will perform a software update to the ECU in your vehicle.
- Kia is also providing lifetime warranty coverage to both new and used vehicle owners for engine long block assembly repairs needed due to excessive connecting rod bearing damage upon completion of this Product Improvement Campaign.

What Should You Do?

- Please contact your Kia dealership immediately to have the KSDS software installed on your vehicle and to take advantage of this lifetime warranty on your engine should your engine suffer damage due to excessive connecting rod bearing wear in the future. The estimated time required to update the ECU in your vehicle is approximately one (1) hour, depending on your dealer's schedule. We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.
- 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):



IMPORTANT

Continue to follow the maintenance schedule outlined in Section 7 (Maintenance) of your vehicle's Owner's Manual. Keep copies of your receipts/repair orders to show compliance with the vehicle's maintenance schedule.

- Place this letter in your vehicle's 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.

What Will Happen Once The Knock Sensor Detection System Software Update Has Been Completed?

If excessive bearing wear is detected after the KSDS software update has been completed, the following will occur:

1. **The Malfunction Indicator Lamp ("MIL") will blink continuously**, and the vehicle will be placed in a reduced power and acceleration mode [referred to as "Limp Home Mode"].



Malfunction Indicator Lamp (MIL)

2. **Your vehicle can continue to be operated for a limited time in Limp Home Mode to permit you to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed.** Engine RPMs will be limited to approximately 1800-2000 RPM. This means the maximum vehicle speed will be limited to approximately 65mph or less depending on vehicle loading and road conditions.

Should the above occur in your vehicle (blinking MIL and Limp Home Mode), contact your dealer immediately to have your vehicle inspected.

WARNING:

- o **If you ignore the blinking MIL and continue to drive your vehicle in Limp Home Mode for an extended number of miles, your vehicle may eventually experience severe engine damage and stall.**
- o The Kia service technician will be able to read how long you have driven your vehicle after the KSDS is activated.
- o It is important that you understand that an abusive failure to take the vehicle to a Kia dealer after KSDS activation may void the lifetime warranty KMA is providing with completion of this Product Improvement Campaign.

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 enclosed prepaid "Change of Address/Ownership" card and mail it to us.

What If You Have Other Questions?

- Should you have any questions regarding this Product Improvement Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you 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.

Please accept our apologies for any inconvenience this matter 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.**



CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

KIA of Carson
2202 Recreation Rd.
Carson, CA 90745
(310) 816-9800 Fax (310) 847-1391
www.kiaofcarson.com

TORRANCE, CA
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

CONT [REDACTED]
CELL [REDACTED]

SERVICE ADVISOR: 995 CRISTINA BENITEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACKCHERR	18	KIA SPORTAGE	KNDPM3AC7J [REDACTED]		16164/16165	T7732	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG18 DD			WAIT 02APR21			CASH	02APR21

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:
08:01 02APR21	12:26 02APR21		[REDACTED]	2.4 Liter DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	SC206A	HECU FUSE KIT (QL W. NO EPB)					
	S11	MAINT & LT/LINE					(N/C)
		269 IKSP					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

D.O Not Replace

B CUSTOMER REQUEST TO PERFORM A 3 MONTHS OR 3,750 MILE INTERVAL SERVICE, REPLACE ENGINE OIL & FILTER.

CAUSE: PERFORMED 3 MONTH SERVICE/3,750 MILES AS DESCRIBED ABOVE.

S11 CUSTOMER REQUEST TO PERFORM A 3 MONTH OR 3,750 MILE INTERVAL SERVICE, REPLACE ENGINE OIL & FILTER.

269 CKC							
1	26300-35505	FILTER ASSY-ENGINE O			29.81	29.81	
5	UM050-CH002	MOBIL SP 5W30 SN			6.58	6.58	
1	21513-23001	GASKET-OIL PLUG			2.52	2.52	2.60
					1.00	1.00	1.00

KCP1 CALIFORNIA STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE ON EVERY SERVICE VISIT.

269 CKC					0.00	0.00	
PARTS:	20.18	LABOR:	29.81	OTHER:	0.00	TOTAL LINE B:	49.99

C CALIFORNIA STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE ON EVERY SERVICE VISIT.

CAUSE: RESET ALL TIRE PRESSURES AND NOTED PSI ON MPI

KCP1 CALIFORNIA STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE ON EVERY SERVICE VISIT.

269 IKSP							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D CUSTOMER HAS DECLINED RECOMMENDED SERVICES AND OR REPAIRS AT THIS TIME.

RDW CUSTOMER HAS DECLINED RECOMMENDED SERVICES AND OR REPAIRS AT THIS TIME.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Fax <input type="checkbox"/> Email (See Note Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Fax <input type="checkbox"/> Email (See Note Attached)		PARTS AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						GAS, OIL, LUBE	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. You additionally acknowledge that you have received the vehicle described above and a copy of this invoice.						SUBLET AMOUNT	
					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	WASTE DISPOSAL COSTS *	
					<input type="checkbox"/> Some Parts Not Returnable	TOTAL CHARGES	
DATE _____ CUSTOMER SIGNATURE _____						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

KIA of Carson
22020 Recreation Rd.
Carson, CA 90745
(310) 816-9800 Fax (310) 847-1391
www.kiaofcarson.com

TORRANCE CA
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 995 CRISTINA BENITEZ

COLOR	YEAR	MAKE/M	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACKCHERR	18	KIA SPORTAGE	KNDPM3AC7J[REDACTED]		16164/16165	T7732	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG18 DD			WAIT 02APR21			CASH	02APR21
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]		ENG:2.4_Liter_DOHC			
08:01 02APR21	12:26 02APR21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		269	IKSP				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00

EST: 49.99 02APR21 08:01 SA: 995

CONTACT:

RECOMMEND TIRE ROTATION,
ENGINE/FUEL ADDITIVE, CABIN
AIR FILTER, COMPLETE FUEL
SYSTEM SERVICE, WHEEL
ALIGNMENT, CUSTOMER ADVISE AND
DECLINE AT THIS TIME

EPA # CAL 000456920

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Email/Fax (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	29.81
Revised Estimate \$				<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Email/Fax (See Attached)		PARTS AMOUNT	20.18
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	GAS, OIL, LUBE	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. You additionally acknowledge that you have received the vehicle described above and a copy of this invoice.					<input type="checkbox"/> Some Parts Not Returnable	SUBLET AMOUNT	0.00
DATE	CUSTOMER SIGNATURE					WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	49.99
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	51.86

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



Kia America, Inc. | Consumer Assistance Center
PO Box 52410 Irvine, CA 92619-2410 USA
T *1 800.333.4KIA | *1 800.333.4542

Sent via email to: [REDACTED]

June 15, 2021

[REDACTED]
[REDACTED]
Torrance, CA [REDACTED]

Re: Case Number [REDACTED]
Last Name: [REDACTED]
Email: [REDACTED]

2018 Kia Sportage LX
VIN: KNDPM3AC7J7 [REDACTED]

Dear [REDACTED]

Thank you for contacting the Kia America Consumer Assistance Center. Our records indicate that you contacted us requesting assistance in regard to your Kia vehicle referenced above.

In order to evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to provide legible copies of the following documents:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease contract
5. Copy of your current vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Please submit the documents directly to our Kia Consumer Assistance Center, online by visiting

[REDACTED] and, select the option to "Add Note or Attachment to Existing Case."

Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia America representative to discuss your request.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE, a Division of BBB National Programs, Inc. 1676 International Drive, Ste. 550, McLean, VA 22102

We at Kia America value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and, for allowing us the opportunity to be of assistance.

Sincerely,

Victoria B.

Kia Consumer Assistance Center

Kia America, Inc.

Phone: (949) 468-4678