

[REDACTED]
[REDACTED] San José, CA [REDACTED]
[REDACTED]

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.,
Washington, DC 20590

August 6, 2021

Regarding: CASE # [REDACTED] - Reimbursement

To whom it may concern:

February, 2021 I received a letter from KIA dated **January 27, 2021**; regarding Important Safety Recall (NHTSA Recall Number: 20V750) notice. On Vehicle 2012 KIA Forte SX; VIN KNAFW5A31C[REDACTED] License # [REDACTED]

I contacted KIA at 1-800-333-4542 to find out the steps needed for reimbursement of the new engine I replaced on the 2012 KIA FORTE SX. I was given all the information. On **March 1, 2021** I completed the online process, upload my receipts, and documentation. In addition, was instructed to take the vehicle to a KIA dealership for inspection.

After several attempts for an appointment with KIA, I finally had a scheduled appointment **March 9, 2021** took in the vehicle to Stevens Creek KIA dealership at 3566 Stevens Creek Blvd, San Jose CA 95117. Same location where the vehicle was purchased. This was a requirement for reimbursement.

After numerous calls to KIA at 1-800-333-4542 to inquire of status. I received good news my claim was approved for reimbursement on **June 16, 2021**, and was advised a check would be mailed to my home address at [REDACTED] San Jose, CA [REDACTED]. The check never arrived.

I called KIA at 1-800-333-4542 to advise them I never received a check. KIA advised me the check was mailed to Florida. I was shocked and quickly asked for a supervisor. I advised Janelle I wanted to report fraud because I live in San Jose, CA. Also CA DMV has the vehicle registered at [REDACTED] San Jose CA [REDACTED] not Florida. Janelle could not provide me with any information of the person in Florida. Janelle did state she would cancel the check issued to Florida. Janelle stated she would put in for approval for a new check to be issued to me. I asked her to re-enter all my personal information into the KIA system for case/claim [REDACTED]. I provided home address, email, phone number etc. The next day I called KIA back and the person confirmed Janelle's notes and all my current information.

Time went by and again after several calls to KIA at 1-800-333-4542; I was advised a new check was issued. I confirmed all my contact information. The person on the phone seemed very sympathetic to my concern and apologized this had happened. But time went by; no check ever arrived.

On **August 2, 2021**, I called KIA at 1-800-333-4542 to inquire of status; again all my information was changed to Florida. I asked for a supervisor. Jada advised me a second check was not approved or mailed. I was stumped. At this point I am extremely frustrated. I requested when the check is approved; could it be mailed directly to a KIA dealership (where I purchased the vehicle in San Jose, CA). I would gladly show the vehicle; all the documentation previously submitted for reimbursement. Jada stated no. The call ended with no resolution.

I would like to file a formal complaint. I would like to seek advisement on what I can do on my end to receive reimbursement from KIA. I have uploaded all my receipts to KIA, taken the vehicle in to a KIA dealership as requested and completed all documentation online. I do not know what I can do now on my end. Your advisement is much appreciated. Thank you for your time.



CC: **Home file**

KIA Motors America, Inc.

Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790

Consumer Assistance Center

KIA Motors America, Inc.
P.O. BOX 52410
Irvine, CA 92619-2410



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

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 20V750)
This notice applies to your vehicle: (KNAFW5A31C5 [REDACTED])

January 27, 2021

Dear Kia Forte and Forte Koup Owner:


Kia has identified a defect in your vehicle which 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 2012-2013 MY Forte and Forte Koup vehicles. The defect can result in an engine compartment fire while driving, thus increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Kia has identified some vehicles that have experienced an engine compartment fire. To date, a cause of such fires due to a manufacturing or design defect has not been identified. Since an engine compartment fire while driving can occur for many different reasons, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential fuel leaking, oil leaking and/or engine damage.

NOTE: Depending on the condition of your vehicle's engine, engine noise, illumination of Malfunction Indicator

Light (MIL)  that may be related to an engine mechanical issue, illumination of Engine Oil Pressure Warning

Light , fuel smell, burning smell, oil leaking, and/or smoke from the engine compartment can occur. An engine compartment fire increases the risk of injury.

Kia Will Inspect, Test, And If Necessary, Repair or Replace The Engine, At No Cost To You.

Kia has advised its authorized Kia dealers to conduct an inspection of the engine compartment for any fuel and/or engine oil leaks. Dealers will also perform an engine test, and make any repairs, including engine replacement, if necessary.

In addition, dealers will also perform a Knock Sensor Detection System (KSDS) software update to the engine control unit (ECU) in your vehicle to prevent engine damage due to potential excessive connecting rod bearing wear. Upon completion of the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners.

The estimated time required to complete the repair will be 2 to 4 hours, 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.

What Should You Do?

- If your vehicle displays any of the warning lights listed above, and/or if you notice a fuel smell, a burning/melting odor or smoke coming from the engine compartment, please contact Kia Roadside Assistance at 1-800-333-4542 (4Kia) to request to have your vehicle towed to the closest authorized Kia dealership.
- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealership to arrange for the recall repair to be conducted.
- 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):



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

If you have incurred expense to remedy this issue prior to the date of this notice (fuel leak, oil leak and/or engine damage), you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

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

Have You Changed Your Address or Sold Your Kia?

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

What If You Are A Vehicle Lessor?

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

What If You Have Other Questions?

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

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

Sincerely,

Consumer Affairs Department

QR Code Use:

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

AL 76

1296 SUNNYVALE STREET
SUNNYVALE CA 94087
(408) 830-0076
MID 8788014186822

CREDIT CARD
SALE

MID: 8788014186822
TID: 088014186822 REF# [REDACTED]
Batch #: [REDACTED]
06/18/19 15:27:08
APPR CODE: 018078
VISA
Chip Read Contact
***** [REDACTED] *****
TRN REF: [REDACTED]
VAL CODE: F227
REWARDS PROGRAM: 157765
Approved: Online

A.MOUNT
USD \$4,232.38

VISA CREDIT
AID: A0000000031010
TVR: 80 80 10 80 00
TS: 68 00
ARC: 00

CAREHOLDER COPY
RETAIN THIS COPY FOR STATEMENT VERIFICATION

SUNNYVALE MOBIL
 1296 SUNNYVALE SARATOGA RD
 SUNNYVALE, CA 94087-2534
 Tel: 408-830-0076 • Fax: 408-830-0289

Invoice [REDACTED]
 Service Advisor: Tony
 Technician: Sal
 Date: 06-18-2019 3:39 PM
 R/O: [REDACTED]

Customer [REDACTED]
 [REDACTED]
 san jose CA [REDACTED]

Cell [REDACTED]

Alternative Contact: [REDACTED]

Vehicle 2012 Kia Forte SX
 2.4 GAS - silver
 KNAFW5A31C9 [REDACTED]

Miles In: 60,825
 Miles Out: 60,832
 License Plate: [REDACTED] CA

Customer Issues and Advisories

Advisory Notes
 technician found the engine to be seized

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
towed in for no start issue?		1.00	0.00	0.00
			Labor	SubTotal
				\$0.00

Labor

Labor	Tech	Hrs	Price	Total
replace engine		13.40	120.00	1,608.00

Parts	Part No	Qty	Price	Total
used engine	AAA1	1.00	2,150.00	2,150.00
oil & filter	AAA1	1.00	24.95	24.95
spark plugs	AAA1	4.00	28.00	112.00
water pump	AAA1	1.00	95.00	95.00
coolant	AAA1	1.00	25.73	25.73

Labor SubTotal \$4,015.68

Total

Labor 1,608.00
 Parts 2,407.68
 Hazmat* 0.00
 Supplies* 0.00
 Taxes 216.70

Invoice Total \$4,232.38

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Date	Method	Reference	Amount
06-18-2019	Cash	Paid 6 18 2019	4,232.38
Payment Totals			4,232.38
Balance Due			0.00

SUNNYVALE MOBIL

Tel: 408-830-0076 • Fax: 408-830-0289
marco espinoza (4552) • 2012 Kia Forte SX

Invoice [REDACTED]
Date: 06-18-2019 3:39 PM

Authorization

Original Estimate Total: 33.00	
Authorization Method: In Person	
Date: 06-14-2019 1:52 PM	Contact Details:
Authorized By: [REDACTED]	
X _____	
Customer _____	

Repair Authorizations

Date/Time	Authorizer	Method	Contact Details	Additional Cost	New Value
06-14-2019 1:57 PM	[REDACTED]	In Person		5,199.38	5,232.38
Reason: all above to 5					

12 months or 12k miles which ever comes first warranty ON NEW PARTS ONLY PROVIDED BY AL'S 76
All Parts new unless otherwise noted. THE UNDERSIGNED CUSTOMER HERE BY ACKNOWLEDGE OF FULL SATISFACTION OF THE SERVICES THAT HAVE BEEN PERFORMED IN THIS FACILITY.

CUSTOMER # [REDACTED]
UNIT# [REDACTED]

Called

[REDACTED]

STEVENS CREEK KIA

3566 Stevens Creek Blvd.
San Jose, CA 95117
(408) 533-1500 · Fax: (408) 244-4598
www.stevenscreekkia.com

INVOICE

PAGE 1

SAN JOSE, CA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

BAR REG # BAR275455 EPA# CAL000391707

SERVICE ADVISOR: 1330 DANIEL GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	12	KIA FORTE EX	KNAFW5A31C5 [REDACTED]	[REDACTED]	77219/77219	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14JUL15	DD17FEB12		09:45 09MAR21			CASH	09MAR21
R.O. OPENED	READY	OPTIONS:	STK: [REDACTED]	DLR: [REDACTED]			
07:41 09MAR21	13:39 09MAR21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A SC200TD ENGINE INSPECT/TEST/REPAIR
RECALL SC200

635 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 PERFORMED SC200TD ENGINE INSPECTION ALL GOOD PASSED BEARING
 CLEARANCE TEST

B SC200TD1 ECU UPDATE - KSDS
RECALL SC200

635 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 PERFORMED ECU UPDATE KSDS FOR SC200TD1

C CARB REQUIRE ALL TIRES TO BE CHECKED AND INFLATED. CUSTOMER MAY
DECLINE IF THEY HAVE HAD IT DONE IN THE LAST 30 DAYS OR WILL
PERFORM TIRE PRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF
DECLINED CUSTOMER TO SIGN _____ DATE _____

TP CARB REQUIRE ALL TIRES TO BE CHECKED AND
INFLATED. CUSTOMER MAY DECLINE IF THEY HAVE
HAD IT DONE IN THE LAST 30 DAYS OR WILL
PERFORM TIRE PRESSURE INFLATE IN THE NEXT 7
DAYS PER CARB. IF DECLINED CUSTOMER TO
SIGN _____ DATE _____

635 INT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

TOPPED OFF ALL FLUIDS
SET TIRES TO 35PSI
CHECKED BRAKES GOOD FRONTS 8MM REARS 6MM
CHECKED BATTERY GOOD
TIRES 8/32 ALL AROUND
REARS WIPER MISSING

D PERFORM COMPLEMENTARY 21 POINTS KIA MULTIPOINT INSPECTION

ORIGINAL ESTIMATE #		FINAL REVISED ESTIMATE #			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	
						LABOR AMOUNT
						PARTS AMOUNT
						GAS, OIL, LUBE
						SUBLET AMOUNT
						MISC. CHARGES
						TOTAL CHARGES
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			SALES TAX
						PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]
 [REDACTED]

[REDACTED]
 INVOICE

STEVENS CREEK KIA

3566 Stevens Creek Blvd.
 San Jose, CA 95117
 (408) 533-1500 · Fax: (408) 244-4598
 www.stevenscreekkia.com

SAN JOSE, CA [REDACTED]

PAGE 2

HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

BAR REG # BAR275455 EPA# CAL000391707

SERVICE ADVISOR: 1330 DANIEL GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	12	KIA FORTE EX	KNAFW5A31C9 [REDACTED]	[REDACTED]	77219/77219 [REDACTED]	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14JUL15	DD17FEB12		09:45 09MAR21			CASH	09MAR21
R.O. OPENED	READY	OPTIONS: STK [REDACTED] DLR [REDACTED]					
07:41 09MAR21	13:39 09MAR21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE:	PERFORMED COMPLEMENTARY 21 POINTS MULTIPOINT INSPECTION, ADJUST TIRE PRESSURE TO FACTORY SPEC. BRAKES AND TIRES INSPECTIONS LISTED BELOW, NEW BRAKE PADS THICKNESS IS 10MM, NEW BRAKE SHOES THICKNESS IS 4MM. NEW TIRES THREAD IS 10/32.						
MP	PERFORM COMPLEMENTARY 21 POINTS KIA MULTIPOINT INSPECTION						
	635 IADV						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 77219 PERFORMED COMPLEMENTARY INSPECTION ALL GOOD EXCEPT MISSING REAR WIPER BLADE AND VALVE COVER GASKET LEAKING IN CYLINDER 3 SPARK PLUG. CUSTOMER DECLINED RECOMMENDATIONS AT THIS TIME.



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL		
						LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK							
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

KIA LIMITED WARRANTY

PARTS & ACCESSORIES WARRANTY. Replacement parts and accessories are warranted for 12 months (unlimited miles) from date of installation or the remainder of the New Vehicle warranty, whichever is longer. Replacement parts sold but not installed by an Authorized Kia Dealer are covered for 12 months from the purchase date (regardless of mileage) for the part only. The labor charges will be the customer's responsibility.

BATTERY WARRANTY. Batteries are fully warranted for 12 months and pro-rated for the 13th through the 36th month. This customer would pay 50% of the suggested retail price of the battery during the 13th through 24th month and 75% of the suggested retail price of the battery during the 25th through the 36th month. If the battery was originally installed by Kia or an Authorized Kia Dealer, the labor charge for a replacement during the warranty period is covered by Kia.

ACCESSORIES WARRANTY. Accessories installed by Kia or an Authorized Kia Dealer are covered for the duration of the New Vehicle Limited Warranty (36 month/36,000 miles) or 12 months regardless of mileage from the installation date, whichever is longer. Accessories sold but not installed by an Authorized Kia Dealer are covered for 12 months (unlimited miles) from the purchase date, excluding labor charges.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES

We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request.

TO OUR SERVICE CUSTOMERS:

However, if we discover that different or actual repairs are indicated, you will be contacted for your advance approval of a revised estimate.

ADDITIONAL TERMS & CONDITIONS

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be subtle.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$50.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

8. In addition to any and all legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
10. Customer Agrees to pay for diagnostic time whether or not repairs are performed and pay for reassembly on declined repairs, inspection tear-downs.
11. Customer authorizes retrieval of vehicle's on board data as needed to facilitate repairs, and simultaneous sharing of that data with vehicle manufacturer for diagnostic and research purposes.

WARNING

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.)

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

State of California - Department of Consumer Affairs: NOTICE TO MOTORISTS:

If your vehicle fails Smog Check, new federal law requires you to make necessary repairs to reduce your vehicle's emissions to required levels. If your vehicle is not under warranty and you have spent up to or more than the amount required by law for appropriate emissions-related repairs at a licensed Smog Check repair facility, you may be eligible for a one-time waiver. Repair waivers will NOT be issued for:

- Vehicles with missing, modified or disconnected emissions control equipment, regardless of the costs to make repairs
 - Vehicles identified as "Gross Polluters" - vehicles which have much higher emissions than properly maintained vehicles in their class,
 - Vehicles that obtained a repair waiver after January 1, 1995, in their most recent biennial inspection or transfer of ownership.
- Two consecutive repair waivers will not be issued after January 1, 1995.

If you obtain a smog certificate by means of fraud, you may be subject to a civil penalty of up to \$2500 per day of subject violation. Also, you may be subject to criminal prosecution.

For further information, call the Department of Consumer Affairs toll-free at 1-800-952-5210.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

Upon Request, you are entitled to receive a copy of the Towing Fees and Access Notice



Stevens Creek Kia

3566 Stevens Creek Blvd., San Jose, CA 95117
Sales 669-544-3776 Service 669-350-0316



San Jose, CA

March 9, 2021

RO # [REDACTED]
Tag # [REDACTED]

2012 KIA FORTE EX - 77,219 mi.
VIN # KNAFW5A310 [REDACTED]

Service Consultant: Daniel Garcia
Certified Technician: Ryan Castillo



Scan the QR code above or visit
<https://tccsms.com/kd7n1f> for details

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

1. SC200TD ENGINE INSPECT/TEST/REPAIR
2. SC200TD1 ECU UPDATE - KSDS
3. CARB REQUIRE ALL TIRES TO BE CHECKED AND INFLATED. CUSTOMER MAY DECLINE IF THEY HAVE HAD IT DONE IN THE LAST 30 DAYS OR WILL PERFORM TIRE PRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF DECLINED CUSTOMER TO SIGN _____ DATE _____
4. PERFORM COMPLEMENTARY 21 POINTS KIA MULTIPOINT INSPECTION

Multipoint Inspection Results

Failed Task	Observation	Recommendation
Wiper blades	Wiper Insert(s) Damaged	Replace Wiper Inserts REAR WIPER MISSING
Other Findings -4	REPLACED HEADCOVER GASKET	LEAKING IN CYLINDER 3 SPARK PLUG

Cautioned Task	Observation	Recommendation
Rear Brakes - Linings / Pads	Pads - 6 MM	No Action Needed At This Time - Inspect Rear Brakes at Next Service

Requested / Recommended Services

Original Customer Requests	Estimate	Declined	Approved	
SC200TD ENGINE INSPECT/TEST/REPAIR	Warranty		✓	
SC200TD1 ECU UPDATE - KSDS	Warranty		✓	
CARB REQUIRE ALL TIRES TO BE CHECKED AND INFLATED.CUSTOMER MAY DECLINE IF THEY HAVE HAD IT DONE IN THE LAST 30 DAYS OR WILL PERFORM TIRE PRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF DECLINED CUSTOMER TO SIGN _____ DATE _____	Internal		✓	
PERFORM COMPLEMENTARY 21 POINTS KIA MULTIPOINT INSPECTION	Internal		✓	
Subtotal	\$0.00			
Inspection Recommendations	Status	Estimate	Declined	Approved
Wiper blades: (Wiper Insert(s) Damaged) - Replace Wiper Inserts REAR WIPER MISSING	FAIL	\$0.00	✗	
Other Findings -4: (REPLACED HEADCOVER GASKET) - LEAKING IN CYLINDER 3 SPARK PLUG	FAIL	\$0.00	✗	
Subtotal		\$0.00		
Rear Brakes - Linings / Pads: (Pads - 6 MM) - No Action Needed At This Time - Inspect Rear Brakes at Next Service	CAUTION	\$0.00		
Subtotal		\$0.00		
Totals, Taxes and Fees		Estimate	Declined	Approved
Estimate Subtotal		\$0.00		
Shop Fee		\$0.00		
Tax		\$0.00		
Estimate Total		\$0.00		

Passed Task	Observation	Recommendation
Left Front Tire / Tread Depth and or Condition	Left Front Tread Depth 8/32"	
Right Front Tire / Tread Depth and or Condition	Right Front Tread Depth 8/32"	
Left Rear Tire / Tread Depth and or Condition	Left Rear Tread Depth 8/32"	
Right Rear Tire / Tread Depth and or Condition	Right Rear Tread Depth 8/32"	
Front Brake Pads	8 MM	
Suspension (Damage/Leaks/ Worn Components)	Ball Joints, Control Arms, Bushings, Ball Joints, Struts & Shocks No Wear Noted	Lubricate Suspension Components

Passed Tasks

- ✓ Tire Pressures
- ✓ Horn Operation
- ✓ Headlights/ Turn Signals/ High Beams/ Fog Lights
- ✓ Battery
- ✓ Drive Belts
- ✓ Cooling System
- ✓ Power Steering Fluid
- ✓ Automatic Transmission Fluid
- ✓ Half Shafts
- ✓ Frame / SubFrame
- ✓ Differential / Transfer Case (Check Condition & Leaks)
- ✓ Charging System
- ✓ In-Cabin Microfilter
- ✓ Tail Lights/ Brake Lights/ Reverse Lights/ Exterior Lights/ Rear Wiper
- ✓ Engine Oil
- ✓ Brake Fluid
- ✓ Engine Air Filter
- ✓ Windshield Washer Fluid
- ✓ Motor Mounts
- ✓ Fluid Leaks
- ✓ Muffler / Exhaust / Mountings



San Jose CA



CERTIFIED MAIL



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Department of Transportation

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W4
 Administrator
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 Washington, DC 20590



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