

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Cc: [REDACTED]
Subject: Re: FW: Follow up to ODI Complaint -----11481383 -----
Date: Friday, January 13, 2023 2:54:51 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

Thank you for the update/complaint synopsis provided in your January 11, 2023 email, listed below

Per your request, I am providing supporting/supplemental documentation, in an attempt to further clarify/correct a couple dacts listed in the complaint - (e g., my car has not yet caught on fire or been involved in an accident. However, both of these liabilities are highly likely, if the vehicle were driven, due to extremely sluggish acceleration, misfiring and stopping, while the car is in motion, metallic smell. Not to mention, excessive oil consumption etc.)

A). Letter outlining specifics of my complaint, symptoms and the acceptable remedies, dated September 19, 2022, sent to KIA's CEO and also sent to members of KIA's Executive board, via certified mail. To date, no response has been received.

2. Expert witness mechanic testimony, (via video), outlining/confirming the Kia Motors outstanding latent engine defect. This video was also sent to Kia, via email and a link to the video was referenced in the certified letter, with no response received to either.

3. PDF attachments, containing comprehensive proof of my vehicle's excellent maintenance history. This document, also includes a written report, in accompaniment of the video testimony, from the mechanic/expert witness, referenced above. Please note: The engine light came on later in the day, on September 3, 2022, after both the video and written report were initiated and has been constantly and consistently illuminated ever since. In addition, page 7 of this PDF attachment, also includes proof of the engine recall extended warranty that my vehicle is covered by.

4. Attached is a copy of a letter sent on my behalf to Kia, from the Pennsylvania Attorney General's Office. Kia did not reply to multiple letters from the Pennsylvania Attorney General's Office, either.

5. Attached is a copy of la courtesy letter sent on my behalf from an attorney's office. There was no response from Kia to this inquiry either.

Please let me know if you need/require any additional information from me. I can be reached by email, phone or U.S. mail.

Thank you, in advance for your willingness to advocate and to further investigate this matter. It is my expectation that the information provided, will further substantiate my case and which will result in changes being made, (bith by KIA and your organization), which legally mandate KIA to adhere to the existing engine recall and accompanying (resulting) extended

engine warranty,, resulting from the recall/latent engine defect, which is impacting my vehicle. I look forward to hearing from you, regarding this matter.

[REDACTED]

[REDACTED]

[REDACTED]

On Wed, Jan 11, 2023, 7:30 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

[REDACTED]



FIFFIK

LAW GROUP

Foster Plaza 7 - Suite 315 - 661 Andersen Drive - Pittsburgh, Pennsylvania 15220
Telephone: 412.391.7339 Fax: 412.391.8232
www.fiffiklaw.com

November 23, 2022

Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Rd.
Irvine, CA 92606

Re: [REDACTED]
2015 Kia Forte Sedan
Vehicle Identification Number: KNAFX4A81F5 [REDACTED]
NHTSA Administration Recall Number: 20V750
Kia Motors America Case No.: [REDACTED]
Our File No.: [REDACTED]

Dear Ladies and Gentlemen:

I am writing on behalf of [REDACTED] regarding a recall on her vehicle noted above. This is to ask that you contact [REDACTED] so that she can arrange to schedule an appointment with a dealer to have her car repaired so that the defect you describe in the recall notice is no longer a problem, and that this be done at no charge to [REDACTED].

The motor in [REDACTED]' car is at risk for causing a fire in the engine compartment, which puts the driver and any passenger at risk of serious injury or death, either because of the fire or because the car is struck by oncoming or passing traffic when the Kia vehicle stops moving because of engine failure. I am certain that the failure of the Hyundai corporation and the Kia corporation to repair or replace the motor would support a claim filed in state or federal court.

[REDACTED] has called and written to you repeatedly, and you have refused and declined to pay for the repairs to her motor. That is a violation of the National Traffic and Motor Vehicle Safety Act. The recall covers Kia Fortes manufactured between 2012 and 2015. Moreover, failing to rectify this defect in the motors of your cars that result in serious injury or death leaves Kia and Hyundai open to liability.

Please contact [REDACTED] or me immediately so that the defect in the motor of her Kia Forte can be corrected in order to avoid liability on your part.

██████████
2015 Kia Forte Sedan
VIN: KNAFX4A81F5██████████
NHTSA Recall Number: 20V750
Our File No.: ██████████
November 23, 2022
Page 2

Thank you for your prompt attention to this matter. If you have any questions or would like to discuss this further, or if you need additional information, please feel free to call me at 412-261-5550.

Sincerely,

FIFFIK LAW GROUP, P.C.



T. Andrew Swain
Attorney at Law

TAS/ok

cc: ██████████
██████████
Darby, PA ██████████

09/02/2022

Auto Clinic
6341 Race Street
Philadelphia, PA 19139
(215) 747 3844
Complete Automotive Repairs

Invoice



2015 KIA FORTE

Tag:
ID: KNAFX4A81F5

Mileage 62,916

Darby PA

<u>Labor</u>	<u>Hours</u>	<u>Rate</u>	<u>Amount</u>
CUSTOMER SAID ENGINE IS CONSUMING OIL	0.50		\$0.00
DIAGNOSTIC CHECK	0.50	\$45.00	\$45.00
			<u>\$45.00</u>

Service charges
EPA

\$1.75
\$1.75

Subtotal \$46.75
Tax \$3.74
Total \$50.49

NOTE= SPARK PLUGS WERE FOULED OUT BLACK SUTTY, SHOWING SIGNS OF EXCESSIVE OIL CONSUMPTION , ENGINE HAS EXCESSIVE BLOW BY CAUSING PLUGS TO FOUL OUT .. RECOMMEND ENGINE REPAIR TO SOLVE BLOW BY AND EXCESSIVE ENGINE OIL CONSUMPTION .. TAKE TO DEALER OR ENGINE REPAIR SHOP . NOTE= OBD DIAGNOSTIC TEST SHOWED NO CODES PRESENT ..

An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is understood that Auto Clinic will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond our control. Upon signing this repair order, it is accepted as a complete and comprehensive description of the repair work done on this vehicle. All parts used for repairs are covered by Manufacturer's warranty. AUTO CLINIC IS NOT RESPONSIBLE FOR DEFECTIVE PARTS. If the customer supplies their own parts, and if those parts are defective, the labor to remove and replace those parts will be charged full labor costs.

There is a storage fee of TWENTY DOLLARS (\$20.00) PER DAY for vehicles not picked up within twenty four hours after notice of completion of work.

NOTE: All work warranty for NINETY DAYS (90) days after completion.

DATE 9/2/22

SIGNED



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: (Insert VIN)

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.**

Scott Kia of Springfield

321 Baltimore Pike - Springfield, PA 19064
Ph: (610) 544-0100 Fax: (610) 328-2703 scottkiaspringfield.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
08/23/22					
R/O Close Date	Status				
08/23/22	Pre-Invoice				
Mileage In	Mileage Out				
62746	62747				
Service Advisor / Tag #					
Jim Marquisette/867					
Vehicle Identification Number					
KNAFX4A81F5					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2015	KIA	FORTE	4DR SDN AUTO EX		

Work Phone: [REDACTED]
Home Phone: [REDACTED]
Address: [REDACTED] GLENSIDE, PA [REDACTED]

Year	Make	Model	Body	Color	License Number
2015	KIA	FORTE	4DR SDN AUTO EX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Cell: [REDACTED]</p> <p>#1 - RECALL: RECALL SC238 BRAKE LINE INSPECT/REPLACE Tech: SALAM AWAL (207) Installed UM090 CH041 :CAVITY WAX 31 OZ (4) Qty: 1 Installed UM010 CH044 :UNDRCOATNG SPRY (12) Qty: 3 Installed UM010 CH043 :BRAKE FL DOT 4 (12) Qty: 1 PERFORMED INSPECTION AND APPLIED ANTI CORROSION TREATMENT TO AFFECTED AREAS 220083R1 0.8</p>	<p>Warranty Warranty Warranty Warranty</p>
<p>#2 - ENGINE: ENGINE CONCERN CUSTOMER IS RETURNING TO FOR THE FIRST OIL CONSUMPTION TEST Tech: SALAM AWAL (207) VERIFIED ENGINE USED 3.5-4 QTS OF OIL. ADVISED CUSTOMER OF POSSIBLE SERVICE TO ASSIST WITH THE AMOUNT OF OIL BEING USED, PISTON RING SOAK \$499.95 + TAX ENGINE REPLACEMENT NEEDED. \$2800 PARTS, LABOR \$3150 Sub Total: .00</p>	
<p>#3 - MULTI: MULTIPOINT INSPECTION MULTI POINT INSPECTION Tech: SALAM AWAL (207)</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Scott Kia of Springfield

321 Baltimore Pike - Springfield, PA 19064
Ph: (610) 544-0100 Fax: (610) 328-2703 scottkiaspringfield.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
08/23/22					
R/O Close Date	Status				
08/23/22	Pre-Invoice				
Mileage In	Mileage Out				
62746	62747				
Service Advisor / Tag #					
Jim Marquisette/867					
Vehicle Identification Number					
KNAFX4A81F5					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2015	KIA	FORTE	4DR SDN AUTO EX		

Work Phone
Home Phone
GLENSIDE, PA

Year	Make	Model	Body	Color	License Number
2015	KIA	FORTE	4DR SDN AUTO EX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Sub Total: .00	
Please Note: WAIT CC CREATED 2022-08-23 09:14:00AM TAKEN BY MAG GIE KEIFER	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



[REDACTED]			Home Phone	R/O Open Date	R/O Number
GLENSIDE, PA [REDACTED]			Work Phone	8/23/22	[REDACTED]
[REDACTED]			Key Tag #	Time Received	Time Promised
[REDACTED]			867	9:42	8/23 16:00
Year	Make	Model	Body	Current Mileage	Mileage Out
2015	KIA	FORTE	4DR SDN AUTO	62746	
Vehicle Identification Number			License Number	Engine Code	Service Advisor
KNAFX4A81F5 [REDACTED]					Jim Marquis
				Delivery Date	In-Service Date

Cell: [REDACTED]

Olive Ext Warranty SA
800-773-9480
 W
 W

#1 - RECALL: RECALL
 SC238 BRAKE LINE INSPECT/REPLACE

#2 - ENGINE: ENGINE CONCERN
 CUSTOMER IS RETURNING TO FOR THE FIRST OIL
 CONSUMPTION TEST

Out of Warranty
If low Rec Piston ring Seal
 C
 W
 W

#3 - MULTI: MULTIPOINT INSPECTION
 MULTI POINT INSPECTION

Estimate: .00 .00

WAIT CC CREATED 2022-08-23 09:14:00AM TAKEN BY MAG
 GIE KEIFER

Original Estimate: .00

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
SH2	[REDACTED]	6/27/22	61617	Jim Marquisette			.00
				C ENGINE: ENGINE CONCERN	204	.00	
				C ELECT: ELECTRICAL CONCERN	204	.00	
				C MULTI: MULTIPOINT INSPECTION	204	.00	
SH2	[REDACTED]	6/27/22	61619	Jim Marquisette			100.65
				C FSOF: FULL SYNTHETIC OIL AND FILTER CHANGE.	204	.20	
				C ENGINE: ENGINE CONCERN	204	.00	
SH2	[REDACTED]	5/4/21	52945	MELVIN SANTANA			.00
				W RECALL: RECALL	SR	.30	
				C BODY: BODY CONCERN	SR	.00	
SH2	[REDACTED]	2/25/21	52157	STEVE LAMONACA			.00
				W RECALL: RECALL	DH	.90	

*** MORE HISTORY AVAILABLE ***

WAIT
 12:30
 08/21



I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not constitute prohibition to law.

Warranty Coverage

<< Warranty Coverage Validation

NO WARRANTY

Basic Vehicle Information

Battery Prorating Warranty History Print

VIN #	KNAFX4A81F5 [REDACTED]	Year / Model	2015 / YD Forte (YD)
Serial	308935	Model Description	FORTE EX AUTO / C5462
Engine	G4NCEH36 2.0 LITER ENGINE	Color(Ext/Int)	ABP-AURORA BLACK / WK-BLACK
First Name	[REDACTED]	Last Name	[REDACTED]
Mileage Entered	62746	Retail Mileage	12
Production Date	Jul 15, 2014	Sales Type	KLSE KIA LEASE SBV/BALLN PYMT
Retail Date	Nov 22, 2014	Key Code	D1568
Wholesale Date	Sep 11, 2014	Warranty Start Date	Nov 22, 2014
Selling Dealer	NJ055 : Hudson Kia	Branded Title	
Lawsuit	No	KIA Maintenance	N
Extended Service Plan	N	Open Campaigns	Yes (See Campaign Info below)
Owner Transfers	N	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	063555990900
Sirius Activation Date	Nov 22, 2014	Sirius Expiration Date	Feb 20, 2015
PDI Performed	Y		
Remark	- KIA Maintenance Coverage applies. No		

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
SA216A	Service Action	SA216A YD MIL ON TPMS LOGIC IMPROVEMENT	NJ071	Nov 25, 2017	RD
SA260	Service Action	SA260 YD REAR DOOR WINDOW MOTOR	NJ071	Nov 25, 2017	RD
SA276	Service Action	SA276 AUDIO SOFTWARE UPGRADE	NJ071	Nov 25, 2017	RD
SC180	Service Campaign	SC180 ECM UPG: CAT HEATING LOGIC (VESC)	PA094	Nov 01, 2019	RD
SC200YD	Safety Recall	SC200YD ENGINE INSPECT/TEST/REPAIR	PA094	Feb 25, 2021	RD
SC200YD1	Service Campaign	SC200YD1 ECU UPDATE - KSDS	PA094	May 04, 2021	RD
SC238	Service Campaign	SC238 BRAKE LINE INSPECT/REPLACE			

Warranty Extension Coverage

Warranty Extension	Description	Coverage (Months/Mileage)	Years	Mileage	Eligible	Document Reference
PI2002	PI2002 Y/Z ENGINE R&R	180/150000	8	62746	Y	WARRANTY BULLETIN 2021-07
WTY017	14-15MY FORTE/FORTE KOUP CLOCK SPRING ASSEMBLY	180/999999	8	62746	Y	WARRANTY EXT BULLETIN 2002

Basic Warranty Coverage Information

Basic Warranty Coverage	N	Remark	
Warranty Start Date	Nov 22, 2014	Warranty Expiration	Nov 22, 2019

Warranty Mileages	60,000	Warranty Terms	60 months (Expired)
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Powertrain Coverage Information

Powertrain Coverage	N	Remark	
Warranty Start Date	Nov 22, 2014	Warranty Expiration	Nov 22, 2019
Warranty Mileage	60,000	Warranty Terms	60 months (Expired)

KIA Maintenance (No Contract Exists)

Plan Start Date : NA Plan End Date : NA

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	N	Nov 22, 2014	Nov 22, 2017	36 months (Expired)	36,000
Adjustments	N	Nov 22, 2014	Nov 22, 2015	12 months (Expired)	12,000
Paint	N	Nov 22, 2014	Nov 22, 2017	36 months (Expired)	36,000
Service Part & Acclys	N			12 months	12,000
Emission (SULEV)	Y	Nov 22, 2014	Nov 22, 2029	180 months (2647 days remaining)	150,000
Perforation/Corrosion	N	Nov 22, 2014	Nov 22, 2019	60 months (Expired)	100,000

Vehicle Option Information

Installed By	Option	Option
Port	CF	Carpeted Floor Mats
Port	CT	Cargo Tray
Port	PP	Paint Protection Film Package
Factory	STD	Std. Pkg.

Warranty History

Warranty History

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
May 04, 2021	R : Campaigns	PA094		01	211009R4	ELECTRONIC CONTROL U	52,945
Feb 25, 2021	R : Campaigns	PA094		01	SC200 Only	BEARING PAIR SET-C/R	52,157
Nov 20, 2019	W : Mechanical (Normal)	PA094		01	Foot Rest, R&R	FOOT REST	41,581
Nov 01, 2019	R : Campaigns	PA094		01	190053R0	ELECTRONIC CONTROL U	41,108
Nov 27, 2018	W : Mechanical (Normal)	PA094		01	Canister (Evap) Assy, R&R	CANISTER & HOLDER AS	33,709
Nov 25, 2017	V : SA***/CS***/RB***	NJ071		01	160041R0	MODULE ASSY-TPMS	20,001
Nov 25, 2017	V : SA***/CS***/RB***	NJ071		01	150107R1	MOTOR ASSY-P/WDO REG	20,001
Nov 25, 2017	V : SA***/CS***/RB***	NJ071		01	160129R3	DECK ASSY-AUDIO	20,001
Sep 13, 2014	I : PDI	NJ055		01	YDPDI	PDI	2

Vehicle 2015 KIA FORTE VIN KNAFX4A81F5 [REDACTED]

CO#	RO#	Date	Customer	SWR	Odometer
SH2	[REDACTED]	6/27/22	[REDACTED]	301	61617
	(1)	204:ENGINE CONCERN			
	(2)	204:ELECTRICAL CONCERN			
	(3)	204:MULTIPOINT INSPECTION			
SH2	[REDACTED]	6/27/22	[REDACTED]	301	61619
	(1)	204:FULL SYNTHETIC OIL AND FILTER CHANGE.			
	(2)	204:ENGINE CONCERN			
SH2	[REDACTED]	5/04/21	[REDACTED]	677	52945
	(1)	SR :RECALL			
	(2)	SR :BODY CONCERN			
SH2	[REDACTED]	2/26/21	[REDACTED]	044	52157
	(1)	SR :RECALL			
SH2	[REDACTED]	11/21/19	[REDACTED]	677	41581
	(1)	MK :BODY CONCERN			
SH2	[REDACTED]	11/01/19	[REDACTED]	677	41108
	(1)	MK :RECALL			
	(2)	MK :MULTIPOINT			
	(3)	MK :ELECTRICAL CONCERN			
	(4)	MK :BODY CONCERN			
SH2	[REDACTED]	8/31/19	[REDACTED]	351	39956
	(1)	MH1:MULTIPOINT			
	(2)	MH1:REPLACE EXTERIOR BULB ASSEMBLY			
	(3)	MH1:ELECTRICAL CONCERN			
SH2	[REDACTED]	11/27/18	[REDACTED]	677	33709
	(1)	MDH:CHECK ENGINE LIGHT			
	(2)	MDH:MULTIPOINT			
	(3)	MDH:CUSTOMER DECLINED SERVICES NEEDED.			

Pennsylvania Tire & Auto of Drexel Hill

2319 W Marshall Road Lansdowne PA 19050 (B)(610) 259-9164

Invoice [REDACTED]
Estimate [REDACTED]

Created Date: 4/13/2022 9:07 AM -- Invoiced Date: 4/13/2022 9:59 AM

Springfield PA
[REDACTED]

(M) [REDACTED]

2015 KIA FORTE EX L4 2.0L

E: 2.0L L4 16-valve T: 6 Spd Automatic A6MF1

VIN: KNAFX4A81F5 [REDACTED]

Mileage (mi) 59,621 / 59,621

LIC: [REDACTED] Color: [REDACTED]

Service Advisor: ROBERT S.

Operation/Part	Description	Tech	Qty	Part	Labor	Other	Amount
GMOB5W20	MOBIL OIL 5W20	BPOT	5.000	4.89	0.00	0.00	24.45
GOF	OIL FILTER	BPOT	1.000	7.95	0.00	0.00	7.95
GRT	TIRE ROTATION	BPOT	1.000	0.00	0.00	0.00	0.00
GDISCOUNT	DISCOUNT	BPOT	-1.000	7.40	0.00	0.00	(7.40)
	GROUPON SYNTHETIC BLEND OIL CHANGE AND ROTATE Subtotal:			25.00	0.00	0.00	25.00

Comments: [None]

Warranty Info:



Parts	25.00
Labor	0.00
Subtotal	25.00
Other	0.00
Coupons	(25.00)
Invoice Total	0.00

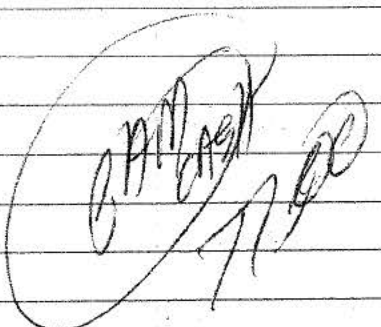
AT PENNSYLVANIA TIRE & AUTO, WE APPRECIATE THE OPPORTUNITY TO SERVICE AND MAINTAIN YOUR VEHICLE. IF FOR ANY REASON YOU DO NOT FEEL THAT YOU COULD WHOLE HEARTEDLY RECOMMEND OUR SHOP PLEASE BRING WHATEVER ISSUE YOU HAVE TO OUR IMMEDIATE ATTENTION. LIKE US ON FACEBOOK

Customer Signature _____

Date _____

Time _____

ALL OUR SERVICES COME WITH A 2 YEAR/24,000 MILE WARRANTY--EXCLUDES COMMERCIAL VEHICLES, UBER & LYFT-- ESTIMATED PRICES ONLY VALID FOR 7 DAYS

QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE
1	24 57 oil	11.00
2	oil	10.00
1	coolant	4.00
		

SCALLY'S AUTO REPAIR

711 SECANE AVE.
PRIMOS, PA 19018
(610) 626-4700



NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Balltown Pa STATE: [REDACTED] ZIP: [REDACTED]
 UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]

RECEIVED		PROMISED	
AM	PM	AM	PM
DATE		CALL WHEN READY?	
3/14/00		YES	NO

#	DESCRIPTION	SERVICE (LABOR)
3015	Oil	
	Change Oil	
	Flush Trans Diff	

OPER #	SERVICE DESCRIPTION	AMOUNT
1	Oil	27.00
2	Change Oil	25.00
3		
4		
5		
6		

If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work. HAZARDOUS WASTE (ENVIRO.)	QUANTITY	\$ AMOUNT	TOTAL SERVICE	37.00
	GALLONS GAS	OCTANE	TOTAL PARTS	25.00
	QUARTS OIL	DETERGENT NON DETERGENT	OUTSIDE REPAIRS	
	SOLVENT		GAS, OIL SOLVENT ENVIRO. CHG.	

CASH CHARGE TOTAL GAS, OIL SOLVENT ENVIRO. CHG.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. If it becomes necessary for you to employ a collection agency and/or an attorney to collect this account, I the undersigned agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

SUB-TOTAL	77.00
TAX	4.67
TOTAL	81.67

ESTIMATED SERVICE DATE: 1/1

TOTAL PARTS → 25.00

TOTAL SUBLET REPAIRS → 56.67

The Limited Warranties applying to the parts listed hereon are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of the merchantability or fitness for a particular purpose. The person to whom this vehicle is sold shall assume the responsibility for the person to assume for the company any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to receive from the company any consequential damages, to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

QTY	PART NUMBER AND DESCRIPTION	UNIT PRICE
1	OIL FILTER	6.95
	SYNTHETIC BLUENO. EXTEND	3.00
	WINWAX SOLV.	1.00

SCALLY'S AUTO REPAIR

711 SECANE AVE.
PRIMOS, PA 19018
(610) 626-1700



NAME: [REDACTED] GILL, ERIC
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]
 YEAR: 2014 MAKE: KIA MODEL: FORTA GDI ODOMETER: 48,871

RECEIVED	PROMISED	
AM PM	AM PM	
DATE: 9/3/20	CALL WHEN READY? YES NO	
CUSTOMER NOTIFIED		
PHONE #1	PHONE #2 OR CELL	
#	DESCRIPTION	SERVICE (LABOR)
	LUBE	<input type="radio"/>
	CHANGE OIL	<input checked="" type="radio"/> 27.95
	PLUSH TRANS DIF	<input type="radio"/>

OPER #	SERVICE DESCRIPTION	
1	CHECK. ALL FLUIDS.	
2	AIR IN TIRES.	N/A
3	RTR ROAD SHIELD. TO GAIN ACCESS FOR OIL CHANGE	15.00
4		
5		
6		

If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work. HAZARDOUS WASTE (ENVIRO.)	QUANTITY	\$ AMOUNT	TOTAL SERVICE	42.95
	GALLONS GAS	OCTANE DETERGENT NON DETERGENT	TOTAL PARTS	12.95
	QUARTS OIL		OUTSIDE REPAIRS	
	SOLVENT	TOTAL GAS OIL SOLVENT	GAS OIL SOLVENT ENVIRO. CHG.	

ESTIMATED SERVICE DATE: //

TOTAL PARTS → 12.95

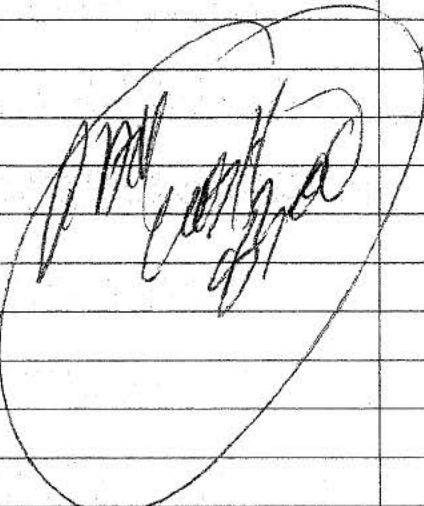
TOTAL SUBLET REPAIRS →

TOTAL SUBLET REPAIRS → X

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. If it becomes necessary for you to employ a collection agency and/or an attorney to collect this account, I the undersigned agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

SUB-TOTAL: 55.90
 TAX: 3.35
 TOTAL: 59.25

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 The United Warranties applying to the parts listed hereon are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assume, nor authorize any other person to assume for the company any liability in connection with the sale of this part(s) and/or service. Buyer shall not

QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE
1	PA 511-211A	8.00
		

SCALLY'S AUTO REPAIR

711 SECANE AVE.
PRIMOS, PA 19018
(610) 626-4700



NAME: [REDACTED] TEL: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ALANSTIDE PA ZIP: [REDACTED]
 LIC: [REDACTED] UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]
 YEAR: 2015 MAKE: KIA MODEL: Forte ODOMETER: 43557
 VIN: KNAA... A81FS

RECEIVED	PROMISED	
AM PM	AM PM	
DATE: 2/3/20	CALL WHEN READY? YES NO	
CUSTOMER NOTIFIED		
[REDACTED]		
#2 OR CELL		
#	DESCRIPTION	SERVICE (LABOR)
	LUBE	<input type="checkbox"/>
	CHANGE OIL	<input type="checkbox"/>
	FLUSH TRANS DIFF.	<input type="checkbox"/>

OPER #	SERVICE DESCRIPTION	AMOUNT
1	[REDACTED]	27.00
2	[REDACTED]	48.00
3		
4		
5		
6		

TECHNICIAN #1	TECHNICIAN #2
If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work.	
QUANTITY	\$ AMOUNT
GALLONS GAS	TOTAL SERVICE 75.00
QUARTS OIL	TOTAL PARTS 8.00
SOLVENT	OUTSIDE REPAIRS
HAZARDOUS WASTE (ENVIRO.)	GAS, OIL SOLVENT ENVIRO. CHG.
<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE
TOTAL GAS, OIL SOLVENT	

ESTIMATED SERVICE DATE: //

TOTAL PARTS → 8.00

SUBLET REPAIRS

TOTAL SUBLET REPAIRS → X

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SUB-TOTAL	83.00
TAX	5.00
TOTAL	88.00

The Limited Warranties applying to the parts listed hereon are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assume, nor authorize any other person to assume for the company any liability in connection with the sale of parts and/or service. Buyer shall not be entitled to recover from the company any consequential damages, to present, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

SCALLY'S AUTO REPAIR
711 SECANE AVE
PRIMOS, PA 19018
610-626-4700
000094002602

12/23/2019 18:12

Sale

Trans #: 1 Batch #: [REDACTED]

MASTERCARD CHIP
***** [REDACTED] **/**

AMOUNT: \$59.36

Resp: CAPTURE
Code: 404334

Ref #: [REDACTED]
CUC Rsp: P-Not

App Name: Debit
MasterCard
AID: 0000000041010
IUR: 8000008800
TSI: 6800

Thank You
Please Come Again!

CUSTOMER COPY

SCALLY'S AUTO REPAIR

711 SECANE AVE.
PRIMOS, PA 19018
(610) 626-4700



DESCRIPTION	UNIT PRICE
	6.95
	5.00

NAME: [REDACTED] CELL PHONE: [REDACTED]
ADDRESS: [REDACTED] CH-ARK: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
LICENSE TAG NO. [REDACTED] UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]
YEAR: 2015 MAKE: KIA MODEL: RANTIA 9X ODOMETER: [REDACTED]
OPER # [REDACTED] SERVICE DESCRIPTION [REDACTED]

RECEIVED	PROMISED	
AM PM	AM PM	
DATE: 12/23/19	CALL WHEN READY!	
YES	NO	
CUSTOMER NOTIFIED		
[REDACTED]		
#	DESCRIPTION	SERVICE (LABOR)
	LUBE	<input type="radio"/>
	CHANGE OIL	<input checked="" type="radio"/> 28.95
	FLUSH TRANS. DIFF.	<input type="radio"/>

OPER #	SERVICE DESCRIPTION	AMOUNT
1	LOF	
2	RAIL BULB	15.00
3		
4		
5		
6		

TECHNICIAN #1	TECHNICIAN #2		
If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work. HAZARDOUS WASTE (ENVIRO.)	QUANTITY	S AMOUNT	TOTAL SERVICE
	GALLONS GAS	OCTANE	15.00
	QUARTS OIL	DETERGENT NON DETERGENT	11.95
	SOLVENT		
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input checked="" type="checkbox"/> TOTAL GAS, OIL SOLVENT		TOTAL PARTS	28.95

ESTIMATED SERVICE DATE: //	TOTAL PARTS →	11.95
	TOTAL SUBLET REPAIRS →	X

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	TAX		
	TOTAL	56.00	67.95

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QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE
1	oil filter	6.95
1	coolant	4.00

SCALLY'S AUTO REPAIR

711 SECANE AVE.
PRIMOS, PA 19018
(610) 626-4700



RECEIVED	PROMISED
AM PM	AM PM
DATE	CALL WHEN READY?
9/5/19	YES NO
CUSTOMER NOTIFIED	
T I M E	AM PM

NAME: [REDACTED] CELL PHONE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Springfield STATE: PA
 LICENSE TAG NO. [REDACTED] UNIT # [REDACTED] CUS [REDACTED]

(Handwritten signature/initials in a circle)

YEAR	MAKE	MODEL	EX	ODOMETER	#	DESCRIPTION	SERVICE (LABOR)
2015	VIA	FORTE	EX			LUBE <input type="checkbox"/>	
						CHANGE OIL <input checked="" type="checkbox"/>	28.95
						FLUSH TRANS. DIFF. <input type="checkbox"/>	

OPER #	SERVICE DESCRIPTION
1	LOF
2	
3	
4	
5	
6	

TECHNICIAN #1	TECHNICIAN #2
If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work.	
HAZARDOUS WASTE (ENVIRO.)	
<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE
TOTAL GAS, OIL SOLVENT	28.95

ESTIMATED SERVICE DATE: //

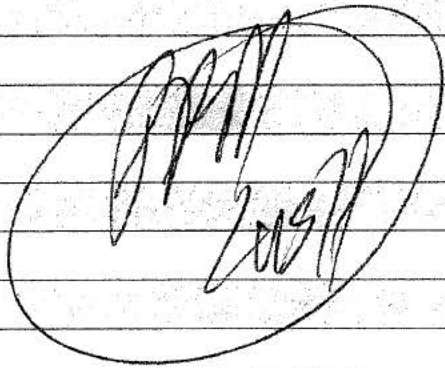
TOTAL PARTS → 10.95

TOTAL SUBLET REPAIRS → X

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TOTAL SERVICE	
TOTAL PARTS	10.95
OUTSIDE REPAIRS	
GAS, OIL SOLVENT ENVIRO. CHG.	28.95
SUB-TOTAL	39.90
TAX	2.40
TOTAL	42.30

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QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE
1	oil fluid	695
1	wash fluid	100
1	Brake fluid	100
		
ESTIMATED SERVICE DATE: <u> / / </u>		
TOTAL PARTS →		8.95
TOTAL SUBLET REPAIRS →		X

SCALLY'S AUTO REPAIR

711 SECANE AVE.
PRIMOS, PA 19018
(610) 626-4700



NAME: [REDACTED] TEL: PHONE: [REDACTED]
 ADDRESS: [REDACTED] E-MAIL: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 LICENSE TAG NO. [REDACTED] UNIT # [REDACTED] CUSTOMER ORDER # [REDACTED]
 YEAR: 2015 MAKE: KIA MODEL [REDACTED] ODOMETER [REDACTED]
 OPER # [REDACTED] SERVICE DESCRIPTION [REDACTED]

1	LOF
2	
3	
4	
5	
6	The Despot

TECHNICIAN #1 [REDACTED] TECHNICIAN #2 [REDACTED]

RECEIVED	PROMISED			
AM PM	AM PM			
DATE: <u>5/20/19</u>	CALL WHEN READY? YES NO			
CUSTOMER NOTIFIED				
TIME	AM PM			
#1	#2 OR CELL			
#	DESCRIPTION	SERVICE (LABOR)		
	LUBE	<input type="checkbox"/>		
	CHANGE OIL	<input checked="" type="checkbox"/> 25.95		
	FLUSH TRANS. DIFF.	<input type="checkbox"/>		
		15.00		
QUANTITY	GALLONS GAS	OCTANE	\$ AMOUNT	TOTAL SERVICE
	QUARTS OIL	DETERGENT NON DETERGENT		8.95
	SOLVENT			15.00
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> TOTAL GAS OIL SOLVENT				25.95
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. If it becomes necessary for you to employ a collection agency and/or an attorney to collect this account, I the undersigned agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.				SUB-TOTAL
				TAX
				TOTAL

Limited Warranties applying to the parts listed herein are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of the merchantability or fitness for a particular purpose and, where applicable, any other person to assume any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the company any consequential damages, to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

