

From: [REDACTED]
 To: [EVOQ \(NHTSA\)](#); [REDACTED]
 Cc: [NHTSA ODI CRD](#); [REDACTED]
 Subject: ODI-11481383
 Date: Wednesday, September 21, 2022 4:55:33 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.

[REDACTED]
 Subject: RE: KIA FORTE EX -VIN# KNAFX4A81F5[REDACTED] - KIA Motors America Case # [REDACTED]
 To: syoon@kiausa.com, syoon@kia.com, gsilvestri@kiausa.com, bahn@kiausa.com, bahn@kia.com, mcameron@kiausa.com
 Cc: NHTSA.Privacy@dot.gov, opa@ftc.gov, nhtsa.webmaster@dot.gov, williams@pasenate.com, joy.norman@pasenate.com, rudy.taylor@pasenate.com, jmccclinton@pahouse.net, consumers@attorneygeneral.gov

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.

Please reference the attached:

- A) Expert witness video testimony, as it relates to my vehicle's engine issue
- B) Expert witness written summary of my vehicle's engine issue, oil change and recall related repair documentation
- C) Letter providing background information/circumstances of my cars engine issue, employee complaint and summary of required action

I look forward to your timely and favorable response.

Sincerely,

[REDACTED]

Link to Expert Witness Video Testimony:
 [REDACTED]
 Valid until Sep 22, 2022

[REDACTED]

Thank you,

[REDACTED]
 ASRC Federal Holding Company
 [REDACTED]
 7000 Muirkirk Meadows Drive, Beltsville, MD 20705

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#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	Warranty Warranty Warranty Warranty
#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	
#3 - MULTI: MULTIPOINT INSPECTION MULTI POINT INSPECTION Tech: SALAM AWAL (207)	

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		

GLENSIDE, PA

Work Phone
Home Phone

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

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. All limitations contained herein shall not apply where prohibited by 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	[REDACTED]
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)	DH :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

(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.

Springfield PA
[REDACTED]

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



RECEIVED		PROMISED	
AM	PM	AM	PM
DATE		CALL WHEN READY?	
3/14/00		YES	NO
CUSTOMER NOTIFIED			
1/1		AM	PM

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Pottsville Pa STATE: PA ZIP: [REDACTED]
 UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]
 YEAR: 2005 MAKE: KIA MODEL: Forte CUSTOMER: 58769

Handwritten signature and notes:
 [Signature]
 77.00

#	DESCRIPTION	SERVICE (LABOR)
	LUBE <input type="radio"/>	
	CHANGE OIL <input type="radio"/>	
	FLUSH TRANS DIFF <input type="radio"/>	

OPER #	SERVICE DESCRIPTION	AMOUNT
1	ET ET	27.00
2	ET ET	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.	

ESTIMATED SERVICE DATE: //

TOTAL PARTS → 25.00

SUBLET REPAIRS

TOTAL SUBLET REPAIRS →

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.

CASH CHARGE

TOTAL GAS, OIL SOLVENT

SUB-TOTAL: 77.00

TAX: 4.67

TOTAL: 81.67

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 hereby assumes 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 or 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 FORD
 ADDRESS: [REDACTED]
 CITY: STATE: ZIP:
 LICENSE TAG NO.: UNIT # CUSTOMER ORDER #
 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	27.95
	FLUSH TRANS DIFF	<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 →

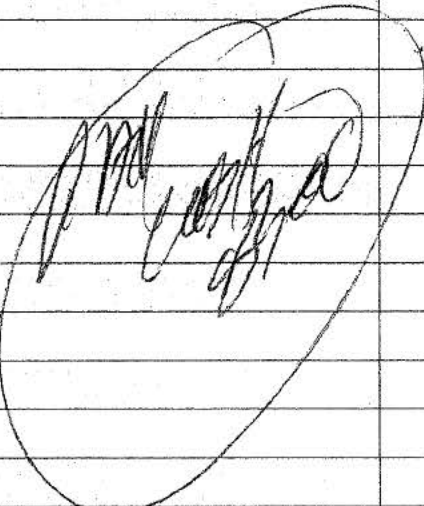
TOTAL → 59.25

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.

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 511-2711	8.00
		

SCALLY'S AUTO REPAIR

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



NAME: [REDACTED] TEL: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] ZIP: [REDACTED]
 LICENSE TAG NO: [REDACTED] UNIT #: [REDACTED] CUSTOMER ORDER # [REDACTED]
 YEAR: 2015 MAKE: KIA MODEL: Forte MILEAGE: 43057
 OPER # [REDACTED] SERVICE DESCRIPTION: [REDACTED]

RECEIVED	PROMISED
AM PM	AM PM
DATE: 2/3/20	CALL WHEN READY? YES NO
CUSTOMER NOTIFIED	
1/1	AM PM

OPER #	SERVICE DESCRIPTION	PRICE
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. HAZARDOUS WASTE (ENVIRO.)	QUANTITY	\$ AMOUNT	TOTAL SERVICE	75.00
	GALLONS GAS	OCTANE	TOTAL PARTS	8.00
	QUARTS OIL	DETERGENT NON DETERGENT	OUTSIDE REPAIRS	
	SOLVENT		GAS, OIL SOLVENT ENVIRO. CHG.	
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TOTAL GAS, OIL SOLVENT			SUB-TOTAL	83.00

ESTIMATED SERVICE DATE: //

TOTAL PARTS → \$ 8.00

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.

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, in the repair work performed by our shop. We do not warrant the workmanship 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 repair work performed by our shop. 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.

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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 Processed

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

Thank You
 Please Come Again!
 CUSTOMER COPY

DESCRIPTION	UNIT PRICE
	6.95
	5.00

SCALLY'S AUTO REPAIR

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



NAME: [REDACTED] CELL PHONE: [REDACTED]
 ADDRESS: [REDACTED] C-HARK: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

LICENSE TAG NO. [REDACTED] UNIT # [REDACTED] CUSTOMER ORDER # [REDACTED]
 YEAR: 2015 MAKE: KIA MODEL: FORTA 9X ODOMETER [REDACTED]
 OPER # [REDACTED] SERVICE DESCRIPTION [REDACTED]

OPER #	SERVICE DESCRIPTION	AMOUNT
1	LOF	
2	PAK 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	\$ AMOUNT	TOTAL SERVICE	15.00
	GALLONS GAS	OCTANE	TOTAL PARTS	11.95
	QUARTS OIL	DETERGENT NON DETERGENT	OUTSIDE REPAIRS	
	SOLVENT		GAS, OIL SOLVENT ENVIRO. CHG.	28.95
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE		TOTAL GAS, OIL SOLVENT		

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.

ESTIMATED SERVICE DATE: //	TOTAL PARTS → 11.95	SUB-TOTAL	96.00
	TOTAL SUBLET REPAIRS →	TAX	
		TOTAL	96.00

RECEIVED AM PM DATE: 12/23/19
 PROMISED AM PM CALL WHEN READY! YES NO
 CUSTOMER NOTIFIED [REDACTED]

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 and neither assume, nor authorize any other person to assume the company 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 profits or income, or any other incidental damages.

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	M
		E	PM

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Springfield PA
 LICENSE TAG NO.: [REDACTED] UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]

YEAR: 2015 MAKE: KIA MODEL: EX ODOMETER: [REDACTED]
 OPER # [REDACTED] SERVICE DESCRIPTION [REDACTED]

(Handwritten signature)

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

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

SCALLY'S AUTO REPAIR

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



RECEIVED		PROMISED	
AM	PM	AM	PM
DATE		CALL WHEN READY?	
5/20/19		YES	NO
CUSTOMER NOTIFIED			
/ /		TIME	AM/PM
PHONE	#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"/>	

NAME: [REDACTED] CELL 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]

[Handwritten signature]

OPER #	SERVICE DESCRIPTION	AMOUNT
1	LOF	
2		
3		
4		
5		
6	The Repair	15.00

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	GALLONS GAS	OCTANE	\$ AMOUNT	TOTAL SERVICE
		DETERGENT NON DETERGENT		8.95
	QUARTS OIL			15.00
	SOLVENT			25.95
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TOTAL GAS, OIL SOLVENT				

ESTIMATED SERVICE DATE: / /

TOTAL PARTS → 8.95

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	30.00
TAX	
TOTAL	50.00

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.

QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE
1	OIL FILTER	0.95
	WINDSHIELD WASH	NK

SCALLY'S AUTO REPAIR

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



NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: GLOWSDALE PA ZIP: [REDACTED]
 LICENSE TAG NO.: [REDACTED] UNIT #: [REDACTED] CUSTOMER ORDER #: [REDACTED]
 YEAR: 2015 MAKE: KIA MODEL: FORTE SOUVENIR MILEAGE: 34045

RECEIVED AM PM DATE: 1/14/18
 PROMISED AM PM CALL WHEN READY? YES NO

CUSTOMER NOTIFIED: [REDACTED]
 PHONE #1: [REDACTED] #2 OR CELL: [REDACTED]

#	DESCRIPTION	SERVICE (LABOR)
	LUBE	<input type="radio"/>
	CHANGE OIL	<input type="radio"/> 25.95
	FLUSH TRANS DIFF	<input type="radio"/>

OPER #	SERVICE DESCRIPTION	AMOUNT
1	57 42	27.00 48.00
2	OK ALL FLUIDS, AIR IN TIRES	NK
3	[Signature]	
4	FT 7070, 8070 F 12	
5		
6		

TECHNICIAN #1	TECHNICIAN #2	QUANTITY	\$ AMOUNT	TOTAL SERVICE
		GALLONS GAS		100.95
		QUARTS OIL		0.95
		SOLVENT		
		HAZARDOUS WASTE (ENVIRO.)		

ESTIMATED SERVICE DATE: // //

TOTAL PARTS → 6.95

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	TAX	TOTAL
107.90	6.47	114.37

The 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 neither assume, nor authorize any other person to assume for the company any liability in connection with the sale of the 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 profits or income, or any other incidental damages.

September 19, 2022

Kia Motors, Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606

Attention:

- Seungkyu (Sean) Yoon, President & CEO, Kia Motors America Inc
- Greg Silvestri, VP Service & Aftersales Operations, KIA America
- Byung Ahn, Group Vice Chairman & CEO, KIA Consumer Relations
- Michele Cameron, Executive Director, Consumer Affairs & Warranty Operations

RE: 2015 KIA Forte EX—VIN KNAFX4A81F5 [REDACTED]

- Kia Motors America - Case #: [REDACTED]
- National Transportation Safety Authority (NHTSA) - Office of Defects Investigation Complaint (ODI)
- # 11481383

For Those With Approval Authority and Responsibility for Righting This Wrong:

Background. This letter is being written to reiterate my request for an engine replacement (at no cost to me), based on the material facts listed below; and also to further highlight the existence of KIA Motors America's latent engine defect. This mechanical/manufacture's latent defect, for which KIA Motors, is acutely aware, impacts the Theta II (GDI), 2.0 liter engine contained within my vehicle. Yet, this latent defect, has and is still continuing to cause engines to catch fire, engines to fail/seize, engines to stop, (while the vehicle is in motion), engines to leak oil (both internally and/or externally) and engines to experience excessive oil consumption issues, etc. The National Highway Transportation Safety Authority, other agencies, as well as numerous internet outlets have been inundated with countless complaints, initiated by KIA vehicle owners/consumers, related to this matter. Despite these well-documented complaints, KIA Motors has neglected to further initiate/expand and/or to fully and completely address this much-needed recall. This matter has been left to exist, without appropriate accountability from the manufacturer. This is a clear safety hazard for the consumers and a definite liability issue for KIA Motors America.

Circumstances of My Car. I am the owner of a 2015 KIA Forte EX. The vehicle has been well maintained and driven minimally, as reflected by my low mileage, and as such, my engine should not be failing. By mileage industry standards, my car has not even "been broken in" yet. In late June 2022, at approximately 61,617 miles, I started having issues with my car. It failed to start intermittently. In addition, occasional intermittent white smoke could be seen coming from the tailpipe, and lastly a sudden and unexplained substantial increase in oil consumption was experienced, (despite my having had a recent oil change 2 months prior on April 13, 2022 at 59,621 miles, my oil level was still critically low). Upon experiencing these mechanical issues, I

replaced the battery (on 6/24/2022), in an attempt to get the vehicle to start. The vehicle started initially, then later failed to start after the battery had been replaced. Upon getting the car started again, I took it to the local KIA dealership for evaluation (on 6/27/2022). The dealership could not immediately explain why the car had failed to start (after a new battery had been installed), and told me that if that happened again, to have the car towed back to the dealership. On 6/27/2022, the dealership did not immediately see a visible external engine leak. They confirmed that the alternator and battery were fine, and suggested that I have an oil consumption test performed to confirm whether excessive oil was being used. The oil consumption test was started on 6/27/2022, and I returned to the dealership for the oil consumption test results on 8/23/2022, after driving the vehicle 1,000 miles, as advised. To my dismay, I was advised that my vehicle had used 3.5 to 4 quarts of oil since the oil consumption test was initiated, approximately 1,000 miles earlier. The dealership also confirmed that this amount of oil was indeed extremely excessive and not in line/range with KIA Motors' normal oil usage standards. I was informed that the car required a new engine, and that a new engine would cost me \$5,950.

Within days, my vehicle started making an abnormal knocking noise, had an intermittent metallic smell, was stalling/misfiring, was extremely sluggish, and had significantly diminished acceleration to the point the car actually stopped, while in motion. In addition, the vehicle was continuing to have excessive oil consumption. I am in receipt of independent expert testimony, regarding my vehicle's engine problem and corroborating the fact that KIA motors has had a longstanding and significant history of being plagued with latent engine defects, resulting in the exact engine issues that I am currently experiencing. The expert also recommended that I return the car to the Kia dealership so that the manufacturer could replace the engine, at no cost to me. Needless to say, my vehicle is not safe to drive on the road and is thus parked. I am disabled and not only rely on my vehicle as personal transportation, but also rely on it for the transportation needs of a relative, with a special needs designation. As you can imagine, being without reliable transportation, due to this latent defect, is not only a substantial inconvenience, but also a health and safety hazard, as doctor appointments have had to be canceled due to transportation challenges. In addition, I must still bear the financial obligation of paying a car note, without the benefit and availability of reliable transportation—which functionally amounts to no transportation, since I clearly am unable to risk my or my family's safety by driving an inoperative vehicle.

Furthermore, this is not a warranty issue. It is a widely-known and substantiated latent/mechanical defect, which KIA Motors needs to correct, without adverse financial impact to the vehicle owners.

During my conversation with KIA's Consumer Relations Department on 8/26/2022 (referenced below), I was advised that an oil consumption issue is an exclusion, under the extended warranty, afforded to KIA vehicle owners, who are impacted by KIA's engine recall and who have complied with the Knock Sensor Update installation (mandated by the recall). As a result, I was advised that "KIA would not be supporting my effort for an engine replacement". To clarify and to reiterate, the excessive oil consumption issue is only one of many engine symptoms that

I am experiencing, which are all well known by KIA and are additionally the direct result of said latent engine defect. This defect causes motor issues/loss of power, engine seizures, knocking noises, vehicle acceleration hesitancy, excessive oil consumption (as a result of internal and/or external engine leaks). Numerous Technical Service Bulletins have been issued, however KIA has only issued (1) recall, and that recall is proving to be very limited in scope, as currently written. An expanded recall is necessary to address the other widespread/well documented engine issues that Kia Forte owners are experiencing. This refusal to correct the problem via an expanded recall, is unethical, potentially deadly, and displays a flagrant lack of integrity, as it relates to your company's practices.

Employee Complaint: Robert at the Irvine Corporate Office. Additionally, I am writing to officially memorialize/file a complaint related to the extremely unprofessional and unpleasant exchange that I experienced during my telephone conversation with Robert from your Corporate Office on 8/26/2022. My call to 1-800-333-4542 was initiated at 4:30 EST/1:30 PST. I was on hold for 2.5+ hours, before Robert answered the phone. Initially his conversation with me was appropriate, but the pleasant communication was short-lived. I stated to Robert that the way he was speaking to me was inappropriate. He replied that he wasn't being rude, but that he was "being stern" with me. As a consumer, it is deplorable that this is the type of customer service that your organization condones. As a customer/client, it is never an acceptable practice for a business entity and/or a representative of said business entity, to speak to a customer in the disrespectful way that I was spoken to. In addition, Robert abruptly hung up on me. Prior to him hanging up on me, I had requested to speak with Robert's superior. He advised me that he was a Corporate Case Manager, and was the final decision maker and condescendingly stated that KIA Motors would not be supporting my effort for an engine replacement, as the extended warranty did not apply to oil consumption issues. **It is clear that the oil consumption issue is not a warranty-related issue, but a latent mechanical/material defect issue, warranting a recall, as are the other mechanical symptoms that I am currently experiencing: (sluggish pick up/sluggish acceleration, intermittent metallic odor, abnormal knocking noise and intermittent white smoke from tailpipe.** I continued to request his superior and reluctantly, he advised me that he would need to transfer me to the voicemail of one of the supervisors and that I would be able to leave a message and that I would receive a return call. Since Robert abruptly hung up on me, this request was not honored. Interestingly enough, YELP has a post by a KIA customer who also references the terrible experience that she had while speaking with Robert at Kia's Corporate Office. YELP also has a post from another KIA customer, who references the same oil consumption issue that I am referencing, and the customer also expresses his dissatisfaction with KIA's lack of accountability for the issue ([reference the posts from \[REDACTED\] and \[REDACTED\] for additional details](#)). A customer should never be spoken to in the manner that I was spoken to by a representative of your company. I have been a loyal/repeat KIA customer/car owner, and it would greatly benefit your organization to understand that both the practice of poor customer service, coupled with the practice of not taking accountability/responsibility for a latent defect in your product, is unacceptable on many levels and reflects poorly upon KIA Motors, as a whole.

Summary of Requested Action:

1. **It is my expectation that I am advised, in writing, of the re-training and disciplinary action, imposed upon Robert by KIA Motors.**
2. **Replace my engine with a new and warrantied engine that doesn't contain any latent/mechanical defects.** I am requesting your favorable response to my request—because this is an egregious latent/mechanical defect, this means that this situation is not a matter for coverage determination, nor warranty consideration. In stark contrast, KIA Motors has a moral obligation to approve and implement a recall related to this matter/my inquiry, coupled with countless others and as a result, to make the necessary latent/mechanical defect repairs and in this case, approve an engine replacement (free of charge to me), as a matter of good faith/principle/integrity and, as a mechanism by which, to diminish the safety hazards for consumers and to diminish the ever-growing liability issues for KIA Motors America, as a whole.
3. **Voluntarily, initiate an expanded recall, inclusive of the excessive oil consumption issue to ensure the safety of all other 2015 KIA Forte EX vehicles.**
4. **Approve payment for me to be provided with reliable/replacement transportation (at no charge), for the entire timeframe that it takes to repair my vehicle.**
5. **Reimbursement for any vehicle depreciation that I experience, as a result of this latent manufacturer's defect.**
6. **Reimburse all out of pocket transportation expenses incurred as a result of this issue.**

Please Note: This letter is also being sent to Mr. Greg Silvestri, VP Service and Aftersale Operations - KIA America, as he has organizational responsibility, as it relates specifically to the following areas within KIA America:

- Aftersale Operations
- Service (specifically Customer Service, and the need for enhanced employee training efforts)
- Warranty (Extended)

Sincerely,

[Redacted Signature]
Darby, PA [Redacted]

Reference List. For your reference, hyperlinks related to this issue are listed below and confirm the magnitude of the problem.

- [Redacted]
- MyCarVoice article [Redacted]
- MyCarVoice [Redacted]
- CarHP [Redacted]

- Vehicle History [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED] (1 recall, 1 investigation, 175 complaints as of August 2022)
- You searched for 2015 kia forte - The Center for Auto Safety [REDACTED]
- 2015 KIA Forte Recalls, Complaints and Investigations - The Center for Auto Safety [REDACTED]
- 'I'm furious': Consumer claims vehicle recall service not enough to keep family safe – WFTV [REDACTED]

Cc: National Highway Transportation Safety Authority (NHTSA) - Office of Defects and Investigations
Federal Trade Commission (FTC)
Department of Transportation Vehicle Safety
Center For Auto Safety
Car Voice
State Senator Anthony H. Williams
State Representative Joanna McClinton
Congresswoman Mary Gay Scanlon
PA State Attorney General, Josh Shapiro, The Bureau of Consumer Protection
Better Business Bureau (BBB)
Consumer Product Safety Commission