

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

To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11481957
Date: Thursday, September 1, 2022 10:38:56 AM
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: complaint # 11481957, vin 5xypkda53kg [REDACTED]...i could not get these uploaded.
 To: nhtsa.webmaster@dot.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.

[REDACTED]
 [REDACTED] Shelbyville, KY [REDACTED]
Office: [REDACTED] | **Fax:** [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 ASRC Federal Holding Company
 [REDACTED]
 7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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.



Kia Store East

7301 New LaGrange Rd • Louisville, KY 40222
Main: 502-425-1234 Service: 502-426-4884 Parts: 502-814-0475

RO: [REDACTED] OPEN

Cashier:

Date Out: 08/09/2022

Time-In: 07:45 Out: 12:07

Miles-In: 31172 Out: 31172

Customer: [REDACTED]

VIN: 5XYPKDA53KG [REDACTED] 2019 KIA SORENTO (3

[REDACTED]
BAGDAD KY

Home: [REDACTED] Work: N/A Cellular: [REDACTED]

E-mail: [REDACTED]

Comment: Dealer-FX RO

Advisor: 111144-SYDNEY DAUB Hat: 148

Date In: 08/08/2022

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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[INTERNAL]

A SPOLS 000548I
 *CUSTOMER STATES FORWARD COLLISION WARNING SYSTEM DOES NOT WORK - ALL ALARMS GO OFF, COME ON, AND THEN GO OFF
 TECH FOUND DURING TEST DRIVE AND IMMEDIATE START NO ACTIVE, PENDING OR HISTORY CODES. CND ANY CONCERN EXCEPT HIMMINH NOISE.

[INTERNAL]

B SPOLS 000548I
 *CUSTOMER STATES BELIEVES THERES A BAD MISS IN MOTOR. BELIEVES THERE IS A DEAD SPOT DUE TO HESITATION IN ACCELERATING IN ALL MODES - USING LOTS OF GAS....
 COULD NOT DUPLICATE - TEST DROVE 9 MILES

[INTERNAL]

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 *CUSTOMER STATES REAR HATCH IS ONLY COMING UP HALF WAY AND AUTO HATCH DOOR SENSOR NOT WORKING
 COULD NOT DUPLICATE- WENT ALL THE WAY UP 5/5 ATTEMPTS

[INTERNAL]

D SPOLS 000001
 DIAGNOSE DRIVEABILITY CONCERN VEHICLE LUNGES, HESITATES, JERKS AND HAS POWER SURGES - TRANSMISSION SEEMS LIKE IT HAS TROUBLE. DOES NOT ALLOW FOR CONSISTENT SPEED ON ACCELERATION
 COULD NOT DUPLICATE

[INTERNAL]

E SPOLS 000548
 DIAGNOSE ENGINE MECHANICAL CONCERN NOISE WHILE DRIVING -

RO: [REDACTED] -OPEN

Cashier:

Date Out: 08/09/2022

Kia Store East

7301 New LaGrange Rd • Louisville, KY 40222
Main: 502-426-1234 Service: 502-426-4884 Parts: 502-814-0475

Time--In: 07:45 Out: 12:07

Miles--In: 31172 Out: 31172

VIN: 5XYPKDA53KG [REDACTED] 2019 KIA SORENTO (3

[REDACTED]
BAGDAD KY

Home: [REDACTED] Work: N/A

Cellular: [REDACTED]

E-mail: [REDACTED]

Comment: Dealer-FX RO

Advisor: 111144-SYDNEY DAUB

Hat: 148

Date In: 08/08/2022

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TECH FOUND NO ACTIVE, PENDING OR HISTORY CODES. COULD NOT
DUPLICATE ANY CONCERNS. WHEN ACTIVE COME BACK

Customer Pay Labor:	44.95
Customer Pay Parts:	35.00
MISC. SHOP SUPPLIES:	4.50
WASTE REMOVAL:	2.50

Customer Pay Subtotal:	86.95
Customer Pay Sales Tax:	5.07

Customer Total Due: 92.02

WE SELL TIRES! PRICE MATCH

I hereby authorize the repair work herein set forth 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 vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. KIA STORE EAST hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and KIA STORE EAST neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by KIA STORE EAST in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you for allowing us to serve you!

Kia Consumer ^I Called

Tracy 8/10/2022
@ 3:30 pm

Explained Situation She will
Call Kia East & Call me
Back on what to do.
Did NOT Give me a Case #

Never Called me back
will call again

Called - Kia Consumer
on 8/24/2022
@ 12:12 pm

Talked to Pam


She tried calling Kia East
But Never got thru to them.
She told me to Video Driving the
vehicle & Problems

She said Nothing KIA will do since
it does NOT throw a code For
the forward collision warning.

I Called Kia Consumer

8/22/2022

@ 4:36 pm

(Case
)

Spoke to Jennifer: She said
NO Notes Report By Tracy from
8/10/22 So Evidently she did
NOT call or do anything with my
Claim. Told to Just go to
Another Dealership & Video Problems

P

David @ Kia East

@ 8/9/22

@ 6pm

Asked him to open up
the Service Detail &
Add the Notes - where
I was told by Sydney
that they popped off the front
Bumper, cleaned the Radar &
put it Back. He said he would.
But he has yet to get done.

8/29/22 @ 10:00 Am

TALKED to David - SAID he can't as has not
BEEN Able to get the Service Case opened to add
Notes on my service problem. And he has not
BEEN ~~able~~ Able to Add Advisor Notes that they took my
Bumper off and cleaned the Radar!

RO: [REDACTED] -OPEN

Cashier:

Date Out: 08/09/2022

Kia Store East

7301 New LaGrange Rd • Louisville, KY 40222
Main: 502-426-1234 Service: 502-426-4884 Parts: 502-814-0476

Time-In: 07:45 Out: 12:07

Miles-In: 31172 Out: 31172

VIN: 5XYPKDA53KG [REDACTED] 2019 KIA SORENTO (3

[REDACTED]
BAGDAD KY

Home: [REDACTED] Work: N/A Cellular: [REDACTED]

E-mail: [REDACTED]

Comment: Dealer-FX RO

Advisor: 111144-SYDNEY DAUB Hat: 148

Date In: 08/08/2022

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Customer Pay Parts:	35.00
MISC. SHOP SUPPLIES:	4.50
WASTE REMOVAL:	2.50

Customer Pay Subtotal:	86.95
Customer Pay Sales Tax:	5.07

Customer Total Due: 92.02

WE SELL TIRES! PRICE MATCH

I hereby authorize the repair work herein set forth 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 vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/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 the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. KIA STORE EAST hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and KIA STORE EAST neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by KIA STORE EAST in no way affects the terms of the manufacturer's warranty.

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[INTERNAL]

E SPOLS 000548

DIAGNOSE ENGINE MECHANICAL CONCERN NOISE WHILE DRIVING -



Today
10:37 AM

Edit

LIVE





x1000rpm

80
MPH

Forward Collision
Avoidance Assist (FCA)
system disabled.
Radar blocked

71°F

D

29811mi

ECO

