



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

January 9, 2026

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: KIA Motors America Inc
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sarah DeNardo

Sarah DeNardo
Citizen's Advocate
Consumer Protection Division
sarah.denardo@ilag.gov
312-914-0113

enclosure

A handwritten signature in blue ink, appearing to be "R", is located in the bottom left corner of the page.

Amount paid to date or down payment

\$0.00

Method of payment

Cash

Money Order

Check

Credit Card

Debit Card

Bank Draft

Wire Transfer

Automatic Debit

Cryptocurrency

Mobile App (Zelle/Pay Pal/Etc.)

Prepaid/reload credit or debit cards

Other (please specify)

Where did the transaction take place?

At my home

By mail

Trade show - convention - home show

By facsimile

There was no transaction

Over the telephone

Over the Internet

At the firm's place of business

Other

Total cost of product and or service

\$0.00

I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

Description

Is this regarding a motor vehicle?

Yes No

Complaint Description

Briefly describe the transaction and your complaint

After Purchasing a new 2025 Kia K4 my daughter started hearing noises in the dash and could not find, stop or explain them. She finally found out from a Kia Customer in Indiana where she is now living that the Kia Body Domain Controllers are bad in Many Kia Models and are being replaced. She did that and continues to have problems to this day. He instrument lights short out and go off and any given time as has been reported by other Kia owners (even different models) around the US. Recently (last month they did a recall on the Body Domain Controller on the 2025 Kia K5 but not the K4. I have spoken ot dealers here in my area and they are experiencing the same problems. It is an electronic short no one has yet found and it does in sporadically. It controls part of the speedometer making it not read the correct speed, either faster or slower and my daughter got a speeding ticket (she is [REDACTED] because of this and her speedometer said 71 MPH and she was ticketed for 90 after having guns pointed at her!

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)

The escalated Case Representative for Kia did not promise but told me several times - this is an ideal car for a Kia Buy-Back after hearing all the problems she has had. Once the last repair slip came back after 6 weeks at the dealers shop and they only drive it 2 times (we have proof) they said they found no problem (sporadically) and when I sent the papers in to Jeannie the panel review said NO BUY BACK, and a dealer told me it was because the service dept. said they found no problem. This is a serious problem, and I fear for my daughter's safety. I would like for Kia to either buy back at full value (no cost to my daughter so she can go elsewhere and including the extended warranty and additional costs she added) or supply her with a new Kia and a service policy incase anything like this happens in the future with another Kia. She has been laughed at buy the service department behind her back thinking she could not hear. We do not want to deal with the Kia Dealer in Evansville Indiana which is the rude and unable to fix her care dealer [REDACTED]

Additional Documents

Add Additional Documents

IMG_6412.jpeg	2.43MB
IMG_6415.jpeg	2.61MB
8231954469401282530.jpg	475.72KB
2671009798289123109.jpg	298.19KB
IMG_6410.jpeg	2.02MB
IMG_6411.jpeg	2.18MB
IMG_6463.jpeg	1.72MB



Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Your Information

Title

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Other

First Name

Last Name

Address

Street Address

City

Celina,

State

Texas

Zip Code

Daytime Phone Number

Evening Phone Number

County

Collin

E-mail

☐ I am a senior citizen

☐ I am a senior citizen

☐ I am a veteran

☐ I am a service member

Name of seller or provider of service

Name of seller or provider

Kia America Consumer Affairs

Seller or provider address

Street Address

P.O. Box 52410

City

Irvine

State

California

Zip Code

92619-2410

Website

Kiaamerica.com

Phone Number

(949) 468-4800

☒ I have complained to the company or individual

Person contacted

Jeannie/Escalated Case Representative

Phone Number

(520) 274-1165

Would you like to add additional seller or provider's name?

☐ Yes ☐ No

Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

Information about transaction

Date of Transaction

☐ I signed a contract

☐ This product or service was advertised

Amount paid to date or down payment

\$0.00

Method of payment

Cash

Check

Debit Card

Wire Transfer

Cryptocurrency

Prepaid/reload credit or debit cards

Money Order

Credit Card

Bank Draft

Automatic Debit

Mobile App (Zelle/Pay Pal/Etc.)

Other (please specify)

Where did the transaction take place?

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Other

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\$0.00

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What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)

The escalated Case Representative for Kia did not promise but told me several times - this is an ideal car for a Kia Buy-Back after hearing all the problems she has had. Once the last repair slip came back after 6 weeks at the dealers shop and they only drive it 2 times (we have proof) they said they found no problem (sporadically) and when I sent the papers in to Jeannie the panel review said NO BUY BACK, and a dealer told me it was because the service dept. said they found no problem. This is a serious problem, and I fear for my daughter's safety. I would like for Kia to either buy back at full value (no cost to my daughter so she can go elsewhere and including the extended warranty and additional costs she added) or supply her with a new Kia and a service policy incase anything like this happens in the future with another Kia. She has been laughed at buy the service department behind her back thinking she could not hear. We do not want to deal with the Kia Dealer in Evansville Indiana which is the rude and unable to fix her care dealer!

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IMG_6464.jpeg	2.02MB
8231954469401282530 2.jpg	475.72KB
image000000.jpg	918.13KB
Kia Report.docx	17.75KB
IMG_6416.jpeg	2.73MB
8231954469401282530 2.jpg	475.72KB
2671009798289123109 2.jpg	298.19KB
IMG_6416.jpeg	2.73MB

☐ Read before submission

☐ Read the following before submitting

☒ By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

☒ I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

☐ Please do not send this complaint to the business.

☒ I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

Submission Timestamp

2025-12-05 04:27:49 PM

Informa

ILLINOIS NOTICE REGARDING USED VEHICLES:

The following applies only if the vehicle is a used vehicle and is not an antique vehicle as defined in the Illinois Vehicle Code, or a collector motor vehicle and does not apply to a vehicle with more than 150,000 miles at the time of sale.

Illinois law requires that this vehicle will be free of a defect in a power train component for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. "Power train component" means the engine block, head, all internal engine parts, oil pan and gaskets, water pump, intake manifold, transmission, and all internal transmission parts, torque converter, drive shaft, universal joints, rear axle and all rear axle internal parts, and rear wheel bearings. You (the consumer) will have to pay up to \$100 for each of the first 2 repairs if the warranty is violated.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss Insurance is required by Seller. (Buyer may choose the person through whom the insurance is to be obtained). If such insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT

Credit Insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit Insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Life Insurance \$	N/A	Credit Disability Insurance \$	N/A
I desire Credit Life Insurance.	I desire Credit Disability Insurance.	I DO NOT want Credit Life or Disability Insurance.	
(Age of Insured) (Signature) (Date)	(Age of Insured) (Signature) (Date)	(Signature) (Date)	
(Age of Insured) (Signature) (Date)	(Age of Insured) (Signature) (Date)	(Signature) (Date)	

SEE * NOTE 1 * HEREOF FOR INFORMATION ON POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM.

NOTICE OF PROPOSED GROUP CREDIT LIFE INSURANCE

If a charge is made above for credit life insurance and if such insurance is to be procured by Assignee, the undersigned takes notice that the decreasing term insurance written under a Group Credit Life Insurance Policy is to be purchased on the life of the Buyer or Buyers who signed above requesting it, subject to acceptance by the insurer and issuance of a certificate by (Insurer) (Home Office Address)

N/A

The amount of premium is shown above. The term of insurance will commence on the date of this contract and expire on the originally scheduled maturity date of the indebtedness. The initial amount of insurance will be equal to the initial indebtedness and will decrease as any payment is made on the indebtedness in an amount computed by multiplying the amount of the payment by the ratio of initial insurance over the initial indebtedness. The proceeds of any insurance paid will be applied to reduce or extinguish the indebtedness. If insurance is terminated prior to the scheduled maturity date of the indebtedness, any premium refund will be paid or credited promptly to the person entitled thereto. Refund formula is on file with the Director of Insurance and with creditor. All of the foregoing is subject to the provisions of the certificate of insurance to be issued.

Other insurance: N/A (Type of Insurance), the cost for a term of N/A months will be \$ N/A.

BUYER AGREES THAT THE PROVISIONS ON PAGES 3 & 4 HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPORATED HEREIN. DOCUMENTARY FEE: A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 2020, WAS \$300. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$300 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

The Annual Percentage Rate may be negotiable with the Seller. If this Contract is assigned, Seller may retain or receive a portion of the Finance Charge.
NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. Buyer confirms receiving a copy of this contract and had a chance to read and review it before Buyer signed it. By signing below Buyer agrees to the terms of this contract. Guarantor, if any, acknowledges receipt of completed copies of this contract and of Explanation of Guarantor's Obligation.

CO-BUYER: A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing below, (1) I confirm that I will actually receive possession of the vehicle or will use it, or that I am a parent or spouse of the Buyer, or that I will be listed as an owner on the vehicle's title; (2) I agree to be primarily obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle.

Dated: 12/23/2024

Seller: GREEN DODGE KIA SUBARU

By: [Signature] FINANCE MANAGER
TITLE

Guarantor: [Signature]

Guarantor Address: N/A

I hereby guarantee the collection of the above described amount upon failure of the Seller named herein to collect said amount from the Buyer named herein.

Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract.

RETAIL INSTALLMENT CONTRACT

Buyer X [Signature]

Buyer [Signature]

INSTRUCTIONS: If parent, spouse, or other person who is or will be listed as an owner on the vehicle's title is a co-buyer, sign above. Other co-signers, sign on the Guarantor line.

Buyer Signature: X [Signature]

Co-Buyer Signature: N/A

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RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 15,500.00
7.49 %	\$ 4,258.50	\$ 17,414.22	\$ 21,672.72	\$ 37,172.72

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 301.01	monthly beginning 01/22/2025
N/A	\$ N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

Buyer(s) [REDACTED]
(Name)
NIANTIC, IL [REDACTED]
(City) (State) (Zip)
Buyer(s) N/A
(Names)
N/A
(Address)
(City) (State) (Zip)
Seller GREEN DODGE KIA SUBARU
(Corporate Firm or Trade Name)
3801 Wabash Ave Springfield, IL 62711
(Business Address) (City) (State) (Zip)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle.

The vehicle will be used primarily for personal, family, household or agricultural purposes. However, if the following box is checked the vehicle will be used primarily for business or commercial purposes. ☐

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Vehicle Identification Number	Body Color	Odometer	Key No.
NEW	2025	KIA	K4	EX FWD	N/A	[REDACTED]	AURORA BL	2	N/A

Buyer Promises to pay to the order of Seller at the offices of:
CEFCU

P.O. BOX 1715
(Assignee) located in PEORIA, IL 61607

The Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of 7.49 % per annum from date until maturity in 71 installments of \$ 301.01 each and a final installment of \$ 301.01, beginning on JANUARY 22 2025 and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first

to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein. Herein, Holder means the motor vehicle retail Seller, sales finance agency, or any other Assignee that purchases or makes a loan upon the security of this retail installment contract.

Attention consumer: sign here only if the Seller has told you that this vehicle has the following problem or problems and you agree to buy the vehicle on those terms:

1. N/A	Buyer Signature	N/A	Date
2. N/A	Buyer Signature	N/A	Date
3. N/A	Buyer Signature	N/A	Date

Buyer acknowledges and agrees that: 1. This contract is an electronic contract executed by you, Buyer, using your electronic signature and it is your intent to electronically sign this contract; 2. Your electronic signature signifies your consent to conduct business electronically and your intent to enter into this contract, and that this contract is legally valid and enforceable in accordance with its terms to the same extent as if you had executed this contract using your written signature; 3. You have been offered the opportunity to opt out of electronically signing this document and have refused that option to opt out; 4. It is the mutual agreement of the parties that this electronic signature and record be considered a secure electronic signature and record; and 5. The original authoritative copy of this contract ("Authoritative Copy") shall be the electronic copy that resides in a document management system designated by Seller for the storage of authoritative copies of electronic records, which shall be deemed held by Seller in the ordinary course of business. If the Authoritative Copy is printed as a paper copy that is marked by Seller as the original ("Original Paper Contract"), then you acknowledge and agree that your signing of this contract with your electronic signature also constitutes issuance, execution, and delivery of such Original Paper Contract, and your electronic signature associated with this contract, when affixed to the Original Paper Contract, constitutes your legally valid and enforceable signature on the Original Paper Contract. Buyer understands Buyer's right to a copy of this electronically signed contract and acknowledges that the electronically signed contract is the authoritative copy of this contract.

Buyer Signature: [REDACTED]

Co-Buyer Signature: N/A

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Form IFI-250 (Rev. 8/22) Page 1 of 5

No.	Itemization of Amount Financed	
1.	Cash Price	\$ 25,944.00
	Less Cash Downpayment	\$ 15,500.00
	Less Other Downpayment (describe) N/A	\$ N/A
	Value of Trade-In	N/A
	Trade \$	N/A
	Lien Payoff \$	N/A
	To N/A Net Trade \$	N/A
2.	Total Downpayment (if negative enter "0" and see "Unpaid Balance Due on Trade-In" below)	\$ 15,500.00
3.	Unpaid Balance of Cash Price	\$ 10,444.00
	Amount Paid to Others for You	
	*WE MAY BE RETAINING A PORTION OF THIS AMOUNT	
	Unpaid Balance Due on Trade-In	\$ N/A
	N/A	
	Year, Make, Model of Buyer's Trade-In (Paid to) N/A	
	*Insurance Companies	
	*First Auto GAP	\$ 878.00
	*N/A	\$ N/A
	*N/A	\$ N/A
	Public Officials (Licenses, Title & Taxes)	\$ 2,046.19
	*Paid to ERT Service Provider for Optional ERT Fee	\$ 25.00
	Other Charges (describe)	
	*To DOC FEE	\$ 358.03
	*To Advantage Plus VS	\$ 2,307.00
	*To N/A	\$ N/A
	*To N/A	\$ N/A
	*To Advantage Plus The	\$ 374.00
	*To Advantage Plus T&	\$ 389.00
	*To ADV PLUS MULTIG	\$ 593.00
4.	Total Other Charges & Amount	\$ 6,970.22
	Paid to Others For You	
5.	Amount Financed (3 + 4)	\$ 17,414.22

Vehicle Concerns (Please list primary concerns first):

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1) CAR Accelerating faster than Speedometer shows -	Lou Fusz	2		15,500	2
(2) Blackout of screen & DASH lighting	Lou Fusz	1 visit 4 1/2 wks		15,700	4 1/2 wks
(3) car pulling R & Left on its own, Not out of align					
(4) Terrible clicking noise IN DASH - one OFF	Lou Fusz	1		15,300	1
(5) They said Nothing wrong	Lou Fusz	1		"	1
(6) With my car in August	Lou Fusz	1		"	1
(7) Then I found out about Body Domain Controller	Lou Fusz	1			
(8) Conducted Speed Test AND Car showed faster Than personal Test					
(9) Actually going - It is fast and slow - Speedometer	"				
(10) Service Dept said had short but could not locate it	Lou Fusz	1		15,700	4 1/4 wks
(11) I AM AFRAID to Drive This Vehicle especially AS I AM A SINGLE FEMALE, Drive to College AT Night!	It is scary w/ electrical problems NO one can find!				
(12)					
(13) Dealer kept car AND said would Drive Regularly - but in 4 1/2 weeks		1		15,700	4 1/2 wks
(14) They Drove it 2 Times - found Nothing AND did not Drive AS They				"	"
(15) SAID They would	Lou Fusz			"	"

(16) Body Domain Controller fault is scary AND Im Afraid to rely on my car!



Kia America, Inc. | Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606 USA
T *1 949.468.4800

November 7, 2025

Sent via email to: [REDACTED]

[REDACTED]
Evansville, IN [REDACTED]

Re: Case Number: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

2025 Kia K4

VIN: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Kia America Customer Care Center. Our records indicate that you contacted us requesting assistance regarding your Kia vehicle referenced above.

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

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

Please submit the documents directly to our Kia Customer Care Center, online by visiting <https://ksupport.kiausa.com/ConsumerAffairs> and, select the option to "Add Note or Attachment to Existing Case." Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia America representative to discuss your request.

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

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

Sincerely,

Jeannie | Escalated Case Representative
Kia America, Inc.
Customer Care
Phone: 520.274.1165
Fax: 1.866.852.6617



Kia America, Inc. | Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606 USA
T 1 949.468.4800

November 7, 2025

Evansville, IN

Re: Case Nu
Last M
Email

2025 Kia K4
VIN:

Dear

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

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

Please submit the documents directly to our Kia Customer Care Center, online by visiting <https://ksupport.kiausa.com/ConsumerAffairs> and, select the option to "Add Note or Attachment to Existing Case." Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia America representative to discuss your request.

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

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

Sincerely,

Jeannie | Escalated Case Representative
Kia America, Inc.
Customer Care
Phone: 520.274.1165
Fax: 1.866.852.6617

KN



KN

4000 E. DIVISION ST. EVANSVILLE, IN. 47715 TEL: (812) 473-0215

CELL: [REDACTED]

EVANSVILLE, IN

NAME	70120	2290	06/16/25
DATE	195.00	14,617	
TIME	25/KIA/K4/4DR FWD EX		
DATE	09/16/25		

MO: 14522

LABOR	WARRANTY	DISCLAIMER OF WARRANTIES
3W 1 D1K1ZLOANER *LOANER VEHICLE. HOURS: 0.00 TECH(S):107795 CUSTOMER REQUESTED A LOANER. DEALER PROVIDED COURTESY VEHICLE. DEALER PROVIDED COURTESY VEHICLE.	WARRANTY	Any warranties on products sold are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and this company neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products or services.   
3W 2 D1K1ZREPAIR3 3 HOUR REPAIR 30P. HOURS: 1.80 TECH(S):107795 CUSTOMER STATES THE VEHICLE DOES NOT RECOGNIZE THE KEY FOR VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE DOESN'T RECOGNIZE KEY FOB. DUE TO A COMMUNICATION ISSUE BETWEEN THE KEY FOB AND THE BDC, THE AFFECTED VEHICLES MAY EXHIBIT A NO START CONDITION WHEN THE IGNITION START BUTTON IS PRESSED ACCOMPANIED BY THE INABILITY TO MOVE THE SHIFTER OUT OF THE PARK (P) POSITION. ACCESSED, REMOVED, AND REPLACED THE BODY DOMAIN CONTROL UNIT AS PER THE TECHNICAL SERVICE BULLETIN CARSOT INSTRUCTIONS. CONNECTED THE BATTERY CHARGER, ACCESSSED THE DIAGNOSTIC PORT WITH THE KDS, PERFORMED THE VARIANT CODING, SMART KEY CODE SAVING, TPMS ID WRITING, AND BDC LEARNING MODE. CLEARED ALL DIAGNOSTIC TROUBLE CODES. DOCUMENTED THE LABOR OPERATION NUMBER & TIME AS 250K080 AND THE TOTAL LABOR TIME AS 1.8 HRS.	WARRANTY	
3W 3 D1K1Z99P MULTIPPOINT INSPT. HOURS: 0.00 TECH(S):107795 CUSTOMER STATES PERFORM A COMPLIMENTARY MULTIPPOINT INSPECTION. PERFORM A COMPLIMENTARY MULTIPPOINT INSPECTION. PERFORMED COMPLIMENTARY MULTIPPOINT INSPECTION.	INTERNAL	
3W 4 D8K1Z24 ELECTRICAL. HOURS: TECH(S):107795 CUSTOMER STATES THE SPEEDOMETER IS READING INACCURATE MENT ON TEST DRIVE. STARTED AT 14,617 MILES. WATCHED DATA ON TABLET THROUGH SPEED SENSORS AND COMPARED IT TO THE CLUSTER. DID NOT SEE BUT MAYBE A MILE DIFFERENCE IN SPEED BETWEEN THE SENSORS AND CLUSTER. THIS IS WHAT I WITNESSED ON MY TEST DRIVE. ENDING MILEAGE 14,622. SPEEDS RANGED FROM 0-60 MPH. NO ISSUE FOUND AT THIS TIME.	INTERNAL	
3W 5 50K1ZRECALL KIA FACTORY RECALLS. HOURS: 0.30 TECH(S):107795 ECM FCM JUDGE LOGIC IMPROVE DTC P218100 CHECKED KIA GLOBAL INFORMATION SYSTEM FOR RECALLS, TECHNICAL SERVICE BULLETINS, AND WARRANTY EXTENSIONS FOUND APPLICABLE TSD DOCUMENT 5A03 WHICH IS RELATED TO THE VEHICLES CONCERN. CHECKED FOR ANY SOFTWARE UPDATES TO FIND A ENGINE CONTROL MODULE SOFTWARE UPDATE IS DUE WHICH IS RELATED TO THE VEHICLE'S CONCERN. FINDING THE SOFTWARE IS NOT OPERATING AS PER MANUFACTURER SPECIFICATIONS. FURTHER EXAMINATION FOUND THE SOFTWARE IS OUT OF DATE. UPDATE SOFTWARE OF THE ECM SYSTEM AND. IMPROVE THE JUDGEMENT LOGIC OF THE ECM. CLEARED ALL DIAGNOSTIC TROUBLE CODES. DOCUMENTED THE LABOR OPERATION NUMBER & TIME AS 250K1000 AND THE TOTAL LABOR TIME AS 0.3 HRS.	WARRANTY	

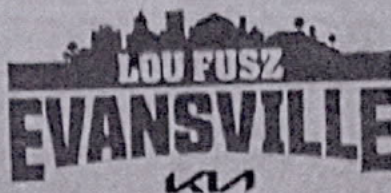
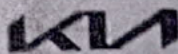
Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not please tell us immediately.

Thank You

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:49pm



4000 E. DIVISION ST. EVANSVILLE, IN. 47715 TEL. (812) 473-0215

BRIAN PHELPS		99503	2375	10/20/2
LABOR RATE	195.00	LIC/PLATE NO.	15,572	COLOR
25/KIA/K4/4DR FWD EX				DELIVERY DATE
				DELIVERY MILES
				PRODUCTION DATE
				09/27/25
				NO: 15597

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
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LABOR	ELECTRICAL	HOURS:	TECH(S):107795	INTERNAL	DISCLAIMER OF WARRANTIES	
J# 1 08K1Z	CUSTOMER STATES VEHICLE IN HERE RECENTLY FOR REPAIRS, DASHBOARD HAS A CLICKING SOUND, INTERMITTENT, SPEEDOMETER NOT READING CORRECTLY, INTERMITTENTLY SCREEN COMPLETELY GOES BLANK, INTERMITTENTLY HAS ISSUES ACCELERATING, INTERMITTENTLY AC RANDOMLY STARTS BLOWING HOT OR DOESN'T BLOW AT ALL, DASHBOARD CLICKING SOUND, BUT HEARING A CONTINUOUS CLICKING, SOMETIMES HEAR A SINGLE POP FROM TEMPERATURE CHANGE IN THE DASH, SPEEDOMETER- NO DICS AT ALL, VERIFIED SPEED WORKS THROUGH KDS AND SPEED SENSORS, AS WELL AS GPS SPEEDOMETER AND THE SPEED READS THE SAME, SCREEN- DID NOT GO BLACK WHILE TEST DRIVING VEHICLE, ACCELERATING- NOTICE FLOOR MAT GETS SHOVED UP UNDER THE PEDALS, MORE THAN LIKELY MAT IS GETTING CAUGHT IN ACCELERATOR PEDAL MAKING FOR ACCELERATION ISSUES, AC- HAD NO ISSUES WITH A/C BLOWING HOT, BLEW COLD THE WHOLE TIME AND DID NOT STOP BLOWING, THE VEHICLE HAS AUTO CLIMATE SO IF IT IS ACTIVATED IT WILL KEEP VEHICLE AT THE TEMPERATURE IT IS SET AT, SO AIR FLOW WILL DIE DOWN AND IT MAY MIX HOT AND COLD AND CAUSE IT TO FEEL LIKE ITS BLOWING A CERTAIN TEMPERATURE, NO ISSUES FOUND AT THIS TIME.				INTERNAL	Any warranties on products sold are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and this company neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products or services.

J# 2 01X1Z99P	MULTIPOINT INSPT	HOURS:	0.00	TECH(S):107795	INTERNAL
CUSTOMER STATES PERFORM A COMPLIMENTARY MULTIPOINT INSPECTION, PERFORM A COMPLIMENTARY MULTIPOINT INSPECTION, PERFORMED COMPLIMENTARY MULTIPOINT INSPECTION.					

TOTALS			TOTAL - LABOR	0.00
CASH			TOTAL LABOR...	0.00
CREDIT CARD			TOTAL PARTS...	0.00
CHECK #			TOTAL SUBLET...	0.00
THANK YOU FOR BEING OUR CUSTOMER			TOTAL D.D.G...	0.00
WE HOPE YOU HAD A TRULY EXCEPTIONAL SERVICE EXPERIENCE			TOTAL MISC CHG...	0.00
			TOTAL MISC DISC...	0.00
			TOTAL TAX...	0.00
			TOTAL INVOICE \$	0.00



Thank you for this opportunity to serve you! It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us immediately.

Thank You

FIRST-CLASS



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ZIP 60603 \$ 002.1
02 7W
0008041980 JAN 12 2

FROM:

KWAME RAOUL

Illinois Attorney General
115 S. LaSalle St.
Chicago, Illinois 60603

To:

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

NEF