


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 252	
 U.S. Department of Transportation National Highway Traffic Safety Administration	Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received 12-JAN-2001
			Od_or _____ rt_dt _____ od_rt _____ up_ltr _____ Reference No. 878130
OWNER INFORMATION (Type or Print)			
		Work Number	
		Home Number	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner _____		Date ____/____/____	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Model	Vehicle Year
KNDJA7231Y5647207	KIA	SPORTAGE	2000
Purchase Date	Dealer's Name _____		Engine Siz (CID/CC/L) _____
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____		No Cylinders _____
		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Bel	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		Drive Train	Vehicle Type
		<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
		Body Style	
		<input type="checkbox"/> 2-Door <input type="checkbox"/> 4 Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input checked="" type="checkbox"/> Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02000000	Part Name(s) SUSPENSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 0	Date(s) of Failure(s) 12-JAN-2001 Mileage at Failure(s) 17970 Vehicle Speed at Failure(s) 0	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
		Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<p>CONSUMER WAS TRAVELING 55MPH ON HIGHWAY, AND SAID THAT VEHICLE WAS TURNING LEFT AND RIGHT ON HIGHWAY WITHOUT TURNING WHEELS. VEHICLE WAS TURNING ON ITS OWN. DEALERSHIP WAS AWARE OF PROBLEM. BUT,MECHANIC COULD NOT DUPLICATE PROBLEM.*AK</p>			
CONTINUE ON BACK IF NEEDED			
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>			

<p style="text-align: center;">DOT Auto Safety Hotline</p> <p style="text-align: center;">Vehicle Owner's Questionnaire (VOQ)</p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;">FOR AGENCY USE ONLY 252</p> <p>Date Received RECEIVED 12-JAN-2001</p> <p style="text-align: center;">OFFICE DEFECTS INVESTIGATION</p> <p>Reference No. 478130</p>
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OWNER INFORMATION (Type or Print)

666572

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of _____ and address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1

YES NO

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield or driver's side) KNDJA7231Y564720Z	Vehicle Make KIA	Vehicle Model SPORTAGE	Vehicle Year 2000	Current Odometer Reading 18400			
Purchase Date 3/4/2000	Dealer's Name PATCHOGUE MOTORS		Engine Size (CID/CC/L) No Cylinders 4	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used City PATCHOGUE State Ny Zip Code _____	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Ut <input type="checkbox"/> 2-Door <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> 4-Door <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Stationwagon <input type="checkbox"/> Other <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION, steering/Right wheels	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 0	Date(s) of Failure(s) 12-JAN-2001; 3/25/00; 1/00; 1/13/01 Mileage at Failure(s) 17970; 1796; 15605; 17985 Vehicle Speed at Failure(s) 55; 55; 55; 55	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPLICATION INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s) Crash(es), and injury(ies) on the back of this form)

Crash <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage unknown	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING 55MPH ON HIGHWAY, AND SAID THAT VEHICLE WAS TURNING LEFT AND RIGHT ON HIGHWAY WITHOUT TURNING WHEELS. VEHICLE WAS TURNING ON ITS OWN, DEALERSHIP WAS AWARE OF PROBLEM. BUT, MECHANIC COULD NOT DUPLICATE PROBLEM.*AK

ALERTED DEALERSHIP ON four occasions. 3/25/01, 1/00, 1/12/01, 1/13/01.

OTHER VEHICULAR PROBLEMS ALSO, INCLUDING ELECTRIC SHOCKS FROM IGNITION, TIRES, CAR SUDDENLY LOSING POWER, SOUNDS OF CARBONS UNDER HOOD, CLICKING SOUND ON RIGHT FRONT WHEEL AREA, FUNDS IN PASSENGER COMPARTMENT

CONTINUE ON BACK IF NEEDED

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U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123

January 12, 2001

Re: c01 8300 X KIA0152284 :Upshur vs Kia Motors America, Inc.

Dear Ms. [REDACTED]

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- **Instructions to the Customer** - Please read this document first. It walks you through the material contained in the mailing and explains what you need to do to help us handle your claim.
- **Program Summary** - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- **Customer Claim Form (CCF)** - Information we have on file regarding your complaint is recorded on the *Customer Claim Form*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- **How BBB AUTO LINE Works** - This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.

We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss settlement options, and you may want to explore these options. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss and explain the Telephone Settlement Conference process we may utilize prior to arbitration. Our goal is to assist you and the manufacturer in reaching a mutually satisfactory resolution to your dispute. If that is unsuccessful, we will provide you, if eligible, with the opportunity to have an arbitrator make a decision to resolve the dispute.

Sincerely,

Ryan Meczkowski at Extension 559

NORTHERN ASSURANCE CO. OF AMERICA . 252

An authorized NEW YORK insurer has issued an Owner's Policy of Liability Insurance complying with Article 6 (Motor Vehicle Financial Security Act) of the NEW YORK Vehicle and Traffic Law to:

Insured



POLICY NUMBER

NJZ484207 U

EFFECTIVE DATE

03-09-2001

EXPIRATION DATE

03-09-2002

Applicable with respect to the following motor vehicle.

YEAR	MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER
2000	KIA SPOR	KNDJA7231Y5647202

Office issuing this card

NEEFUS-STYPE AGENCY INC
P.O. BOX 2340
AQUEBOGUE, NY 11931

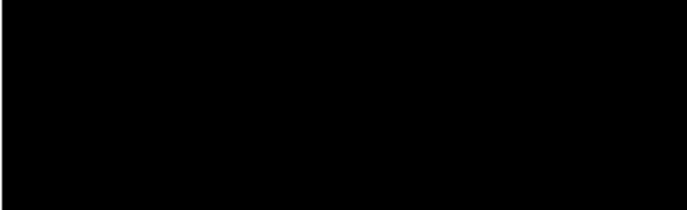
SEE IMPORTANT MESSAGE ON REVERSE SIDE

Dominic R. Smith
Authorized Representative

TITLE WILL BE FORWARDED UNDER
SEPARATE COVER.

To: BBB Autoline
(703)-247-9700

Re: Upshur vs KIA Motors

From:  (home/fax)

Dated: 1/31/01

of pages: 15
2

January 12, 2001



National Consumer Affairs Manager
KIA Motors American, Inc.
P.O. Box 52410
Irvine, California 92619-2410

Consumer Assistance Center
KIA Motors of America, Inc.
P.O. Box 52410
Irvine, California 92619-2410

Re: 2000 KIA Sportage
Vin#: KNDJA7231Y5647202

Dear Sirs:

I am writing you concerning the 2000 KIA Sportage Sport Utility Vehicle I purchased on March 4, 2000. When I purchased the vehicle, it had 15 miles on the odometer. Since then, I have had to repeatedly bring the vehicle to the original dealership and to my closest KIA dealership for the same repairs.

Within the first few weeks, problems became apparent because the vehicle would suddenly pull to the right and I would have to fight to keep the vehicle on the road. On March 27, 2000, I brought the vehicle to the original dealership to cure the problem. The dealer rotated the tires of the 23-day old vehicle.

On November 20, 2000, after speaking to the KIA emergency people about the recurring situation of the vehicle pulling to the right. I was instructed to take the vehicle to the local dealership. I received a work order reference #KIAE21788 from the KIA emergency people. The local dealership rotated the tires.

On January 12, 2001, I called the KIA emergency people because of an accident, which almost happened last night while driving the vehicle. The vehicle suddenly pulled to the right. Because of this, I almost hit a large truck. I was able to regain control of the vehicle. The vehicle continued to constantly pull to the right.

It has become evident that there is something wrong with this vehicle and rotating the tires does not fix it. Both dealerships were unable to fix the defect in this vehicle. I am

without transportation at this time. I was not provided with a courtesy car while the KIA dealerships figure out the defect in this vehicle. I am, however, incurring additional transportation expenses.

I may be contacted at:

E-mail: [REDACTED]

Work: [REDACTED]

Home: [REDACTED]

Mailing address: [REDACTED]

I shall await your response.

[REDACTED]

1/13/01 KIA 112

Major concern:
- car pulling to right, suddenly

alt. Serv. Rec.

Re: 2000 KIA

plate: DZ402N

owner: [REDACTED]

VIN# KNDJA723145647202

CAR being towed in for repair →

Have enclosed letter. You can ~~reference~~ ^{check} emergency reference #5

KIA E 62616 - 4/13/01 (Taken to KIA 112 - Orig. dealership)

KIA E 62101 - 4/12/01 (Taken to Eagle Auto - closest dealer)

KIA E 21788 - 4/20/00 (Taken to Eagle Auto - closest dealer)

3/27/00 - KIA 112 invoice Referencing problem

Other concerns:

① electrical shocks when placing keys in ignition regardless of whether rubber 'cushion' is held - "sparks"

② tires

③ battery losing power for no reason

④ "clicking sound" on right front

⑤ "cawing" + "tuck" sounds after 15,000 mile check

⑥

7274004

113294



INVOICE

A DIVISION OF PATCHOGUE MOTORS INCORPORATED
501-507 ROUTE 112 AT BARTON
NORTH PATCHOGUE, NY 11772

631-654-4321

e-mail: service@112motors.com

www.kia112.com

PAGE 1

BUS:

SERVICE ADVISOR: 3631 GARY REIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN. OUT	TAG	
GREEN	00	KIA SPORTAGE 4D4WU	KNDJA7231Y5647202		17985/17988	06545	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO	RATE	PAYMENT	INV. DATE
26FEB2000			17:00 13JAN01		80.00	CASH	16JAN2001
R.O. OPENED	READY	OPTIONS: STK:K0141 DLR:13E101 ENG:2.0L 4 CYL.					
12:30 13JAN01	11:21 16JAN01	TRN:AUTO					

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

A CUSTOMER STATES CARPULLS TO RIGHT ONLY SOMETIMES
D COULD NOT DUPLICATE PROBLEM
9634 WK (N/C)

17988 ROAD TESTED CAR FOR 2 MILES NOTHING WRONG WITH CAR AT THIS TIME.

B CUSTOMER STATES WHEN PUTTING KEY IN IGNITION SHE GETS A SHOCK
D COULD NOT DUPLICATE PROBLEM
9634 WK (N/C)

17988 TO MUCH STATIC ON CLOTHS

C CUSTOMER STATES BATTERY GOES DEAD FOR NO REASON
D REPLACE BATTERY
9634 WK (N/C)
1 UK9AF-1B-520 BATTERY, 86 (N/C)

17988 DEAD BATTERY REPLACE BATTERY

D CUSTOMER STATES CLICKING NOISE FROM RIGHT FRONT WHEEL
D CAN NOT DUPLICATE PROBLEM
9634 WK (N/C)

17988 ROAD TESTED CAR NOT PULLING AT THIS TIME

E CUSTOMER STATES ENGINE SEEMS VERY LOUD
D TIGHTEN BELTS
9634 WK (N/C)

Down 11/1/00

All warranties on this product are the manufacturer's. PATCHOGUE MOTORS, INC. hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and PATCHOGUE MOTORS, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by PATCHOGUE MOTORS, INC. in no way affects the terms of the manufacturer's warranty. All repairs cash, certified check or approved credit card. A charge based on mechanic's time and parts will be made for diagnostic service if the vehicle is returned without items being repaired. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Seller hereby limits implied warranties to the same period.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SLBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X _____ Customer Signature: Acknowledges Receipt of Copy

Eagle Auto Mall Corp.

VOLVO MAZDA (IMPORTER) Jeep KIA
 DB/A/ HERB OBSER MAZDA

1330 OLD COUNTRY RD. • RIVERHEAD, NY 11901
 TEL. SERVICE (631) 727-6161 SALES (631) 727-0700
 TELE-FAX# 727-0436



CASH CERTIFIED CHECK, MASTER CARD, VISA OR AMERICAN EXPRESS

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

VOLVO AND MAZDA LIMITED EXPRESS WARRANTY. LABOR AND PARTS 12 MONTHS UNLIMITED MILES. HERB OBSER MAZDA HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

CHRYSLER LIMITED EXPRESS WARRANTY. LABOR AND PARTS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. HERB OBSER MAZDA HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

N.Y.S. REPAIR SHOP NO. 7079265

CUSTOMER'S SIGNATURE

CUSTOMER NO 41902	ADVISOR ROBERT DOROSKI	500	CARD NO 351	INVOICE DATE 01/12/01	INVOICE NO. KIC5137291
	LABOR RATE 75.00	LICENSE NO	MILEAGE IN 17978	COLOR GREEN/	STOCK NO
	YEAR / MAKE / MODEL 00 / KIA / SPORTAGE			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. KNDJA7231Y5647202			SELLING DEALER NO	PRODUCTION DATE
	P.T.E. NO	P.O. NO		R.C. DATE 01/12/01	
					MILEAGE OUT KND 17974

LABOR & PARTS - 42MIN
 ALL MAZDA
 CUSTOMER STATES: CAR PULLS TO RT WHILE DRIVING
 ROAD TESTED VEHICLE UNABLE TO VERIFY CONCERN

TECH(S): BS
 HOURS: ?
 JOB # 1 TOTAL LABOR & PARTS

WARRANTY

0.00

TOTALS-

EAGLE AUTO MALL SERVICE - EXPERIENCE THE EXCELLENCE!
 THANK YOU FROM OUR ENTIRE SERVICE STAFF.

*** PAYMENT METHOD ***
 * CASH () CHECK () *
 * VISA () MASTER () *
 * AMEX () DISCOVER () *

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

PLEASE TAKE A MOMENT TO FILL OUT THE FOLLOW-UP POSTCARD LEFT FOR YOU IN YOUR VEHICLE. YOUR COMMENTS HELP US TO SERVE YOU BETTER. THANK YOU!



Will not drive; towed in - owner refused to drive

JRP. DB/A HERB OBSER MAZDA • RIVERHEAD NY 11901 • NYS RVS NO. 7079265

Eagle Auto Mall Corp.

VOLVO MAZDA CHRYSLER JEEP
D/B/A/ HERS COBBER MAZDA

1330 OLD COUNTRY RD. • RIVERHEAD, NY 11901
TEL. SERVICE (631) 727-6161 SALES (631) 727-0700
TELE-FAX# 727-0436

VOLVO MAZDA Jeep KIA
CAR- CERTIFIED CHECK MASTER CARD, VISA OR AMERICAN EXPRESS

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CHRYSLER LIMITED EXPRESS WARRANTY. LABOR AND PARTS 1 MONTHS UNLIMITED MILES. HERS COBBER MAZDA HEREBY LIMITS ALL OTHER WARRANTIES TO THE SAME PERIOD.

N.Y.S. REPAIR SHOP NO. 7078265

CUSTOMERS SIGNATURE

CUSTOMER NO 41962	12/29/00	CARD NO 316	INVOICE DATE 11/21/00	INVOICE NO KIER135890
NAME JANET MOSTAL	94	PLATE NO 15597	COLOR GREEN	STOCK NO
LABOR RATE 75.00	LICENSE NO	VEHICLE IN	DELIVERY DATE	DELIVERY MILE
YEAR/MAKE/MODEL 00/KIA/SFORTAGE			SELLING DEALER NO	PRODUCTION DATE
VEHICLE ID NO KMHBJA7281K5647002			REG. DATE 11/20/00	
VEHICLE NO				MILEAGE CUT 15801

LABOR & PARTS - 1500001 SERV MATHN HOURS: 1.50 TECH(S):180
 JOB # 01MAZ2150006 CUSTOMER STATES: PERFORM 10,000 MILE SERVICE
 15,000 MILE SERVICE COMPLETED AS REQUESTED

PARTS	QTY	FF-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	01538-14-302	FILTER OIL	7.90	7.90
JOB # 1	1	K99544-140	GASKET/PACKING	0.30	0.30
JOB # 1	1	24921	CLEANER F 10B1000	9.00	9.00
JOB # 1	1		MOTOR OIL	2.85	14.25
JOB # 1	1		DISPOSAL FEE	2.00	2.00
				JOB # 1 TOTAL PARTS	35.45
				JOB # 1 TOTAL LABOR & PARTS	141.95
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 2 45MAZ
 ALL MAZDA
 CUSTOMER STATES: CAR FAVORS RIGHT
 ROAD TESTED VEHICLE
 COULD NOT DUPLICATE CONDITION AS DESCRIBED BY CUSTOMER
 HOURS: TECH(S):185

PARTS	QTY	FF-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 45MAZ
 ALL SUSPENSION
 CUSTOMER STATES: CLICKING NOISE FROM PASS FRONT WHEEL AREA
 ROAD TESTED VEHICLE
 COULD NOT DUPLICATE CONDITION AS DESCRIBED BY CUSTOMER
 HOURS: TECH(S):85

PARTS	QTY	FF-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # 4 44MAZ
 ALL WHEELS/TIRES
 CUSTOMER STATES: CAR HAS A TENDENCY TO SLIDE WITH EVEN THE BL
 HIGHEST-TEMP OF RAIN OR WET PAVEMENT
 NO WORK PERFORMED
 HOURS: TECH(S):85

PARTS	QTY	FF-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	15.00

JOB # 5 42MAZ
 THEFT DETERRANT EYE
 CUSTOMER STATES: EYE DOES NOT WORK ALL THE TIME
 HOURS: 0.25 TECH(S):185

Eagle Auto Mall Corp.

VOLVO HERB OBSESS MAZDA
 DAVE HERB OBSESS MAZDA
 1330 OLD COUNTRY RD. • RIVERHEAD, NY 11901
 TEL. SERVICE (831) 727-6161 SALES (831) 727-0700
 TELE-FAX# 727-0456



CASH OPT. RED CHECK, MASTER CARD, VISA, AMEX, PAY. EXPRESS

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VOLVO AND MAZDA LIMITED EXPRESS WARRANTY, LABOR AND PARTS 12 MONTHS UNLIMITED MILES. HERB OBSESS MAZDA HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

CHRYSLER LIMITED EXPRESS WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. HERB OBSESS MAZDA HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

CUSTOMER'S SIGNATURE

N.Y.S. REPAIR SHOP NO 7079285

CUSTOMER NO. 4196	ADDRESS J KOSTAL 94	CARD NO 318	INVOICE DATE 11/21/00	INVOICE NO. P44135890
LABOR RATE 77.00	LICENSE NO.	VEHICLE NO. 1597	COLOR GREEN	TYPE SPORT
LABOR HOURS 50/PIA/SPORTAGE			DELIVERY DATE	DELIVERY MILES
VEHICLE NO. K M D J A 7 2 3 1 7 5 4 7 2 0 2			SALE/LEASE DENIAL NO.	PRODUCTION DATE
DATE NO.	PO. NO.		RECEIVED 11/20/00	
				INVOICE TOTAL 176.00

DETAILS

EAGLE AUTO MALL SERVING YOU WITH THE EXCELLENCE!
 THANK YOU FROM OUR ENTIRE SERVICE STAFF.

- ** PAYMENT METHOD **
 * CASH *) CHECK *)
 * VISA *) MASTER *)
 * AMEX *) DISCOVER *)

TOTAL LABOR	127.50
TOTAL PARTS	32.37
TOTAL SUBLET	0.00
TOTAL G.D.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	13.40
TOTAL INVOICE \$	176.00

PLEASE TAKE A MOMENT TO FILL OUT THE FOLLOW-UP POSTCARD LEFT FOR YOU IN YOUR VEHICLE. YOUR COMMENTS HELP US TO SERVE YOU BETTER. THANK YOU!

CUSTOMER SIGNATURE

Check
 # 1475

EAGLE AUTO MALL CORP. • RIVERHEAD NY 11901 • NYS R/S NO. 7079285



Customer Claim Form

Case Number: KIA0152284
Contact Date: 01/12/01
Start Date:

Customer Name Address



Evening Phone:
E-mail address:



Vehicle Information

Name(s) that appear on vehicle title: Maryota Upshur
Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0
Make: Kia Model: Sportage Model Year: 2000 Current Mileage: 17970
Vehicle Identification Number: KNDJA7231Y5647202
Selling Dealer/City/State: EAGLE AUTO KIA
Selling Dealer/City/State: Patchogue Motors, Patchogue, NY
Insurance Carrier: NORTHERN INS CO. OF AMERICA Policy Number: NJ2 484207 U
Has vehicle been in an accident/had body damage? Yes No X Date of accident:
Description of Damage:

1/12/01

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: 05/04/00 Mileage at purchase: 15 Lease Date: Mileage at lease:
Purchased As: New Leased As:
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: GE CAPITAL-CACS Leasing Company's Name:
Address: P.O. Box 536902 Address:
City/St/Zip: ATLANTA, GEORGIA 30353-0902 City/St/Zip:
Phone: () 800 283-2533 Phone:

CCM*
CFM#1769 4/50/24
Correspondence
address:
GE CAPITAL-CACS
P.O. Box 508
DE PERU, NY
14043-0508

Resolution Sought

The customer would like Kia to take the vehicle back. The customer is afraid to drive the vehicle, she says the car is not safe to drive or place children into.

Signature of Owner(s):



Date

1/26/01

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



BBB AUTO LINE

January 26, 2001

Re: C20 8300 X KIA0152284 :Upshur vs Kia Motors America, Inc.



Dear Ms. [REDACTED]

Recently you contacted BBB AUTO LINE about problems with your vehicle. We sent you a *Customer Claim Form* and asked you to return it. We have not received the completed form back from you. If you would like to file a claim, please complete the form and return it so that we receive it within **14 days** from the date of this letter. If we do not hear from you within that time, we will close your case.

Because we are very interested in the outcome of your complaint, if you choose not to return the *Claim Form* to us, please take a few moments to indicate your reason below and return this form to us:

My problem has been resolved.

My problem has not been resolved, but I do not wish to pursue my complaint through BBB AUTO LINE.

IF YOU HAVE ALREADY RETURNED YOUR DOCUMENTS, PLEASE DISREGARD THIS LETTER. Your documents can be faxed to 703.247.9700. If you have any questions, you can contact me at 800.955.5100.

Sincerely,

Ryan Meczkowski at Extension 559

7274004

113294



INVOICE

A DIVISION OF PATCHOGUE MOTORS INCORPORATED
301 507 ROUTE 112 AT BARTON
NORTH PATCHOGUE, NY 11772
631-854-4321
e-mail: service@112motors.com
www.kia112.com

PAGE 2

SERVICE ADVISOR: 3631 GARY REIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	00	KIA SPORTAGE 4D4WD	KNDJA7231Y5647202		17985/17988	06545	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB2000			17:00 13JAN01		80.00	CASH	16JAN2001
R.O. OPENED	READY	OPTIONS: STK:K0141 CLR:13E101 ENG:2.0L_4_CYL.					
12:30 13JAN01	11:21 16JAN01	TRN:AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
17988							

17988 ONLY HEARD BELT NOISE TIGHTEN BELTS

All warranties on this product are the manufacturer's. PATCHOGUE MOTORS, INC. hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and PATCHOGUE MOTORS, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by PATCHOGUE MOTORS, INC. in no way affects the terms of the manufacturer's warranty. All repairs cash, certified check or approved credit card. A charge based on mechanic's time and parts will be made for diagnostic service if the vehicle is returned without items being repaired. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Seller hereby limits implied warranties to the same period.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. OR. LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X _____ Customer Signature: Acknowledges Receipt of Copy



A DIVISION OF PATCHOGUE MOTORS INCORPORATED
507-507 ROUTE 112 AT BARTON
NORTH PATCHOGUE, NY 11772
631-854-4321
e-mail: service@112motors.com
www.kia112.com

INVOICE

PAGE 1

SERVICE ADVISOR: 182 VINNY CESARINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	00	KIA SPORTAGE 4D 4WD	KNDJA7231Y5647202		1758/1758	T1018	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
26FEB2000			WAIT 27MAR00		80.00	CASH	27MAR2000
R.O. OPENED	READY	OPTIONS	STK:K0141 DLR:13E101 ENG:2.0L_4_CYL.				
11:13 27MAR00	16:03 27MAR00	TRN:AUTC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES REAR DEFROSTER INOP

CAUSE: BLOWN FUSE

SSB SEE TECHNICIAN'S STORY BELOW

1629 WK 2.08

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1758 FOUND FUSE BLOWN INSTALL SHORT FINDER IN FUSE P OSITIN CHECK FOR SHORT REMOVE DOOR SILLS REMOVE LEFT REAR TRIM LOOK IN SIDE REAR TAILGATE COULD NOT FIND ANY SHORTED WIRES AND SHORT FINDER NEVER WENT OFF POSITION CHECKF

E CUST STATES VEHICLE PULLS RIGHT WHILE DRIVING

CAUSE: TIRES NEEDED TO BE \ROTATED

SSB SEE TECHNICIAN'S STORY BELOW

1629 WK 0.45

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1758 ROAD TEST ROTATE TIRES DRIFT TO RIGHT IS GONE

All warranties on this product are the manufacturer's. PATCHOGUE MOTORS, INC. hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose and PATCHOGUE MOTORS, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by PATCHOGUE MOTORS, INC. in no way affects the terms of the manufacturer's warranty. All repairs cash, certified check or approved credit card. A charge based on mechanic's time and parts will be made for diagnostic service if the vehicle is returned without remisl being repaired. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Seller hereby limits implied warranties to the same period.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X _____ Customer Signature: Acknowledges Receipt of Copy