

REQUEST NUMBER TWO DATA
 KIA SPECTRA 2002-2004MY

K173588	COMPLAINT	[REDACTED]	[REDACTED]	KNAFB12172	2002 Kia SPECTRA	8,000E	6/10/2003	6/10/2003	N	0	0	
K191099	COMPLAINT	[REDACTED]	Oklahoma City, OK	KNAFB12182	2002 Kia SPECTRA	17,788	7/18/2003	7/18/2003	N	0	0	
K195320	COMPLAINT	[REDACTED]	Yonkers, NY	KNAFB12192	2002 Kia SPECTRA	32,000E	7/09/2003	7/09/2003	N	0	0	
K226414	COMPLAINT	[REDACTED]	Lincoln, NE	KNAFB12192	2002 Kia SPECTRA	31,716	10/10/2003	3/10/10/2003	N	0	0	Customer claims wife complained of decreased pedal response in October. No history of any warranty repair to rear brake cylinder or other parts. He claims a vehicle collision in November. On 01/04/04, Sears noted the right rear wheel cylinder was leaking, but no indication of a safety concern. The warranty repair history states the rear wheel cylinders were replaced on 01/22/04. In slick and snowy conditions, the customer asserts accidents on 01/21/04 and 01/25/04. In each incident, he was already going sideways when he applied the brakes. On 04/02/04, customer requested that KIA make payment of the note in full in exchange for a waiver of filing a lawsuit. Matter was closed.
K272846	COMPLAINT	[REDACTED]	Richmond, WV	KNAFB12192	2002 Kia SPECTRA	36,318E	1/25/2004	1/25/2004	Y	1	0	
K062138	COMPLAINT	[REDACTED]	Brooklyn, NY	KNAFB12133	2003 Kia SPECTRA	30,710E	8/13/2004	8/13/2004	N	0	0	
K080333	COMPLAINT	[REDACTED]	San Antonio, TX	KNAFB12182	2002 Kia SPECTRA	28,000E	8/9/2004	8/9/2004	N	0	0	
K371897	COMPLAINT	[REDACTED]	Wilmington, PA	KNAFB12172	2006 Kia SPECTRA	32,300E	10/9/2004	10/9/2004	N	0	0	
K379492	COMPLAINT	[REDACTED]	Charlotte, NC	KNAFB12152	2003 Kia SPECTRA	6,000E	8/18/2003	10/19/2004	N	0	0	

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	FIRST NAME	VIN of 2002 SPECTRA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121725 [REDACTED]	K175683	9,000
Glwaukee, WI	PH	Prod. Date: 12/21/01	Dealer: WI009 Russ Darrow Kia	

Case History

Complaint Quality

*** PHONE LOG 06/10/2003 10:13 AM US Mountain Standard Time JHirschfield
caller stated:

1. she is having to take her car in for the third time to get the weatherstripping repaired
2. how many times does she have to going back in for the same thing?
3. the vehicle is also leaking **Brake fluid**
4. she is going to take the car in tomorrow

wtr stated:

1. i will speak with svr mgr regarding her issue and if necessary, contact DPSM

*** PHONE LOG 06/10/2003 01:46 PM US Mountain Standard Time JHirschfield Action Type:Outgoing call
wtr spoke with svr mgr, Ron @ Russ Darrow Kia who stated:

1. car was in only once for the weatherstripping
2. this will be the 2nd time
3. he will look into the issue when cust comes in tomorrow (also the **Brake fluid** leak)

*** CASE CLOSE 06/10/2003 01:47 PM US Mountain Standard Time JHirschfield
referred to dealer

*** PHONE LOG 09/25/2003 06:56 AM JHirschfield Action Type:Incoming call
caller states:

1. she is tired of having to keep taking this car in for repairs
2. she took it last week to Rosen Kia for repair of the heater fan --
3. also the wetherstripping has fallen off again
4. also her seat belt has problems
5. Rosen had the car for a week and didn't fix anything (?)
6. she doesn't want to deal with them anymore
7. This car is a Lemon !
8. what is next closest dealership

wtr stated:+

1. Renner Kia in Wauwatosa shows as the closest dealership --she may take it to any Kia dealership for warranty repairs
2. she will need to refer to her WCI manual for repurchase assist.
3. Kia stands behind its warranty and will continue to repair the vehicle under the terms of her warranty

cust to try Renner Ka

*** CASE CLOSE 09/25/2003 06:57 AM JHirschfield
concerns noted

REPAIR DATE	DEALER NO	REPAIR ORDER#	TRF	LABOR OF	CATALOG PART	MILEAGE	
10092003 KRAFB121725	W1001	29291	A	M	Blower Motor Assy, 97210R00	MOTOR-FAN 1K2M1 61 H10	12528
10092003 KRAFB121725	W1001	29291	A	M	Blower Motor Assy, 97210R00	MOTOR-FAN 1K2M1 61 H10	12528
10092003 KRAFB121725	W1001	29291	B	M	Sashbelt Assy(Front) 88901R00	SELT A-FRT, LB 8K2D1 57 680A96	12538
10092003 KRAFB121725	W1001	29291	C	M	Door Opening Weather 82110R00	WTHST-DOOR, RH 0K2A1 68 760D	12538
06112003 KRAFB121725	W1009	00287	C	M	Door Opening Weather 82110R00	WTHST ASSY-DOOR, RH 0K2A1 72 760C	9112
07012003 KRAFB121725	W1009	01090	A	R		VALVE-OEVE 0K2M0 42 960	9627
08042004 KRAFB121725	W1009	12237	A	M	Pipe Joint or HP Val 88420R00	VALVE-P, 8K2A1 43 988	21177
08042004 KRAFB121725	W1009	12237	B	M	Pw Silencer Assy, R 28953R00	SILENCER ASSY-PRE 8K2M0 40 388G	21277
08042004 KRAFB121725	W1009	12237	C	M	Cigarette Lighter, R 66250R00	LIGHTER-CIGAR 8K72A 66 250A	21277
08042004 KRAFB121725	W1009	12237	C	M	Cigarette Lighter, R 66250R00	LIGHTER-CIGAR 8K72A 66 250A	21177
03042002 KRAFB121725	W1008	06887	C	M	Door Opening Weather 82110R00	WTHST-DOOR, RH 8K2A1 68 760D	6549
01272001 KRAFB121725	W1009	07691	A	M	Seat Back Assy(Front) 88950R00	BACK-FRT SEAT, LB 3K2M2 86 180A902	7228

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPECTRA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121625 [REDACTED]	K191999	17,000
Oklahoma City, OK, PH: [REDACTED]		Prod. Date: 12/11/01	Dealer: OK008 Cable Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/18/2003 10:37 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Current concern: **Brake fluid Leaking.**
2. Need to get the car fixed today and if they can not fix the car today give us a rental.
3. I have important business out of town today.

Writer Stated:

1. Advised that I will call the dealer for them and see what there schedule is.

Terry Stated:

1. We have five in line now.
2. Would not think we would be able to get to that today.
3. We can get them in on Monday.
4. We can put them in a car for 15 a day if we ding. and the car is down.

Writer Stated:

1. Advised the customer of info.
2. Customer understands.

*** CASE CLOSE 07/18/2003 10:37 AM US Mountain Standard Time CDiaz

Customer will call back if needed.

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYD	LABOR OF	CRITICAL PART	MILEAGE
07222002	02003	14573	1	W Brake Shoe & Lining 58315A00	CYLINDER ASSY-R.WHL. 0E30A 26 610	17760
07222002	02003	10063	3	W	CYLINDER ASSY-R.WHL. 0E30A 26 610	17760

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	<u>VIN of 2002 SPECTRA</u> KNAFB121025 [REDACTED]	<u>Case Number</u> K195320	<u>Mileage</u> 32,000
<u>Address</u> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		<u>Prod. Date:</u> 12/6/01	<u>Dealer:</u> NY023 Dorschel Kia	

Case History

Complaint Quality

*** PHONE LOG 07/30/2003 05:04 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. HAVE HAD NOTHING BUT PROBLEMS WITH VEHICLE
2. VEHICLE IS BRAND NEW
3. **EMERGENCY BRAKE LIGHT IS ON ALL THE TIME NOW**
4. WANT A REPLACEMENT VEHICLE
5. THIS IS A BRAND NEW VEHICLE

WRITER STATED:

1. APOLOGIZED FOR THE PROBLEMS YOU ARE HAVING
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. RECOMMENDS TAKING VEHICLE TO DEALER FOR DIAGNOSTIC
4. KCC IS HERE TO WORK WITH KIA DEALERSHIP TO REPAIR THE VEHICLE BY SUPPORTING THE MANUFACTURER WARRANTY

CALLER STATED:

1. Dorschel Kia IS GREAT AND REPAIRS THE VEHICLE
2. JUST WANT VEHICLE REPLACED

WRITER STATED:

1. EACH STATE HAS DIFFERENT LAWS
2. YOUR LOCAL GOVERNMENT SETS THESE LAWS.
3. TO LEARN MORE ABOUT THESE LAWS WRITER SUGGESTED THAT CALLER REVIEW THE CONSUMER WARRANTY INFORMATION BOOK THAT CAME WITH YOUR VEHICLE

CALLER STATED:

1. THANKS

*** SEND CASE HISTORY 07/30/2003 05:05:06 AM DUnderwood
Case details sent to GVetzikian@kiausa.com.

*** CASE CLOSE 07/30/2003 05:05 AM US Mountain Standard Time DUnderwood
REFERRED TO DEALER

*** CASE CLOSE 11/13/2003 12:28 PM Pacific Daylight Time WSoencer

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYP	LABOR CP	CAUSAL PART	MILEAGE	
09162002 KMAFB121825	NY023	14302	1	W	Automatic Transmissi 44000A00	ERRT-ACC MODULE 0K2PC 66 213	1141
10012002 KMAFB121825	NY023	16357	1	W	ECAT Control Unit, R 18951R00	UNIT ASSY-COMT.,ERR 0K2MR 18 980	1903
10082002 KMAFB121825	NY023	17962	1	W	Auto Transmission(AT 45060R00	TRAME ASSY-SHIPPING 0K2RS 19 090	2322
05141003 KMAFB121825	NY023	66872	1	W	Hub Bearing(Front), 51720R00	BEARING-FRT WHEEL 0K9A2 33 047	26327
07032002 KMAFB121825	NY023	78849	1	R		VALVE-ORVR 0K2MR 42 560	30057
07032002 KMAFB121825	NY023	78849	2	W	Audio Assy, M&R 96200R00	ARMAN STR/LOGIC ENCK 0K2N1 66 86X	30057
07032002 KMAFB121825	NY023	78849	3	W	Windshield Wiper Arm 98300R00	ARM-FRT WIPER 0K2AA 67 321	30067
08012002 KMAFB121825	NY023	86028	1	W	Wheel Cylinder Assy 58330R00	CYLINDER ASSY-R.WHL. 0K1CA 26 610	32474

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPECTRA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121625 [REDACTED]	K229414	31,758
Lincoln, NE	PH [REDACTED]	Prod. Date: 8/20/01	Dealer: IA001 Kia of Des Moines	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 10/10/2003 06:34 AM US Mountain Standard Time ABegoody

Customer stated:

1. the **Brake Light** came on
2. took veh to local mech & was advised that the **Brake fluid** was 1 cup low
3. mech filled the **Brake fluid** & now the **Brake fluid** is low again
4. is 3 hours from the closest dlr
5. would like to know what to do
6. if the veh is towed, will Kia provide rental/loaner veh

Writer stated:

1. apologized for the inconvenience
2. if the veh is inop Kia can tow the veh to the closest dlr
3. there is a closer dlr, an hour from cust home
4. Kia does not have a rental/loaner policy
5. rental/loaner is provided by dlr as a courtesy to cust if available
6. transferred cust to r/a & Raphael assist w/cust tow

*** CASE CLOSE 10/10/2003 06:34 AM US Mountain Standard Time ABegoody

Info given.

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYE	LABOR OP	CAUSAL PART	MILEAGE
10102003 KMAPB121625	IA901	12408	A	W Wheel Cylinder Assy: 58320R00	CYLINDER ASSY-R.WHL. OK38A 26 610	21716
06112002 KMAPB121625	ME002	89241	A	W Wheel Hub Assy(Hear) 52718R00	HUB-RR WHL BRG DK202 26 150	8720
07072003 KMAPB121625	ME002	97258	A	W Throttle Position Sw 25102R00	SEN.-THROTTLE SW. DK247 18 911	27483
10192003 KMAPB121625	9182	11760	2	W	CYLINDER ASSY-R.WHL. OK30A 26 810	21716

Kia Motors America
Consumer Affairs Department

Page 1 of 6

Last name ██████████	First name ██████████	VIN of 2002 SPECTRA GS KNAFB161625 ██████████	Case Number K272346	Mileage 38,318
Frankwell, WV PH: ██████████		Prod. Date: 7/7/01	Dealer: WV011 Hometown Kia	

Case History

Complaint Accident

*** PHONE LOG 01/26/2004 11:08 AM CHamilton Action Type:Incoming call

Caller ██████████ states:

1. Took this veh to Hometown Kia on Friday for the Brakes
 2. Hometown Kia replaced both rear cylinders, said also need to replace the master cylinder
 3. Had to order parts WV011, I am supposed to go back on Friday for rest of the repairs
 4. I have had three accidents in this veh, all caused by the Brakes
 5. When making a left hand turn, there is a wobble and the Brakes do not engage, causes the veh to spin in 360
 6. Had accidents on 1/21, 1/25 and 11/17 or 11/18—not sure which
 7. Will send copies of police report for the November incidents—my wife was not cited for that when she rear ended a car in front of her because the Brakes failed
 8. I am calling because I want Kia to pay for the rental veh while mine is being fixed
 9. Have done all the maint, etc at Sears—
 10. Sears also says the alignment is out, because the rear camber needs to be adjusted
 11. But Kia has not released the information needed to do this adjustment to any other national chains
 12. I also want Kia to know this is our second Kia veh
 13. Between late Nov and mid December, car was in the body shop, had Brakes inspected at Sears before Christmas
 14. Sears advised me after the November accident that the rear cylinder was leaking, also the master cylinder was leaking, fluids were low
 15. I took to Hometown Kia on 1/23/2004, that was the soonest I could get in there—its over an hour each way,
 16. I am a Magistrate, I work during the day and have not been able to be without the car while I got in into Kia for repair—its over an hour each way
 17. Work is ██████████
 18. I have arranged for r/s to tow it to Hometown Kia for the Brake repair
- Wtr states:
1. Updated caller info, SC026
 2. No rental under terms of the man warr, Some dealers have loaners, some do not
 3. Will call Hometown Kia to determine what repairs were done, what is pending
 4. Requested and obtained accident reports
 5. Requested copy of police report, front, side and rear photos of the veh
 6. Will forward your request and the accident reports to the appropriate personnel here at Kia for review, assist determination

*** PHONE LOG 01/26/2004 11:23 AM CHamilton Action Type:Outgoing call

Wtr called Hometown Kia, SM Phil states:

1. I spoke to this customer when he was in on Friday
2. Only time he has ever been in was 1/23/04, we replaced both rear wheel cylinders, adjust the part Brake shoes, bled rear Brake lines—all warr
3. His other complaint was Sears told him it was out of alignment, and there was no camber adjustment
4. There is a tow adjustment, I showed him, he still threw a fit
5. Master cylinder is also leaking, we ordered and are replacing the master cylinder—had a small leak, nothing that would prevent veh from stopping, was safe to drive
6. As far as I'm aware, all covered under warr
7. He was very demanding, said that it was Kias fault he was in an accident
8. He does not know how to drive, we have some really bad roads here
9. Anyone who lives here knows if you start to slide, you dont hit your Brakes, not in snowy weather
10. He described the accident, said that he started to slide, hit his Brakes and went into a 360, slammed into a guardrail
11. Wanted me to provide a rental

Wtr states:

1. Request repair history
2. SC026 open

**Kia Motors America
Consumer Affairs Department**

Page 2 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPECTRA GS</u>	<u>Case Number</u>	<u>Mileage</u>
Sitler II	George V	KNAFB161625 [REDACTED]	K272346	38,318
Bramwell, WV [REDACTED] H: [REDACTED]		Prod. Date: 7/7/01	Dealer: WV011 Hometown Kia	

3. Advise DPSM of this complaint, wtr will also

*** NOTES 01/27/2004 09:31 AM Pacific Daylight Time ARomo Action Type:Manager review
NCA reviewed case with legal.

Per legal:

We have been informed about the operative facts of case#K272346. We believe that there is a reasonable prospect that this case may end up in litigation and request CA perform an inspection to protect the company in the event of litigation. This will confirm that the PL-IR will be subject to the attorney client privilege.

Please have DPSM do inspection on vehicle. ASAP

Vehicle is currently being towed to dealer WV0011(Hometown Kia) where it can be inspected.

Please inspect Brakes, master cylinder

Legal also requests:

1. All parts that were replaced by dealer on 1/23/04. To be mailed to Angel Romo at NCA
2. Front and back of RC's from this date.

Writer to dispatch case to region for PL-IR
please expedite ASAP

*** FORWARD 01/28/2004 06:31 AM Pacific Daylight Time TBeam
Devon,

Please assist DPSM in setting up inspection to complete a PIR. Please make sure you read what the legal department is requesting and have DPSM gather parts or other items requested for inspection.

Thankd

*** EMAIL OUT _DNealis Action Type:External email
Send to:[schneider]
Susan,

Please let me know when you can complete this PIR.
If you need anything on this case let me know.

Thank You,
Devon

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2002 SPECTRA GS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB161625 [REDACTED]	K272346	38,318
Gratwell, WV	[REDACTED]	Prod. Date: 7/7/01	Dealer: WV011 Hometown Kia	

doc>>

*** NOTES 02/05/2004 08:44 AM Eastern Daylight Time DNealis Action Type:Manager review

Rec'd call from the dpsm:

1. DPSM I can do this PIR on Monday 02/09/04
2. DPSM states I will bring the parts with me when I come to the region
3. W/s I will call the customer and advise.

*** NOTES 02/05/2004 02:41 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer:

1. There was no answer and writer will call back tomorrow.

*** NOTES 02/06/2004 02:48 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer and there was no answer.

Writer will try again later

*** NOTES 02/10/2004 04:39 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer sent a certified letter to the customer requesting
a call to set up an appointment to have the vehicle inspected.

-Wtg for a response from the dir

*** NOTES 02/16/2004 04:40 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer spoke to the DPSM:

1. DPSM stated I am waiting for the dir to send the parts
2. DPSM called the dir and is having the dir mail the parts to me to send to national.
3. Writer is wtg for the parts from the vehicle

*** NOTES 02/13/2004 04:29 PM Eastern Daylight Time DNealis Action Type:Manager review

Rec'd call from the DPSM:

1. DPSM states that the dir called her and stated the [REDACTED] dropped his vehicle off this morning.
2. DPSM states that when the customer picked up his vehicle he told the dir to call the district rep to set up an appointment to meet with her.
3. DPSM states the dir knew that the customer was having a problem and needed an inspection but they performed the repairs anyway.
4. DPSM states at this point do I need to still inspect the vehicle since they already replaced the master cylinder.
5. DPSM spoke to RCAM and was instructed to inspect the vehicle and have the parts sent to the region.
6. DPSM states ok no problem

**Kia Motors America
Consumer Affairs Department**

Page 4 of 6

Last name	First name	VIN of 2002 SPECTRA GS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB16162 [REDACTED]	K272346	38,318
[REDACTED]	[REDACTED]	Prod. Date: 7/7/01	Dealer: WVG11 Hometown Kia	

*** NOTES 02/18/2004 09:56 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer and left a message for a return call
There was no answer and no machine
Writer will call back later

*** NOTES 02/20/2004 09:35 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer again but there was no answer

*** NOTES 02/23/2004 01:59 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer sent a letter to the customer
--Wtg for a callback

*** PHONE LOG 03/02/2004 11:45 AM US Mountain Standard Time ERaiz Action Type:Incoming call

CALLER STATED

1. I RECEIVED A LETTER FROM DEVON NEALIS.
2. I WANTED TO MAKE SURE YOU HAVE MY CORRECT PHONE #.
3. MY WORK PHONE # IS [REDACTED]

WRITER STATED

1. WRT PROVIDED THE CASE #.
2. AND DEVON'S 800# AND EXT.
3. CALLER THANKED WRT FOR THE INFO.

*** NOTES 03/02/2004 02:17 PM Eastern Daylight Time DNealis Action Type:Manager review

Rec'd message from the customer:

1. Customer left the current number on writers voicemail
2. The correct phone number is [REDACTED]
3. C/s my work number is [REDACTED]

Writer contacted the DPSM:

1. DPSM states I can perform the inspection on March 16 @ 10:00am
2. W/s I will let the customer know and get back to you

Writer contacted the customer and explained:

1. Kia would like to inspect your vehicle on 03/16/04 @ 10:00am
2. C/s the 16th is fine I have no problem with that.
3. W/s let me know if anything changes.

*** NOTES 03/04/2004 02:10 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer spoke to the customer:

1. Writer asked if we could reschedule the appointment to April 1st, 2004.
2. C/s that should not be a problem and writer set the appointment for 04/01/04

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

Last name	First name	VIN of 2002 SPECTRA GS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB161625 [REDACTED]	K272346	38,318
Branwell, WV 24715, PH: [REDACTED]		Prod. Date: 7/7/01	Dealer: WV011 Hometown Kia	

*** NOTES 03/05/2004 02:05 PM Pacific Daylight Time TBeam Action Type:Manager review
Devon,

Please make sure the dealer holds all the parts for this vehicle for the PTR's visit.

Thanks
Tim

*** NOTES 04/02/2004 04:14 PM Eastern Daylight Time DNealls Action Type:Manager review
Rec'd the completed PIR from the PTR:
1. Writer is fwding the completed PIR to National.

*** NOTES AND STATUS CHANGE 04/08/2004 12:23 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer received PL-IR on 4/5/04.
Please see K303199.
Writer to review PL-IR with legal.

*** NOTES 04/20/2004 01:59 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer received documents from the customer asking legal to review.
Writer will submit everything to legal to get final determination.

*** PHONE LOG 04/26/2004 11:12 AM Pacific Daylight Time ARomo Action Type:Outgoing call

[<For Internal Use Only
Writer phoned TBeam to discuss case.
>]

*** EMAIL OUT _ ARomo Action Type:Internal email
Send to:[Romo, Angel]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K272346_ARomo_04-26-2004123025.doc>>

*** NOTES AND STATUS CHANGE 04/26/2004 11:51 AM Pacific Daylight Time ARomo Action Type:Manager review
Per legal:

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

Last Name	First Name	VIN of 2002 SPECTRA GS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB161625 [REDACTED]	K272346	38,318
[REDACTED] Rowell, WV	[REDACTED] PH: [REDACTED]	Prod. Date: 7/7/01	Dealer: WV011 Hometown Kia	

PL-IR's are privilege information that belongs to KMA and will not be sent to customer
Please have region deny customer (for the accidents repairs) and review documents that the customer has for his request for repurchase.

Writer spoke to TBeam and advised.
Region to contact customer and advise.

*** NOTES 04/26/2004 11:52 AM Pacific Daylight Time ARomo Action Type:Manager review
Writer to dispatch case to the region for further handling.

*** NOTES 04/27/2004 09:06 AM Eastern Daylight Time TBeam Action Type:Manager review
Please complete recap and bring in for review

*** NOTES 05/04/2004 08:33 AM Eastern Daylight Time DNealls Action Type:Manager review
Writer called Bortz Kia-
1. Writer requested the ro's again.
2. Kelly stated I will fax them right now, sorry about that.
-Wtg for the ro

*** NOTES 05/04/2004 01:32 PM Eastern Daylight Time DNealls Action Type:Manager review
1. Rec'd ro's and performed a recap.
2. Writer will review with RCAM

*** NOTES 05/06/2004 07:57 AM Eastern Daylight Time DNealls Action Type:Manager review
1. Writer sent a denial letter to the customer
via Certified Mail
2. Writer is closing the file until further contact
from the customer.

WARRANTY SERVICE DEPARTMENT
WARRANTY HISTORY INQUIRY

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYP	LABOR OP	CROSSAL PART	MILEAGE
05082002	WV001	37418	A W	67070ATT	WIRING ASSY-ENG 1K28W 67 070	28
12172002	WV001	46427	A G	61A1VATT	DAMPER ASSY-TMP 1F2A1 61 A1V	12814
01232004	WV011	82513	A W	Wheel Cylinder Assy 58330R08	CYLINDER ASSY-RR WHL 0K2M1 26 610	38310
02132004	WV011	83818	A W	Brake Master Cylinder 58510R08	MC KIT 0K2A1 43 40R	39209
10162001	81067	04328	1 R	01167CA1	ROST-FLUCTRLE 6K2A3 43 610	1

3000

Kia Motors America, Inc.
3000 Atrium Way, Suite 400
Mt. Laurel, NJ 08054
Phone: (856) 608-1305 ext 123
Fax: (856) 722-0753

Fax

To: Wayne Spencer From: Kia Motors America, Inc. - Scott Hubbs
Fax: (949) 470-2812 Pages:
Phone: (856) 608-1305 ext. 123 Date: 11/12/04
Rec: [REDACTED] CC:

Urgent For Review Please Comment Please Reply Please Recycle

• Comments

CERTIFIED MAIL RECEIPT

(Domestic Mail Only - No Insured Coverage Provided)

Can be voided only by return with out-of-date return receipt

OFFICIAL USE

Postage	\$
Contract Fee	
Return Receipt Fee (Entertainment Receipts)	
Registered Delivery Fee (Entertainment Receipts)	
Total Postage & Fees	\$

Postmark
Here

Kia Motors America, Inc.
Eastern Region
 3080 Arden Way
 Suite #400
 Mt. Laurel, NJ 08054
 (856) 608-1305 - Fax (856) 608-1304

Send To
NAME, Apt. No., or PO Box No.
City, State, ZIP+4

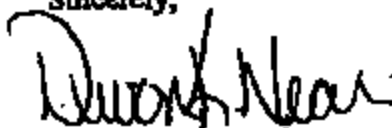
Dear [REDACTED]

Please be advised that Kia Motors America, Inc. has performed a detailed inspection on the above referenced vehicle.

That inspection revealed no manufacturing defect exists. Therefore, Kia Motors America is unable to offer the assistance you request. While we realize this is not the outcome you were hoping for, we do appreciate the opportunity to respond.

Thank you for allowing us to review this matter and provide our position.

Sincerely,



Ms Devon K. Nealis
 Consumer Affairs Analyst
 Kia Motors America, Inc.

Accident Report

Case K272346

Report Details**1. Do You Own the Vehicle?**

Yes

3. Who Was Driving the Vehicle?

<Provide Driver's Name, Address, and Phone>

Owner [REDACTED]

4. What is the Age of the Driver?

<Driver's Age>

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

1/21/04 morning

1/25/04 10:15AM

6. Describe the Road Weather Conditions at the Time of the Accident.

<ROAD WEATHER CONDITIONS>

slick, snow, road has steep right turns in two places

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

36 MPH

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

Yes, <Describe Injuries>

Smacked head above my left ear—against drivers side door

10. Was Anyone Taken by Ambulance to The Hospital?

No

11. Is Anyone Currently Under Medical Attention for this Incident?

No

12. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

Same exact thing happened both times. Damaged to the veh only one time (1/25):

1/21/04

Route 52 South, just past Pinnacle State Rock Park, heading south. At a sharp left turn in the road, when I went into the turn, the rear wheels had a wobble feeling, I gently applied the brakes—brake worsened, went into 360 degree spin. Car spun, I stopped, continued driving, no damage to the veh

1/25/2004

Route 52 South, just past Pinnacle State Rock Park, heading south. At a sharp left turn in the road, when I went into the turn, the rear wheels had a wobble feeling, I gently applied the brakes—brake worsened, did not work, car went into 360 degree spin. Car spun, I collided with guard rail, drivers side rear bumper damaged, bumper guard and rear drivers side quarter panel are damaged.

13. Were the Police Contacted?

No

15. Was the Insurance Company Contacted?

No

18. Was the Vehicle Driven or Towed From the Scene?
Driven

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

In front of my house, it is taking it to HomeTown Kia today

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What are you Requesting from KIA?

<RESOLUTION SOUGHT>

Want rental provided for me to drive while car is being fixed. Also think Kia should pay for the damage and repair the veh and the brakes.

25. Have you reviewed the airbag section of the owners manual?

Yes - In order to consider your request, we will need you to provide us with copies of:

1. Copy of Police Report (if available)

5. Pictures of vehicle (front, rear and side views)

Not Applicable

REPAIR ORDER RECAP

Customer Name: _____ Selling Dealer: PATRICK PLAZA KIA Code: WV001
 Vin: KNAPB161021 DP#W: SUSAN SCHNEIDER Dist: 12 CustID: K272346
 Date Of First Use: May 22, 2002 Months In Service: 24 MONTHS State: WV

RO Number	148437	160578	102893									Total
RO Date	12/17/02	01/02/04	02/12/04									
Mileage	12814	26718	28808									
Booking Dealer Code	WV001	WV001	WV001									
Days Out of Service	1	1	1									3
Days Rental Provided	0	0	0									
Customer Complaint												
1	HEATER CONTROLS WONT SWITCH FROM COLD TO HOT OR VICE VERSA	REINSTALL MASH DOOR SW										1
2	EXHAUST RATTLE	SW										1
3	REPL BOTH REAR WHEEL CYLINDERS LEAKING BRAKE FLUID		REPL. REAR CYLINDERS	REP REAR CYLINDERS								2
4	REAR TIRES HAVE TOE IN IT & CANT BE ALIGNED		SP									1
5	OIL CHANGE		SP									1
6	WEATHERSTRIPPING IN LOOSE			REPLACE WEATHERSTRIPPING								1
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
TOTAL		2	3	2								7

Nov 12 2004 14:24 P.05

KIA MOTORS AMERICA Fax: 8567220753

MI - Mileage Indicator Lamp
 WY - Wiper/Wash/Water Pump
 OTS - Conforming to Specifications

NR - Noise/Rattle/Vibration
 SVO - Service Vehicle Operation
 SC - Special Campaign
 SCP - Special Order Parts

HOMETOWN SUBARU KIA

109 Appaloach Dr
Beckley WV, 25801
304-255-1406
304-255-1409

Send: [REDACTED]	From: Kelly
Attention:	Date:
Fax number: 1-856-727-0753	Phone number:

Urgent Reply ASAP Please comment Please review For your information

Total pages, including cover, 3

Comments:

Sorry for the
DELAY

4/27/03

05:07:27

wd079

Warranty Service Department

WARRANTY HISTORY INQUIRY

NEALISD

KIAPROD

VIN No : KNAFB161625

Model . . 24501

Series . SPECTRA

In Service Date:

5/22/02

<u>Date</u>	<u>W Dealer</u>	<u>Repair</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/13/04	W WV011	03820 A		Brake Master Cylinde	TMC KIT	39209
1/23/04	W WV011	03519 A		Wheel Cylinder Assy(CYLINDER ASSY-RR WHL	38318
12/17/02	G WV001	46437 A			DAMPER ASSY-TEMP	12814
5/09/02	W WV001	37418 A			WIRING ASSY-ENG	35
10/18/01	R 8108W	Q4328 1			HOSE-FLEXIBLE	1

Bottom

F3-Exit

F11-Show Detail

CUSTOMER #: 2488004

146437

WORKORDER

PAGE 2

1808 PATRICK STREET * P.O. BOX 3886
CHARLESTON, WV 25318-3886
PHONE (304) 343-7700

SERVICE ADVISOR: 4294 FISHER, RICHARD

02	KIA SPECTRA	KNAPB161625	12819/12817614
10DEC2001	17:30 17DEC02	64.00	CASH
OPTIONS: BTK:K3105 DIR:42525 ENG:1.8 TRN:MANUAL			

17DEC2002 14:22

LINE OF CODE PLAT TECH TYPE DESCRIPTIONS/INSTRUCTIONS

5000 *per installed motor mod. od*

WARRANTY

Call KRAIG LAY

we have to reschedule N/A

add date

no job

PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work (parts and labor) to be done along with the necessary materials and that you are not responsible for loss or damage to vehicles or contents not included in this work order unless you have advised your customer or for any damage caused by any of your or helper's gross negligence to the property or person. I hereby grant you the sole responsibility to perform the repairs described on this work order to the extent of the repair order approval. An express warranty that is made contingent on these terms is hereby approved. The liability is not responsible for damage to the vehicle due to lack of approval.

AUTHORIZED BY :

REVISED ESTIMATE #	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TRUCK COPY

Overhaul/12/20/04

#1257

2488004

146137



1808 Patrick Street - P.O. Box 3886
Charleston, WV 25328-3886
Phone (204) 248-7700

BRANFILL, WY

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4294 RICHARD FISHER

YEAR	02	MAKE	KIA	MODEL	SPECTRA	VIN	KNAPB161625	PLATE	12814/12824	TAX	7641
DEL DATE	10DEC2001	PROG	SALE	WARR	EXP	THROTTLE	POIN	RATE	64.00	PAYMENT	CASH
17DEC2002					17:30	17DEC02					17DEC2002

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

A HEATER CONTROLS WON'T SWITCH FROM COLD TO HOT OR VICE VERSA
 9996 REINSTALLED MODE DOOR ROD - HAD BEEN KNOCKED
 LOOSE
 5205 CK 0.20

 B CK EXHAUST RATTLE
 CNV CANNOT VERIFY CUSTOMERS COMPLAINT AT THIS
 TIME
 5205 CK 0.00



ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE KNOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.	LABOR AMOUNT	12.80
	PARTS AMOUNT	0.00
	GRASE OIL, LUBR	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	12.80
	LESS INSURANCE	0.00
	SALES TAX	0.77
	PLEASE PAY THIS AMOUNT	13.57

DATE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

WAI 9:00

CUSTOMER #: 2488004

103519

WORKORDER

HOMETOWN SUBARU - KIA
117 APPALACHIAN DR - MCKEY WV 26001

PAGE 1

Phone (304) 255-2466
Fax (304) 255-8905

BRANDSILL, WV

HOME BUS:

SERVICE ADVISOR: 417 SIZEMORE, PHILLIP

DATE	TIME	DESCRIPTION	WORK	CHARGE	RELEASE	INITIALS	TAG
02	KIA SPECTRA	KNAPB161625			30318/		
DEL DATE	PRSD DATE	AVAIL DATE	PROMISED	PNR	RATE	PAYMENT	RV DATE
01 JAN 2002	7-6-01		18:00	23 JAN 04	0.00	CASH	

LINE	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
1	A	MISC	WK	CUSTOMER STATES TO REPLACE BOTH REAR WHEEL CYLINDERS
				583 30R08 1.0 NPT COW
1	B	MISC	WK	CUSTOMER STATES TO CHECK REAR SUSPENSION WAS TOLD THAT REAR TIRES HAVE TOE IN AND CANNOT BE ALIGNED//CHECK AND ADVISE
				NPF

23 JAN 2004 09:19

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

1 A MISC WK CUSTOMER STATES TO REPLACE BOTH REAR WHEEL CYLINDERS

583 30R08 1.0
NPT
COW

1 B MISC WK CUSTOMER STATES TO CHECK REAR SUSPENSION WAS TOLD THAT REAR TIRES HAVE TOE IN AND CANNOT BE ALIGNED//CHECK AND ADVISE

NPF

CK Customer States to Perform LOP, Check ALL Fluids, Set Tire PSI to Manufacture Specs.

EXCLUSION OF WARRANTIES

Any damages to the parts and accessories and repairs are made by the manufacturer. The manufacturer disclaims responsibility and agrees that dealer makes no warranty of any kind, express or implied, and excludes all warranties, including warranties of merchantability or fitness for a particular purpose with regard to the parts unless otherwise specified; and that it is agreed that dealer is liable for incidental or consequential damages or consequential losses arising out of such purchases. The undersigned customer hereby agrees that the services rendered by dealer, include, but are not limited to the materials and such parts under possession and of merchantable quality or that they will obtain any repairs or parts of its agreement to perform with reasonable delay, efficiency, or economy.

AUTHORIZATION FOR REPAIR

I authorize the repair work herein set forth to be done along with the necessary material and parts that you are not responsible to lend or damage or visible or hidden to be made to this car, truck or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I have given you the entire car/truck and permission to operate the vehicle herein described at all times before and after the date of repair for the purpose of testing under inspection. All repairs described are hereby acknowledged as done unless we receive the amount of repair charges. The customer is not responsible for damages from impingement due to lack of maintenance.

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (#)	DATE	TIME	BY
REVISED ESTIMATE (#)			
REVISED ESTIMATE (#)			

TECHNICAL APPROVAL

TECH

Sheet

~~XXXXXXXXXX~~

✓ Mr. William J. - 610 RR LPA. 2yd.
✓ 13 10N 623004 BRNAT FLAID

Name:

✓ Mr. James - 273003 NIZPITEN
✓ 41200627000 vic

- 1) LR wheel cylinder leaking from upper RR wheel cylinder sticking replaced & bleed both rear wheel cylinders also brake master cylinder leaking from rear piston seal P.C.O
- 2) C/K rear suspension O/K showed customer where rear toe adjustment points are located
- 3) F C/K Fluids set tire pressures

Sheet No (of 5)	DATE	TIME	OFF
1/4	18/20	NO. NO 103519	JAN 23 12.13
		Sitler	JAN 23 9.92

OK2R1 45 400
SCA635004

master cylinder
brake fluid

WARRANTY PARTS RECEIVED

NO

- A) Master cylinder-weeping from rear piston seal down front of brake booster replaced + bled master cylinder bled brake system OK
- B) Reattached Passenger rear door weatherstrip molding

Note: Vehicle has a brake vibration when brakes are applied customer stated they have an appointment in Charlotte for a strut and ~~it~~ would have vibration taken care of then

CUSTOMER #: 2488004

103820

WORKORDER

HOMETOWN SUBARU - KIA
117 APALA-CHEAN DR. BECKLEY WV 26011

PAGE 1

Phone (304) 256-3466
Fax (304) 256-0988

BRAMWELL, WV
HONOR

BUS:

SERVICE ADVISOR: 7285 WHITLOW, JAMES

CODE	YEAR	MAKE	MODEL	VIN	PLATE	TYPE	DATE	AMOUNT	PAYMENT
	02	KIA	SPECTRA	KNDPB161629			19ZD9/37217		
01	JAN	2002				18:00	13FEB04	0.00	CASH

13FEB2004 08:32

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	WK	CUSTOMER STATES LEAKING BRAKE FLUID//SOP//MASTER CYLINDER.
# B	MISC	WK	CUSTOMER STATES WEATHERSTRIP ON PASS REAR DOOR COMING OFF.
# C	MISC	CK	VEHICLE HAS DAMAGE TO REAR END.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer does not warrant or guarantee any kind, nature or extent, and duration of warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts which accessories purchased, and that it is the user that dealer is held liable for, in respect to consequential damages or consequential losses arising out of such purchase. The undersigned purchaser hereby agrees that the warranties provided by dealer, herein, but are not subject to any warranties that such parts and/or accessories are of merchantable quality or that they will comply with either or any of its provisions in parting with reasonable safety, efficiency, or quality.

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair of my vehicle with parts on the order being under the direction provided by the dealer and I understand that I am in charge of the vehicle or vehicle left in the care of the dealer or any other case beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the dealer or manufacturer. I hereby grant you full and complete authority to examine the vehicle herein described in an effort to determine the cause of the problem and to carry out repairs, an agreement to repair the vehicle shall be made only if the repair is necessary and if the repair is not covered by a warranty. I understand that I am in charge of the vehicle or vehicle left in the care of the dealer or any other case beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the dealer or manufacturer.

DEALER APPROVAL



Kia Memorandum

To: Angel Romo/NCA

From: Devon Nealis

Re: [REDACTED] Case Number: K272346

Hi Angel,

Please forward the attached documents to the Legal Department for review.

Thanks,
Devon

State of West Virginia



MERCER COUNTY MAGISTRATE COURT

100 ROGERS STREET
BLUEFIELD, WEST VIRGINIA 24701.

(304) 325-3582

(304) 325-3774

FAX (304) 324-0399

FAX TRANSMITTAL SHEET

TO: Devon Neal's, Customer Service

FAX NO. (856) 608-1304

FROM: [REDACTED]

DATE: 4/2/04

RE: Case # K272346

NO. OF PAGES (Including Transmittal Sheet): 3

COMMENTS: Estimate for current repairs
pending by separate FAX transmission.

April 2, 2004

Ms. Devon Nealis
 Customer Service Coordinator
 KIA Motors of North America

RE: Brake and suspension defects, 2002 KIA Spectra
 KIA case #K272346

Dear Ms. Nealis,

Today my pregnant wife drove this broken vehicle on the highway for two hours. She waited while KIA's engineer conducted a three-hour inspection. At the end of this inspection, he would tell her nothing except that the rear tires were badly worn (as if this was the cause of, rather than caused by, the faulty suspension). As stated in my letter of March 3, those tires have fewer than 10,000 miles on them.

This car has not been fixed. You told me that the inspection should precede further work. The car is unstable and unsafe. You have made no offer to provide my family with safe transportation in the meantime.

I am writing to suggest a reasonable resolution of this matter instead of retaining counsel and initiating legal action against KIA of North America and Patrick Plaza Dodge/Kia, jointly and severally. Please take the time to seriously consider this good-faith offer to resolve a dangerous situation, which is likely to prove very costly to your company in the event of litigation.

My family has suffered over \$5,000.00 in property damage to this car. My wife and I have spent five working days driving to and waiting in KIA dealerships, hoping for a repair. This ordeal, which includes two major and two minor accidents, has caused us serious emotional distress and hardship. Here is a breakdown of our actual expenses related to this unsafe car:

Amount owed on car:	\$ 10,450.00
Lost wages:	1,200.00
Repair expenses:	5,430.46
Tires:	450.00
TOTAL	\$ 17,530.46

Here is my proposed solution:

KIA Motors of North America will reimburse [REDACTED] for the full cost of the first repair, (damage from the front-end accident in November, caused by brake defects), \$2,290.46 (receipt attached).

KIA will also reimburse USAA Casualty Insurance Company for the full cost of the second repair, estimated at \$3140, which resulted from the defective rear strut and the faulty brakes.

KIA Motors of North America will then buy this vehicle back from us for the amount owed on the note, \$10,450.

Cost to Kia:

First Repair Bill:	\$	2,290.46
Second Repair Bill:		3,140.00
Amount owed on note:		<u>10,450.00</u>
TOTAL:	\$	15,890.46

In exchange, I will relinquish title to the vehicle upon payment of the note in full. My wife and I will sign any waiver or release prepared by your attorneys, and renounce any legal action against KIA. We will neither instigate nor participate in any class action lawsuit against KIA alleging defective or faulty suspension and brake parts. We will seek no reimbursement for physical injuries, emotional distress, lost wages, or any other costs or damages associated with this matter.

Please be advised that West Virginia provides for triple punitive damages when a party defendant refuses to negotiate, in bad faith.

I expect to hear back from you regarding this offer before April 15th, 2004. If I receive no response from your company, I will be forced to initiate legal action before the end of the month.

Very truly yours,

[REDACTED]
 Mercer County Magistrate
 WV State Bar # 6761
 [REDACTED]

G & K AUTO

Route 1, Box 442
Pounding Mill, Virginia 24637
Phone & Fax (800) 888-8811

7/6/01

ESTIMATE OF REPAIRS

Located on Rt. 680
at Charlottesville, VA

DATE: 10/20/01
 MAKE: Kia
 MODEL: Spectra
 YEAR: 02
 TYPE: 4dr
 VIN: KNAF8161625

QTY	PL/CS	DESCRIPTION OF REPAIRS AND REPLACEMENTS	LABOR AMOUNT	PARTS AMOUNT	REFINISH
X		Hood	1.0	275.00	40
		R+I washer nozzles	.3	-	
Y		RH Fender R+I marker + line	2.0	-	30
X		Front Bumper repaired	2.0	28.00	35
X		Grill	.7	8.75	-
Y		RH H/L assembly	.5	201.34	
Y		LH H/L assembly	.5	201.34	
Y		Upper air deflector	.2	18.32	
Y		Radiator Support (Front) (Fogging)	6.0	-	10
Y		LH Fender R+I marker + line	2.0	-	30
		Original		2445.31	
		Bumper Cover + tax		323.71	
				2126.60	
		2 hrs repair cover		68.00	
		2 plastic splash shields + tax		26.23	
		Hood latch		25.46	
				2246.28	
		part difference		44.18	
		due		2290.46	

NOT RESPONSIBLE FOR MATCHING PAINT

OWNER IS RESPONSIBLE FOR PAYMENT OF THIS REPAIR WORK AND SHALL CONDUCT ALL NEGOTIATIONS WITH HIS INSURANCE COMPANY FOR SETTLEMENT.

THIS ESTIMATE DOES NOT INCLUDE ANY UNSEEN DAMAGE CONNECTED OR NOT CONNECTED WITH THE DAMAGE LISTED ABOVE.

NOT RESPONSIBLE FOR TIME LOST DUE TO UNAVAILABILITY OF PARTS

NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CAR.

NOT RESPONSIBLE FOR DELAYS CAUSED BY PARTS AVAILABILITY, OR INCORRECT SHIPMENTS OF PARTS.

NOT RESPONSIBLE FOR INCREASED PARTS PRICES.

STORAGE CHARGES
ON ALL CARS
NOT REPAIRED

pd cl #
7549
GA

TOTALS	15.2	1096.18	14.5
TOTAL PARTS		1096.18	
TOTAL LABOR		516.60	
TOWNSHIP & STORAGE			
TOTAL MATERIAL		250.00	
REFINISH		473.00	
TAX		49.33	
TOTAL ESTIMATE			

April 15, 2004

Ms. Devon Nealis
Customer Service Coordinator
KIA Motors of North America

See me

BY FAX: (856) 688-1305-722-0753

RE: Brake and suspension defects, 2002 KIA Spectra
KIA case #K272346
Inspection report and supporting documentation.

Dear Ms. Nealis,

I am writing to confirm this morning's telephone conversation.

You indicated that the inspection report from your engineer, Mr. McKarty, has been completed and forwarded to the national office of Kia Motors. I requested a copy of this report. You indicated that I could not be provided with a copy, and that it is an "internal document." Consider this letter as a formal request for this document.

You also indicated that my previous documentation and correspondence would not be forwarded along with this inspection report. I am requesting that you forward this information to the national office, so that your superiors can make an informed decision.

Please also forward a copy of the inspection report and my documentation, along with my correspondence and documentation, to your legal department. If your legal department determines that there is nothing harmful to Kia in this report, please reconsider your refusal and forward this report to me.

Thank you for your attention and assistance. I look forward to hearing back from you next week.

Very truly yours,

Mercer County Magistrate
WV State Bar # 6761

State of West Virginia



MERCER COUNTY MAGISTRATE COURT

100 ROGERS STREET
BLUEFIELD, WEST VIRGINIA 24701.
(304) 325-3582
(304) 325-3774
FAX (304) 324-0399

FAX TRANSMITTAL SHEET

TO: David Davis

FAX NO: 656-722-0753

FROM: [REDACTED]

DATE: 3/2/04

RE: Case # K272346

NO. OF PAGES (Including Transmittal Sheet): 7

COMMENTS: _____

March 3, 2004

Ms. Devon Nealis
Customer Service Coordinator
KIA Motors of North America

RE: Brake and suspension defects, 2002 KIA Spectra
KIA case #K272346

Dear Ms. Nealis,

I am writing to document the history of my problems with this vehicle, which I purchased new in May 2002. The vehicle has fewer than 40,000 miles on it, and is still covered by KIA's warranty.

In late August 2003, I replaced the tires on the Spectra at the Sears automotive center in Princeton, WV. While installing the tires, Sears's employees adjusted the alignment. As shown by the attached documentation, Sears was unable to correct the camber adjustment on the driver's side rear tire. The toe on this same tire (driver's side rear) was properly adjusted.

In October, 2003, my wife [redacted] began to complain of decreased brake pedal response on the Spectra. In early November, 2004, she collided with another vehicle in Bluewell, WV, causing \$2300.00 in body damage. [redacted] states that she was unable to stop the Spectra due to inadequate brake response. The accident report prepared by the Mercer County Sheriff's Department indicates that [redacted] was not at fault in this collision. We did not submit an insurance claim for this damage, and simply paid for the repairs.

In December 2003, I returned to Sears to have the tires rotated and the alignment checked. I was again informed that there was no separate camber adjustment for the rear wheels.

In early January 2004, I experienced difficulty stopping the vehicle on snowy roads. I returned to Sears and purchased two new snow tires for the Spectra. I also requested a brake inspection, which indicated that the shoes were properly adjusted, but that the rear wheel cylinders were faulty. As pending documentation from Sears shows, one cylinder was sticking and one was leaking.

In mid-January, 2004, I took the Spectra to the nearest authorized KIA Service center, Hometown Subaru-KIA in Beckley, WV. I complained that the car could not be properly aligned, and that the brakes were not functioning correctly. The service manager initially challenged my assertion that the rear brake cylinders might be malfunctioning, and I angrily refused to drive the vehicle away in its current state. The service manager and technician then confirmed that the passenger side cylinder was leaking fluid and replaced

both cylinders. The technician also determined that the master cylinder was leaking, and ordered the replacement part.

With regard to the alignment problem, the service manager at Hometown KIA in Beckley, WV indicated that the toe and camber are adjusted from the same rod on the rear wheels. He and the mechanic showed me the location of the adjustment rod when the car was on the lift. He also informed me that Hometown KIA did not have the proper equipment to align the car.

On the following day, I experienced a fishtail in a left-hand turn on U.S. Route 52 South near Pinnacle Rock State Park, north of Bluewell, WV. When I attempted to remedy the fishtail by applying the brakes, the car spun 360 degrees before coming to rest. My two young daughters were in the rear seat, but there were no injuries. All occupants wore seatbelts, and there was no collision.

On Sunday morning, January 31, while driving alone, I experienced a nearly identical fishtail/spin on U.S. Route 52 near Bluewell. I was traveling at 37 miles per hour. This spin resulted in a collision with the guardrail. The rear driver's side bumper impacted the guardrail, causing damage to the hatch, the quarter panel, the bumper guard, the bumper, and the frame. I was on my way to Bluefield to arraign several incarcerated detainees, and did not take the time to call out the police for an accident report.

The following Friday, I took the car to Patrick Plaza Dodge/KIA, the nearest service center with an alignment machine, to have the suspension problem diagnosed. Service manager Richard Collins determined that the Spectra had a faulty rear strut and ordered the replacement part.

My 2002 KIA Spectra is unsafe to drive. I have documented evidence of three distinct hydraulic brake part failures and a faulty suspension. My family has suffered more than \$5,000 worth of damage to this car, as well as considerable emotional distress. I have not been negligent in attempting to remedy this problem. I have kept good tires on the car and repeatedly attempted to repair the alignment. The nearest KIA service center, an hour from my home, does not have an alignment machine. I have taken the car to Sears Automotive three times, Hometown KIA twice, and Patrick Plaza KIA once.

On Friday, February 13, you asserted that the faulty strut was the result of my accident in January. This is the opposite of the truth. The car has been misaligned since August, yet the toe adjustment on the driver's side rear wheel was correct. Since there is only one adjustment point for this wheel, some mechanical defect must have caused the misalignment.

I have now received two letters from you, which indicate that you have difficulty reaching me by telephone. Here again are my telephone numbers:



My 2002 KIA Spectra is unsafe to drive. I have documented evidence of three distinct hydraulic brake part failures and a faulty suspension. This car cannot be aligned, although I have tried to fix the problem repeatedly. Furthermore, KIA simply cannot deny the fact that three separate hydraulic brake parts have failed in my 2-year-old car.

My family has suffered more than \$5,000 worth of damage to this car, as well as considerable emotional distress. I have not been negligent in attempting to remedy this problem. I have kept good tires on the car and repeatedly attempted to repair the alignment. The nearest KIA service center, an hour from my home, does not have an alignment machine. I have taken the car to Sears Automotive three times, Hometown KIA twice, and Patrick Plaza KIA once.

As I informed you on the telephone, I have been a loyal KIA driver since 1999. It was my intention for my next new car purchase to be a KIA. However, your company does not seem to appreciate the seriousness of these defects. You seem unconcerned about the hazards posed by transporting my family in your product. It is not my desire to pursue a legal remedy. Please let me know how KIA intends to win back my trust and loyalty.

Very truly,



WV State Bar ID # 6761

2 5

PROPERTY DAMAGE REPORT

DATE: None TIME: None

VEHICLE MAKE: None MODEL: None YEAR: None

OWNER NAME: None ADDRESS: None CITY: None STATE: None ZIP: None

VEHICLE INFORMATION

VEHICLE TYPE: None OCCUPANT PROTECTION: None SAFETY CLASSIFICATION: None FIRST AID KIT: None

VEHICLE DAMAGE

VEHICLE FIRE OCCURRENCE: None HAZARDOUS CARGO: None

DRIVER INFORMATION

DRIVER NAME: None LICENSE TYPE: None LICENSE NUMBER: None

LOCATION AND TIME

DATE OF OCCURRENCE: None TIME OF OCCURRENCE: None

WEATHER AND ROAD CONDITIONS

WEATHER: None ROADWAY SURFACE: None ROADWAY CONDITION: None

VEHICLE DAMAGE DETAILS

VEHICLE DAMAGE: None DAMAGE TO: None DAMAGE TO: None

INSURANCE INFORMATION

INSURANCE COMPANY: None POLICY NUMBER: None

ADJUSTING OFFICER INFORMATION

NAME: None TITLE: None

POLICE AGENCY INFORMATION

NAME: None ADDRESS: None

PROPERTY DAMAGE REPORT BY MAKE

DATE OF REPORT: 2-2004 3:31PM
REPORTING OFFICER: None
POLICE AGENCY: None
OFFICER NAME: None
OFFICER TITLE: None
OFFICER ADDRESS: None
OFFICER PHONE: None

DRAW SCENE AS OBSERVED, INCLUDING ROADWAY LAYOUT, VEHICLE, PEDESTRIAN OR OBJECT STRUCK, TRAFFIC CONTROLS, EVIDENCE, ETC

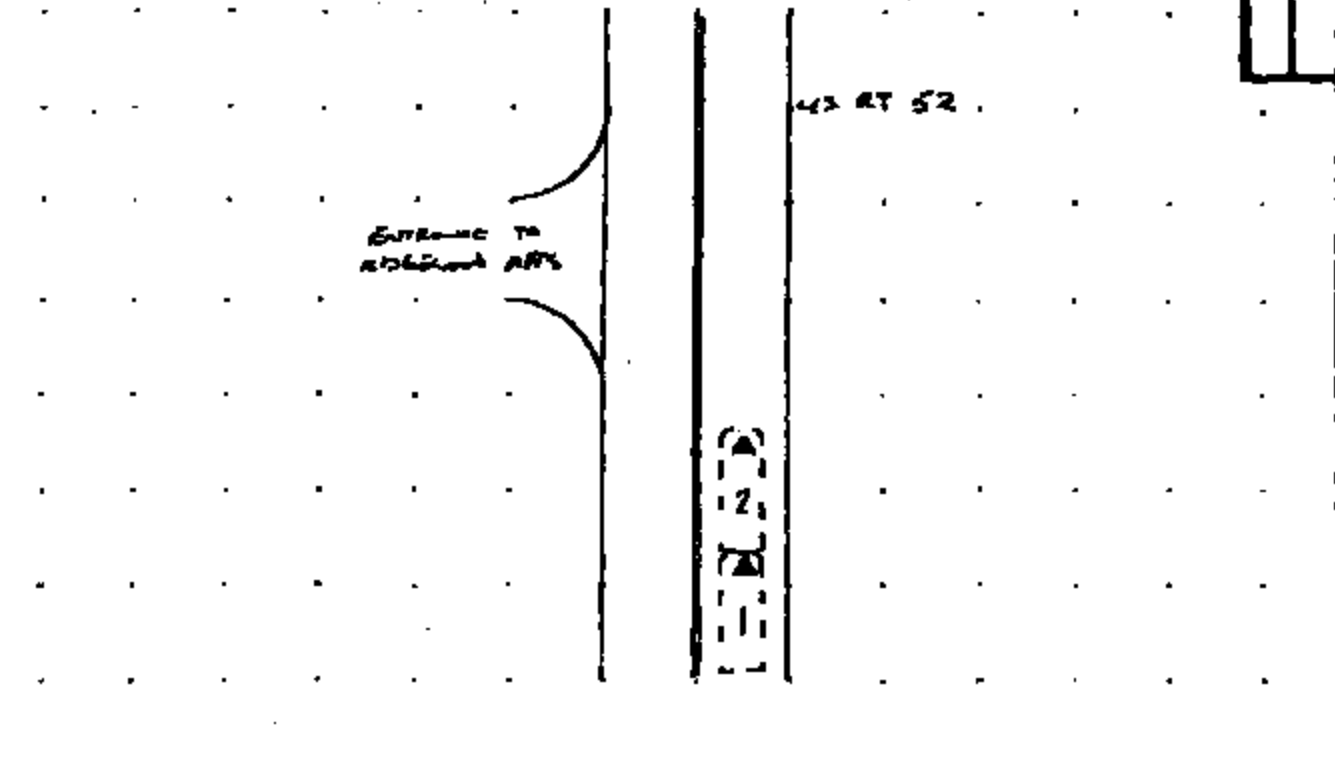
DRAWN ARROW POINTING NORTH VEHICLE

IMPORTANT: NUMBER THE VEHICLES ACCORDING TO THE VEHICLE NUMBERS ON THE FRONT PAGE

NOT TO SCALE



C
O
L
L
I
S
I
O
N
D
I
A
G
R
A
M



DESCRIBE WHAT HAPPENED (Refer to Vehicles by Number)

N
A
R
R
A
T
I
V
E

Vehicle 2 was traveling north on US 52, operated by Driver 2, and was slowing for traffic stopped ahead. Vehicle 1 was traveling north on US 52, operated by Driver 1, and was also slowing for traffic stopped ahead. Driver 1 was unable to stop before colliding with Vehicle 2.

State of West Virginia



MERCER COUNTY MAGISTRATE COURT

100 ROGERS STREET
BLUEFIELD, WEST VIRGINIA 26001
(304) 325-3582
(304) 325-3774
FAX (304) 324-0399

FAX TRANSMITTAL SHEET

TO: Devon Nealis

FAX NO: 856-722-0753

FROM: 

DATE: 2/3/04

RE: Case # K272346

NO. OF PAGES (Including Transmittal Sheet): 14

COMMENTS: Please call to verify receipt.

March 3, 2004

Ms. Devon Nealis
Customer Service Coordinator
KIA Motors of North America

RE: Brake and suspension defects, 2002 KIA Spectra
KIA case #K272346

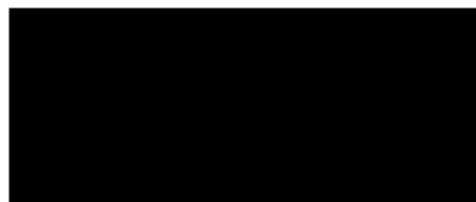
Dear Ms. Nealis,

I am forwarding the following thirteen pages to further document matters set forth in yesterday's letter:

- 1) Receipt for tire purchase, Sears Automotive, 8/9/03
- 2) Alignment printout, Sears Automotive, 8/9/03
- 3) Printout indicating no CAMBER adjustment specifications, 8/9/03
- 4) Illustration accompanying CAMBER printout, 8/9/03
- 5) Receipt for brake evaluation, Sears Automotive, 1/4/04
- 6) Brake evaluation report, Sears Automotive, 1/4/04
- 7) Sears receipt for snow tire purchase and alignment check, 1/8/04
- 8) Alignment report, Sears automotive, 1/8/04
- 9) Printout indicating no CAMBER adjustment specifications, 1/8/04
- 10) Sears report form for alignment check, 1/8/04
- 11) Alignment printout, Patrick Plaza Dodge/KIA, 2/6/04
- 12) Work order, Hometown Subaru/KIA, 2/13/04
- 13) Service notes, Hometown Subaru/KIA, 2/13/04

Please contact me to verify receipt of these pages, as well as yesterday's letter. Thank you in advance for your assistance.

Very truly yours,



SEARS

Auto Center

visit sears

VEHICLE INFORMATION VIN: 58048... YEAR / MAKE / MODEL: 2004 KIA OPTIMA LICENSE: NJ COLOR: WHITE LOCATION: ...		INITIAL ESTIMATE PARTS: \$277.42 LABOR: \$225.00 OTHER: \$0.00 TAX: \$24.30 TOTAL: \$526.72		REVISED ESTIMATE PARTS: \$277.42 LABOR: \$225.00 OTHER: \$0.00 TAX: \$24.30 TOTAL: \$526.72		SALES TAX STATE: NJ COUNTY: ... CITY: ...																																									
WORK INFORMATION WORK ORDER NO: ... DATE: 06/07/2005 09:15 AM PRINTED ON: 08/07/2005 07:21 AM		TIRE INSTALLATION INSTRUCTIONS LF <input type="checkbox"/> RF <input type="checkbox"/> RR <input type="checkbox"/> RL <input type="checkbox"/> LR <input type="checkbox"/> RR <input type="checkbox"/> RL <input type="checkbox"/>		LOGS Y <input type="checkbox"/> N <input type="checkbox"/>		SALES AUTHORIZATION SALES: ... DATE: ...																																									
REFERENCE NUMBER 053429		SALES COMMENTS IF NO BALANCE & TIRES - ALIGN ONLY IF NEEDED		SALES COMMENTS AIR PRESSURE FRONT / REAR: ... VAL. TIRE SPECIFICATION: ... REFER TO TIRE EDGE		SALES COMMENTS See reverse for important warranty terms and other information.																																									
ITEMS		<table border="1"> <thead> <tr> <th>QTY</th> <th>MODEL</th> <th>DESCRIPTION OF MERCHANDISE</th> <th>PRICE EA</th> <th>EXTENSION</th> <th>RECH</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>PS 073791</td> <td>TIRE P195/65R15</td> <td>\$64.99</td> <td>\$259.96</td> <td>16875</td> </tr> <tr> <td>4</td> <td>LS 042200</td> <td>TIRE BALANCE PERFORM</td> <td>\$9.99</td> <td>\$39.96</td> <td></td> </tr> <tr> <td>4</td> <td>PS 073791</td> <td>VALVE SHOWER SER</td> <td>\$2.50</td> <td>\$11.00</td> <td></td> </tr> <tr> <td>4</td> <td>LI 170302</td> <td>ROAD HAZARD PLUS AGREE</td> <td>\$2.50</td> <td>\$10.00</td> <td></td> </tr> <tr> <td>4</td> <td>AC 07422</td> <td>LOCAL TIRE DISPOS</td> <td>\$1.25</td> <td>\$5.00</td> <td></td> </tr> <tr> <td>1</td> <td>LI 041204</td> <td>ALIGNMENT, ALL WHEEL SER</td> <td>\$24.99</td> <td>\$24.99</td> <td>16875</td> </tr> </tbody> </table>		QTY	MODEL	DESCRIPTION OF MERCHANDISE	PRICE EA	EXTENSION	RECH	4	PS 073791	TIRE P195/65R15	\$64.99	\$259.96	16875	4	LS 042200	TIRE BALANCE PERFORM	\$9.99	\$39.96		4	PS 073791	VALVE SHOWER SER	\$2.50	\$11.00		4	LI 170302	ROAD HAZARD PLUS AGREE	\$2.50	\$10.00		4	AC 07422	LOCAL TIRE DISPOS	\$1.25	\$5.00		1	LI 041204	ALIGNMENT, ALL WHEEL SER	\$24.99	\$24.99	16875	SALES COMMENTS RETAIN FOR COMPRESSION WITH FORCE! STAMPED ON FOR RETURN OF EXCHANGE	
QTY	MODEL	DESCRIPTION OF MERCHANDISE	PRICE EA	EXTENSION	RECH																																										
4	PS 073791	TIRE P195/65R15	\$64.99	\$259.96	16875																																										
4	LS 042200	TIRE BALANCE PERFORM	\$9.99	\$39.96																																											
4	PS 073791	VALVE SHOWER SER	\$2.50	\$11.00																																											
4	LI 170302	ROAD HAZARD PLUS AGREE	\$2.50	\$10.00																																											
4	AC 07422	LOCAL TIRE DISPOS	\$1.25	\$5.00																																											
1	LI 041204	ALIGNMENT, ALL WHEEL SER	\$24.99	\$24.99	16875																																										
NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED. IF WARRANTY REGULATIONS / O.E.M. COMPLIANT / TECHNICIAN COMMENTS		WARRANTY INFORMATION THIS AGREEMENT PROVIDES ADDED BENEFITS OVER AND ABOVE YOUR TIRE WARRANTY. SEE YOUR SALES ASSOCIATE FOR DETAILS.		SALES COMMENTS PARTS SERIALS: Labor Serials: ... Subtotal: ... Tax: ... Total: ...																																											
COMMENTS: (2004) For the Life of the Tire, to address an uneven or imbalanced tire, we will: adjust tire pressure, toe and camber, computer scan balance, Program Scan		SALES COMMENTS CHECK YOUR SALES ASSOCIATE FOR DETAILS.		SALES COMMENTS ALIGNMENT, ALL WHEEL SER: ...																																											
SALES COMMENTS ALL WHEEL ALIGNMENT SERVICE: SERVICE PERFORMED BRINGING VEHICLE TO PRESET ALIGNMENT SPECIFICATIONS BEFORE AFTER PRINTOUTS ARE PROVIDED. INCLUDES COMPLETE STEERING, SUSPENSION EVALUATION, LABOR ONLY. PARTS PERIT		SALES COMMENTS RETURN OLD PARTS TO CUSTOMER <input checked="" type="checkbox"/> <input type="checkbox"/>		SALES COMMENTS Satisfaction Guaranteed																																											

Thank you for the opportunity to serve you.
 Our goal is to provide Fast, Expert Service.
 Please keep us in mind for your future automotive needs.
 We are America's #1 Tire Store.

SA

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Mileage _____
 Technician _____
 Time and Date 18:07:00 08/05/03

Specifications

Left Front

Actual	Before	Specification Range
-0.0°	-0.0°	-0.5° ~ 0.3°
1.2°	1.2°	1.7° ~ 3.2°
0.10°	0.17°	-0.16° ~ 0.06°
.....
.....

Right Front

Actual	Before	Specification Range
-1.2°	-0.7°	-0.2° ~ 0.7°
1.4°	1.6°	1.7° ~ 2.4°
0.35°	-0.0°	-0.19° ~ 0.44°
.....
.....

Center
 Caster
 Toe
 WC
 Included Angle
 Turning Radius Diff.

Front

	Actual	Before	Specification Range
Cross Caster	1.2°	0.1°
Cross Caster	0.2°	0.2°
Total Toe	0.10°	0.07°	-0.36° ~ 0.15°
Sat. Back	-0.09°	0.17°

Left Rear

Actual	Before	Specification Range
-1.5°	-1.4°	-1.0° ~ -0.1°
0.17°	0.09°	0.01° ~ 0.22°

Right Rear

Actual	Before	Specification Range
0.0°	0.1°	-0.1° ~ 0.1°
0.20°	0.07°	0.0° ~ 0.2°

Rear

	Actual	Before	Specification Range
Total Toe	0.25°	0.07°
Turning Radius	-0.60°	-0.03°

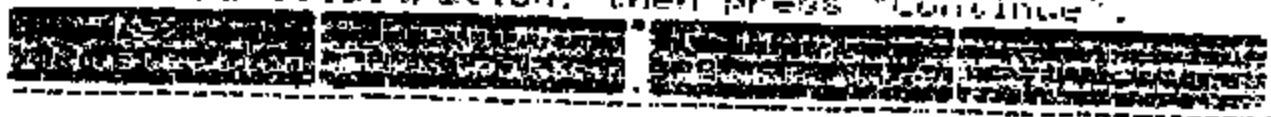
THE WORK PERFORMED ON THIS VEHICLE IS THE PROPERTY OF KIA MOTORS AMERICA. IT IS TO BE USED ONLY FOR THE PURPOSES OF THIS REPORT.

Adjustment Illustrations

The manufacturer does not specify a rear CAMBER adjustment. ✓

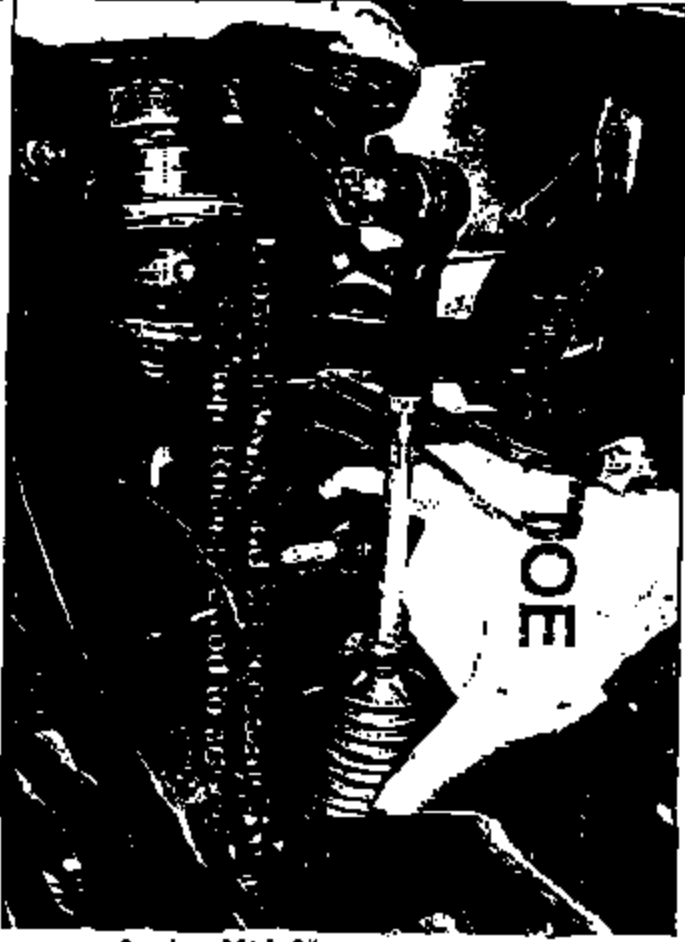
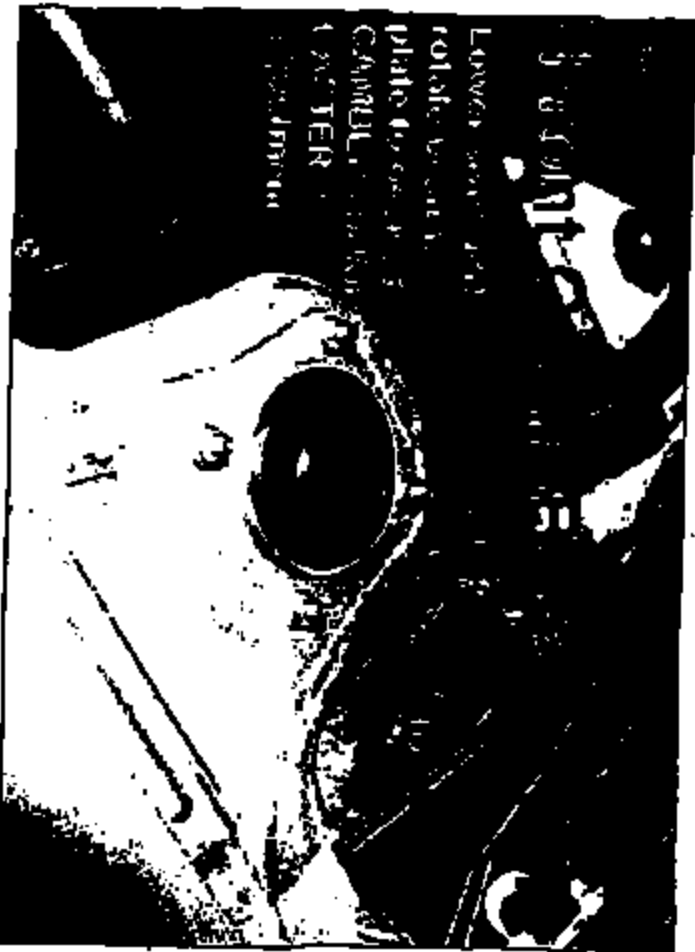
View illustration, then press "Continue".

00000
240-0000



**The manufacturer does not
specify a rear CAMBER
adjustment.**

KIA : Specifia : 2002-4 5



SEARS

Auto Center

visit sears

CUSTOMER INFORMATION NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] PHONE: [REDACTED]		VEHICLE INFORMATION VIN: [REDACTED] 2002 KIA NISCION 4-1700cc 1.8L BENC 1 LICENSE # [REDACTED] COLOR: WHITE LOCATION: [REDACTED]		INITIAL ESTIMATE PARTS: \$0.00 LABOR: \$25.00 OTHER: \$0.00 TAX: \$0.00 TOTAL: \$25.00		REVISED ESTIMATE PARTS: \$0.00 LABOR: \$25.00 OTHER: \$0.00 TAX: \$0.00 TOTAL: \$25.00		ORDER # [REDACTED] ORDER # [REDACTED]	
WORK ORDER WORK ON: YES APPROVED TIME: 01/04/2004 05:00 PM		TIRE INSTALLATION INSTRUCTIONS [Diagram showing tire positions: LP, RP, SP, SR, TRP, TRS, LTR, LRS, LRT, LRS, LRS, LRS] AIR PRESSURE FRONT / REAR: 32PSI / 30PSI TORQUE SPECIFICATION: REFER TO THE OWNER'S MANUAL		FROM AUTHORITY OF: [REDACTED] PHONE NUMBER CALLER: [REDACTED]		CONTACTED BY: [REDACTED] DATE: [REDACTED] TIME: [REDACTED]		See reverse for important warranty terms and other information.	
WORK ORDER WORK ON: YES APPROVED TIME: 01/04/2004 05:00 PM		WORK ORDER WORK ON: YES APPROVED TIME: 01/04/2004 05:00 PM		WORK ORDER WORK ON: YES APPROVED TIME: 01/04/2004 05:00 PM		WORK ORDER WORK ON: YES APPROVED TIME: 01/04/2004 05:00 PM		WORK ORDER WORK ON: YES APPROVED TIME: 01/04/2004 05:00 PM	

CUSTOMER COMMENTS:
 L/R TIRE LOSS AIR

QTY	ITEM #	DESCRIPTION OF WORK/WORKS	PRICE \$	EXTENSION \$	TAX	TOTAL \$
1	L/R TIRE LOSS	TIRES (incl. SERVICE)	\$0.00	\$0.00		\$0.00
1	L/R TIRE LOSS	WORKING 4, AND TIRE LOSS	\$0.00	\$0.00		\$0.00
1	L/R TIRE LOSS	FLAT REPAIR, IN W/2 DRIVE	\$0.00	\$0.00		\$0.00

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.
 SEE WARRANTY INFORMATION ON CIA COMPONENTS / VEHICLE COMPONENTS

ALL LAB WORK ON CUSTOM AND ALLOY WHEELS MUST BE RE-TREATED AFTER 25 MILES ARE COVERED PERIODICALLY.

LABOR CHARGES:
 STANDARD Labor is available to most, complete with Quality Service Identification describing correct trade card items.
 Premium In-Service rotation of tires, for 1-4 tires.
 Premium Roadside In-Service Flat Repair that falls within the Road Hazard Agreement time period.

WORKING 4, AND TIRE LOSS PRICE PER UNIT: \$0.00 QUANTITY: 1 TOTAL: \$0.00		FLAT REPAIR, IN W/2 DRIVE PRICE PER UNIT: \$0.00 QUANTITY: 1 TOTAL: \$0.00	
Parts Subtotal: \$0.00 Labor Subtotal: \$25.00 Subtotal: \$25.00 Tax: \$0.00 Total: \$25.00		Check Total: \$25.00	

Thank you for the opportunity to serve you.
 Our goal is to provide Fast, Expert Service.
 Please keep us in mind for your future automotive needs.
 We are America's #1 Tire Store.

Page 1 of 1

RETURN OLD PARTS TO CUSTOMER

P.34
 Nov 12 2004 14:33
 Fax: 856720753
 KIA MOTORS AMERICA
 No Parts Service

Make Kia Model Spectra Date 01-04-04

Part Checked
 Suggested Part / Service
 Required Part / Service

LIGHTS	ALL	WARNING
BRAKE PEDAL	LOW HIGH SOFT HARD PADE	
DRIVEABILITY	FULL LEFT/RIGHT	MILITATION VIBRATION NOISE

PADS / SHOES	CRACKED SATURATED UNEVEN WEAR HARDWARE	MFG. MIN. SPEC.	ACTUAL
	RIGHT	0.80	2.0
	LEFT	0.90	1.7
CALIPER / WHEEL CYLINDER	RIGHT	STICKING LEAKING BLEEDER HARDWARE	ACTUATOR SERV.
	LEFT	STICKING LEAKING BLEEDER HARDWARE	
ROTORS / DRUMS	SCORDED FITTED HARD SPOTS CRACKED	MACHINE TO ACTUAL FINISH	BUNDT SPEC ACTUAL FINISH
	RIGHT	7.0 9.41	0.01
	LEFT	7.0 9.41	0.03
HUB SERVICE	REPACKABLE 4WD HUB	HUB PRESSED: LEFT RIGHT	
BEARINGS	NON DRIVE PRESSED BOLT ON HUB 4WD/OLD AXLE	REPACK FLAY	
SEALS	LEAKING AXLE SEAL LEFT RIGHT OTHER		

Right side has a lot of this time

PADS / SHOES	CRACKED SATURATED UNEVEN WEAR HARDWARE	MFG. MIN. SPEC.	ACTUAL
	RIGHT	0.40	1.7
	LEFT	0.40	1.7
CALIPER / WHEEL CYLINDER	RIGHT	STICKING LEAKING BLEEDER HARDWARE	ACTUATOR SERV.
	LEFT	STICKING LEAKING BLEEDER HARDWARE	
ROTORS / DRUMS	SCORDED FITTED HARD SPOTS CRACKED PRESSED HUB LEFT RIGHT	MACHINE TO ACTUAL FINISH	BUNDT SPEC ACTUAL FINISH
	RIGHT	7.13	N/A
	LEFT	7.12	N/A
BEARINGS	NON DRIVE PRESSED BOLT ON HUB AXLE	REPACK NOISE FLAY	
SEALS	LEAKING AXLE SEAL LEFT RIGHT OTHER		

Right side requires 2 Rear wheel cylinders high pressure leaky and splash

MASTER CYLINDER	LEAKING BYPASS
POWER BOOSTER	LEAKING BYPASS
BRAKE HOSES	CRIMPED LEAKING CRACKED FRONT REAR RIGHT LEFT
BRAKE LINES	CRIMPED LEAKING CRACKED FRONT REAR RIGHT LEFT
FLUID CONDITION	HIGH LOW CONTAMINATED FLUID EXCHANGE SERVICE
ADDITIONAL SERVICE	IN TOW SELF ADJ. SERV. FRONT REAR BRAKE MAINT. SERVICE
PARKING BRAKE CABLE	STRETCHED BROKEN MISSING
OTHER	DESCRIPTION

Signature and Customer Service Manager (CSM) signature are required. Additional parts/services are at the customer's discretion and repair guidelines.

TECH(s) [Signature]
 CSM [Signature]

WILSON COUNTY MAGISTRATE COURT

No 2430 P 8



Auto Center

visit sears

VEHICLE INFORMATION YEAR MAKE / MODEL 2002 KIA SPECTRA 4-DR 1.8L I4 LICENSE # NJ 02 2698 VIN 37785		INITIAL ESTIMATE PARTS \$192.96 LABOR \$79.00 OTHER \$0.00 TAX \$7.44 TOTAL \$359.40		REvised ESTIMATE PARTS \$192.96 LABOR \$79.00 OTHER \$0.00 TAX \$7.44 TOTAL \$359.40	
WORK INFORMATION DATE TIME 01/08/2004 09:30 AM 01/08/2004 06:30 PM		VEHICLE INFORMATION YEAR MAKE / MODEL 2002 KIA SPECTRA 4-DR 1.8L I4 LICENSE # NJ 02 2698 VIN 37785		INITIAL ESTIMATE PARTS \$192.96 LABOR \$79.00 OTHER \$0.00 TAX \$7.44 TOTAL \$359.40	
VEHICLE INFORMATION YEAR MAKE / MODEL 2002 KIA SPECTRA 4-DR 1.8L I4 LICENSE # NJ 02 2698 VIN 37785		INITIAL ESTIMATE PARTS \$192.96 LABOR \$79.00 OTHER \$0.00 TAX \$7.44 TOTAL \$359.40		REvised ESTIMATE PARTS \$192.96 LABOR \$79.00 OTHER \$0.00 TAX \$7.44 TOTAL \$359.40	

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE	EXTENSION	TAX
2	PS 000026	TYRE PNEUMATIC PC INDEX B	94.99	189.98	1.8273
2	PS 000042	VALVE JAMMER STEEL	12.99	25.98	0.0000
2	LR 000000	TYRE BALANCE PERFORMANCE	99.99	199.98	1.9997
1	LR 000000	ALUMI EMBL NO AIR HOLE	60.00	60.00	0.0000

See reverse for important warranty terms and other information.

Partic Subtotal :	192.96
Labor Subtotal :	79.00
Materials Subtotal :	00.00
Subtotal :	359.40
Tax :	7.44
Total :	359.40

NEW NON-OEM PARTS UNLESS OTHERWISE SPECIFIED

WARRANTY INFORMATION / C/O COMMENTS / TECHNICAL COMMENTS

WARRANTY:
 ALL NEW OILS ON ENGINE AND ALLY SHOULD BE RE-APPLIED AFTER 25 MILES AND CHECKED PERIODICALLY.
 If you did not receive your Service Campaign today with this invoice, please see the Customer Service Manager.

ITEM COMMENTS:
 PNEUMATIC: For the life of the tire, to address an uneven or lateral tire, we will adjust tire pressure, rotate and rebalance, computer spin balance. Please check.
 PNEUMATIC: ALIGNMENT CHECK: CHECK ALIGNMENT REGULARLY, INCLUDES SHOCKS & STRUTS INSPECTION, FRONT STRUTS IF OF RESULTS. NO ADJUSTMENTS PERFORMED.

CONSUMER ACKNOWLEDGES RECEIPT OF WORK ORDER SERVICES IN THE AMOUNT OF \$359.40 AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH IN THE SERVICE ORDER AGREEMENT WITH THE

Thank you for the opportunity to serve you.
 Our goal is to provide Fast, Expert Service.
 Please keep us in mind for your future automotive needs.
 We are America's #1 Tire Store.

Page 1 of 11

RETURN OLD PARTS TO CUSTOMER

WE ARE ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTY PARTS WHICH WILL BE AVAILABLE FOR YOUR INSPECTION. RETURNED TO SEARS. 3. 2004 8:55AM 10/10/04

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Mileage _____
 Technician _____
 Time and Date 16:38:16 v1708704

Specifications

Kia
 00+0 Spectra

Left Front

Right Front

Actual	Specified Range
-0.1°	-0.5° () 0.5°
2.1°	1.7° () 3.2°
0.25°	-0.03° () 0.50°
..... ()
..... ()

Actual	Specified Range
-0.2°	-0.5° () 0.5°
1.8°	1.7° () 3.2°
0.00°	-0.63° () 0.36°
..... ()
..... ()

caster
 caster
 toe
 SRI
 Included Angle
 Turning Angle Diff.

Front

	Actual	Specified Range
Drop Caster	0.1° ()
Cross Caster	0.2° ()
Total Toe	0.05°	-0.07° () 0.60°
Set Back	-0.13° ()

Left Rear

Right Rear

Actual	Specified Range
-1.2°	-1.0° () -0.2°
0.21°	-0.03° () 0.24°

Actual	Specified Range
-0.5°	-1.0° () -0.0°
0.25°	-0.03° () 0.24°

Rear

	Actual	Specified Range
Total Toe	0.43°	-0.16° () 0.49°
Thrust Angle	-0.00° ()

▶ VALUE IS NOT WITHIN SPECIFICATION.
 TIRE WEAR, HANDLING, OR SIMILAR PROBLEMS MAY RESULT.

Adjustment Illustrations

The manufacturer does not specify a rear CAMBER adjustment.

00054
24M1004

View illustration, then press "Continue".

Next Illustration	Previous Illustration	Home	Exit
-------------------	-----------------------	------	------

Customer Name XXXXXXXXXX

Date F22597

Year 2004 Make Kia

Model Spectra

Part Checked

Suggested Part / Service

Required Part / Service

Mar. 3. 2004 9:00AM

Meeker County Magistrate Court

No 2430

17

TIRE ROD		RIGHT	INNER	LOOSE BINDING SLEEVE	OUTER	LOOSE BINDING SLEEVE
		LEFT	INNER	LOOSE BINDING SLEEVE	OUTER	LOOSE BINDING SLEEVE
BALL JOINT - Spec. Type	RIGHT	UPPER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
		LOWER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
	LEFT	UPPER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
		LOWER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
BACK AND FINISH	LEAKING LACK OF POWER ASSIST BINDING BELLAWS BUSHINGS					
WHEEL BEARINGS	TYPE: NON DRIVE PRESSED HUB BOLT ON HUB (WORN) AXLE NOISE FLAY					
OTHER	DESCRIPTION: LOOSE DAMAGED PITMAN ARM IDLER ARM					
RIDE HEIGHT: VISUAL	FRONT SPECIFICATION: ACTUAL: RIGHT LEFT					
SPRINGS	RIGHT	LEFT	COIL LEAF	TORSION BAR	CRACKED	BROKEN
BUSHINGS	SWAY BAR STRUT ROD TRAILING ARM CONTROL ARM					
SHOCKS/STRUTS	RIGHT	BROKEN	LEAKING	BENT	DUST BOOT	
	LEFT	BROKEN	LEAKING	BENT	DUST BOOT	
BEARING PLATE	RIGHT	NOISE	BINDING	BROKEN	LOOSENESS	
	LEFT	NOISE	BINDING	BROKEN	LOOSENESS	

TIRE ROD		RIGHT	INNER	LOOSE BINDING SLEEVE	OUTER	LOOSE BINDING SLEEVE
		LEFT	INNER	LOOSE BINDING SLEEVE	OUTER	LOOSE BINDING SLEEVE
BALL JOINT - Spec. Type	RIGHT	UPPER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
		LOWER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
	LEFT	UPPER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
		LOWER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST
WHEEL BEARINGS	TYPE: NON DRIVE PRESSED HUB BOLT ON HUB AXLE NOISE ROUGH PLAY					
OTHER	DESCRIPTION: LOOSE DAMAGED					
RIDE HEIGHT: VISUAL	REAR SPECIFICATION: ACTUAL: RIGHT LEFT					
SPRINGS	RIGHT	LEFT	COIL LEAF	TORSION BAR	CRACKED	BROKEN
BUSHINGS	SWAY BAR STRUT ROD TRAILING ARM CONTROL ARM					
SHOCKS/STRUTS	RIGHT	BROKEN	LEAKING	BENT	DUST BOOT	
	LEFT	BROKEN	LEAKING	BENT	DUST BOOT	
BEARING PLATE	RIGHT	NOISE	BINDING	BROKEN	LOOSENESS	
	LEFT	NOISE	BINDING	BROKEN	LOOSENESS	

CV JOINT BOOT	RIGHT	INNER	TORN MISSING LEAKING	OUTER	TORN MISSING LEAKING	
	LEFT	INNER	TORN MISSING LEAKING	OUTER	TORN MISSING LEAKING	
CV JOINT / U-JOINT	RIGHT	INNER	NOISE LOOSE BINDING	OUTER	NOISE LOOSE BINDING	
	LEFT	INNER	NOISE LOOSE BINDING	OUTER	NOISE LOOSE BINDING	
ALIGNMENT	RECOMMEND <u>No</u> PART SPECIFICATION BEFORE <u>Yes</u> AFTER					
FRONT	RIGHT	LEFT	CAM SHIM BUSHING	ADJ. BALLJOINT	OTHER	
REAR	RIGHT	LEFT	CAM SHIM BUSHING	ADJ. BALLJOINT	OTHER	

Both Technician and Customer Service Manager (CSM) signatures are required if additional parts/services are suggested or required. *I (we) have evaluated this vehicle per the company's evaluation and repair guidelines.

TECHNICIAN CSM

Clear not with Ben...
Comber

[Signature]

NOV 17 AM 11:27

SC/07/068:XB

KIM MILLS HEKILL

NOV 17 AM 11:27

Technician -

Time 01:45

Date 02-06-2004

Customer

Vehicle: Year Make
2002 KIAModel
SPECTRA

Odometer Order

VEHICLE ALIGNMENT REPORT

	Left Front					Right Front				
	Min	Spec	Max	Before	After	Min	Spec	Max	Before	After
CASTER	1.7°	1	3.2°	2.3°	2.3°	1.7°	1	3.2°	2.1°	2.1°
CAMBER	-0.5°	:	0.5°	0.1°	0.1°	-0.5°	:	0.5°	0.1°	0.1°
TOE	-0.03°	:	0.30°	0.20°	0.20°	-0.03°	:	0.30°	0.20°	0.20°
SAI			12.5°	---	N/A			12.5°	---	N/A
INCLUDED ANGLE			---	---	N/A			---	---	N/A
MAX TURN			---	---	---			---	---	---
				Left Rear					Right Rear	
	Min	Spec	Max	Before	After	Min	Spec	Max	Before	After
CAMBER	-1.0°	:	-0.0°	-1.3°	-1.3°	-1.0°	:	-0.0°	-0.3°	-0.3°
TOE	-0.09°	:	0.25°	0.15°	0.15°	-0.09°	:	0.25°	0.25°	0.25°

ALIGNMENT VALUES

	Front	Rear
TOTAL TOE	0.40°	0.40°
SET BACK	---	---
TRACK WIDTH DIFF.	---	---
WHEEL BASE DIFF.	---	---
THRUST ANGLE		-0.0°
CAMBER DIFFERENCE	0.0°	-1.0°
CASTER DIFFERENCE	0.2°	---

Alignment performed by Visualiner

No. 2430 P 13

MERCER COUNTY REGISTRAR COURT NOV 12 2004 9:01AM

Kia Motors America, Inc.
 3000 Atrium Way, Suite 400
 Mt. Laurel NJ 08054
 Phone: (856) 608-1305 ext 129
 Fax: (856) 722-0753

Fax

To: [Redacted] **From:** Devon Neale- Kia Motors America, Inc.

Fax: [Redacted] **Pages:** 2

Phone: **Date:** 4/15/04

Re: Response to your letter **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

• Comment



Kia Motors America, Inc.
Eastern Region
3000 Arden Way
Suite #400
Mt Laurel, NJ 08054
(856) 608-1303 - Fax (856) 608-1304

April 15, 2004

Mr. & Mrs. Sidler
PO Box 65
Bramwell, WV 24715

Re: VIN # KNAFB161625 [REDACTED]
2002 Kia Spectra


Dear [REDACTED]

Please allow this letter to outline our position concerning your letter received today.

I apologize for any miscommunication; this letter as well as all documents received have been or will be sent to our national office for review. Kia's policy prevents me from sending any internal documents outside the company.

I hope that you understand our position I have forwarded your request to the appropriate parties. If you have any questions please feel free to contact me at (856) 608-1305 ext. 129.

Sincerely,


Ms. Devon K. Nealis
Consumer Affairs Analyst
Kia Motors America, Inc.

PRELIMINARY INVESTIGATION REPORT

RECEIVED

APR 05 2004

BY: _____

PRIVILEGED AND CONFIDENTIAL. Information for use by KIA MOTORS AMERICA, INC., ONLY.

If this report involves a bodily injury or property damage to property other than the Kia itself, complete this page ONLY. Immediately telephone KMA Legal Department for instructions. DO NOT make any contact with the owner/driver pertaining to injuries in order to complete the information on this page.

Date and time KMA Legal Department contacted: 1/26/04 12:00 AM Name of person contacted: Angel Romo

DATE OF REPORT:	4/2/2004	PREPARED BY:	Mark Mccarty	Title:	Field Technical Representative
-----------------	----------	--------------	--------------	--------	--------------------------------

1	OWNER, DRIVER, CLAIMANT			
OWNER:	[REDACTED] WV [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	NAME	ADDRESS	CITY	PHONE
DRIVER:	[REDACTED] WV [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	NAME	ADDRESS	CITY	PHONE
DRIVER'S AGE:	[REDACTED]	DRIVER LIC. #	[REDACTED]	STATE: WV
SUMMARY OF INCIDENT:				
<p><u>11/21/04- Going Down Route 52 Just Past Pinnacle State Rock Park Heading South. At A Sharp Turn In The Road When The Customer Went To Turn. The Rear Wheel Has A Wobble Feeling. Customer Gently Applied The Brakes- Brakes Worsened. Went Into 360 Degree Spin. The Car Spun. The Customer Stopped. Continued Driving. No Damage To The Vehicle.</u></p> <p><u>01/25/04- Going Down Route 52 South Just Past Pinnacle State Rock Park. Heading South. At A Sharp Left Turn In The Road. When I Went Into The Turn. The Rear Wheels Had A Wobble Feeling. Customer Gently Applied The Brakes- Brakes Worsened. Did Not Work. Car Went Into 360 Degree Spin. The Car Spun. I Collided With Guard Rail. Drivers Side Rear Bumper Damaged. Bumper Guard And Rear Drivers Side Quarter Panel Are Damaged.</u></p>				
DATE AND TIME OF INCIDENT: 1/25/04 10:15 AM				
LOCATION OF INCIDENT: _____ WV STATE				
CITY				
LOCATION OF VEHICLE: Bramwell WV STATE				
CITY				

2	VEHICLE IDENTIFICATION			
YEAR: 2002	MDL: Spectra	LIC.#: _____	STATE: WV	PROD. DATE: 7/7/01
TRANSMISSION: AUTOMATIC	ODOMETER: 41,008	VIN: KNAFB161625 [REDACTED]		

3	AVAILABLE INFORMATION ON BODILY INJURY				
COMPLETE IN FULL. INDICATE BY CODE (A, B, C, D) WHERE ANY AND ALL INJURED PERSONS WERE LOCATED:					
(A) IN KIA VEHICLE	(B) IN OTHER VEHICLE	(C) PEDESTRIAN	(D) OTHER		
NAME	Address	Age	Code	Sitting Position	NATURE OF ALLEGED INJURY
[REDACTED]	[REDACTED] WV [REDACTED]	38	A	Drivers Seat	Smacked Head Above My Left Ear- Against Drivers Side Door

Complete Section 4, 5 6 and 7 only if incident does NOT involve personal injury or damage to property other than the KIA vehicle itself or if expressly authorized by the KMA Legal Department.

4	DAMAGE TO AUTOMOBILE (KIA)
DESCRIBE EXTENT OF DAMAGE:	
The Rear Hatch Is Dented And Bent, Left Rear Quarter Panel And Bumper Are Dented	
Repair Estimate	
IF PART(S) REMOVED, TAG & INDICATE PRESENT LOCATION:	

4A	HOOD		
Front Of Hood Elevated:	No	Height/Location:	Normal
Rear Of Hood Elevated:	No	Height/Location:	Normal
Rear Of Hood Contacting Windshield:	No	Describe:	
Rear Of Hood Penetrating Windshield:	No	Describe:	
Latch (es) Jammed:	No	Describe:	
Describe Above Findings:	Hood Position Normal- Hood, Fenders And Bumper Cover Have New Paint		

4B	HEADLIGHTS				
HEADLIGHTS			TAIL LIGHTS		
LEFT FRONT	RIGHT FRONT		LEFT REAR	RIGHT REAR	
<input type="checkbox"/>	<input type="checkbox"/>		← Broken →	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		← Intact →	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	← Operational →	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Intact	Intact	← Element →	Intact	Intact	
Describe Above Findings:					

4C	BUMPERS	
	Front	Rear
Detached / Missing	No	No
Cover Markings	No	No
Top Height	21 1/4"	29"
Bottom Height	8 1/2"	12"
Describe Above Findings:	Left Side Of Rear Bumper Dented	

4D	DOORS				
	Left Front	Right Front	Left Rear	Right Rear	Trunk
Jammed Closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jammed Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operational	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Penetration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe Above Findings:	Rear Hatch Bent Not Allowing It To Latch.				

4E	SEAT BELTS				
	Driver	Right Front	Left Rear	Right Rear	Center Rear
Belt Type:	Active	Active	Active	Active	Passive
Retractor Condition:	Operational	Operational	Operational	Operational	N/A
Buckle Condition:	Operational	Operational	Operational	Operational	Operational
Hardware Damage:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Damage:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webbing Cut / Torn:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pretensioner Deployed:	<input type="checkbox"/>	<input type="checkbox"/>	N/A	N/A	N/A
Describe Above Findings					

4F	SEATS				
	Driver	Right Front	Left Rear	Right Rear	
Seat Adjuster Type:	Manual	Manual	N/A	N/A	
Seat Track Adjustment:	Operational	Operational	N/A	N/A	
Seat Back Adjustment:	Operational	Operational	N/A	N/A	
Head Rest Position:	Down	Down	N/A	N/A	
Seat Bottom/Back Separation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Describe Above Findings					

4G	AIR BAG (SRS) SYSTEM					
Air Bag Deployment	Driver	Passenger	Left SAB	Right SAB	Knee	
	No	No	N/A	N/A	N/A	
Self Test Performed:	Yes		Air Bag Light Status:	Off	Codes Present:	No
Describe Above Findings Or List Any Additional Information As Needed. Include Description Of Any And All Air Bag Codes Found						

4H	UNDER HOOD/MECHANICAL/FUEL SYSTEM					
Fuel Tank Damaged:	No	Describe:				
Filter Pipe Damaged:	No	Describe:				
Tank Strap Damaged:	No	Describe:				
Fuel Line Damaged:	No	Describe:				
Coolant Hose Damaged:	No	Describe:				
Regulator Damaged:	No	Describe:				
Fuel Filter Cap:	Installed		Accelerator Pedal, Throttle Cable And Linkage:	Operates Normally		Describe Below As Needed
Fluid Leakage Present:	No	Type:		Approximate Amount:		
Describe Above Findings Or List Any Additional Information As Needed.						

4I		STEERING					
Steering Type:	Power		Fluid Level:	Normal		Steering Operation:	Normal
Column Damaged:	No	Describe:					
Wheel Damaged:	No	Describe:					
Rack/Box Damaged:	No	Describe:					
Lines Damaged:	No	Describe:					
Axles/Suspension Damaged:	No	Describe:					
Describe Above Findings Or List Any Additional Information As Needed.							

4J		BRAKES						
System Type:	Non ABS		Fluid Level:	Normal	Fluid Condition:	Tinted	Brake System Operation:	Normal
Brake Pedal Feel (Engine Running)	Hard		Brake Pedal Feel (Engine Not Running)		Hard			
Rear Brake Type:	Drum		Parking Brake Operation:		Normal	# Of Clicks To Lock Position:		9
Pedal/Linkage Damaged:	No	Describe:						
Booster Damaged:	No	Describe:						
Master Cylinder Damaged:	No	Describe:						
Lines Damaged:	No	Describe:						
Hydraulic Control Unit Damaged:	N/A	Describe:						
Wheel Cylinder/Caliper Damaged:	No	Describe:						
Describe Above Findings Or List Any Additional Information As Needed.								

4K	TIRES AND WHEELS			
	Left Front	Right Front	Left Rear	Right Rear
Tire Manufacturer:	Winter Handler	Winter Handler	Dunlop	Dunlop
Size:	P185/65r14	P185/65r14	P185/65r14	P185/65r14
Model:	Ice&Snow	Ice&Snow	Sport A2	Sport A2
DOT Numbers:	U7jlb13203lr	U97jlb13303lr	Db7j086r1702	Db7jc387r1802
Load Range:	83t	88t	88h	88h
Recommended PSI:	29	29	29	29
Actual PSI:	32	32	30	30
Tread Type:	M/S	M/S	M/S	M/S
Code Numbers:				
Tread depth:	10/32	10/32	1/32	2/32
Lacerations:	No	No	No	No
Burn Areas:	No	No	No	No
Tread Striations:	No	No	No	No
Wheel Mfr:	OEM	OEM	OEM	OEM
Wheel Type:	Steel	Steel	Steel	Steel
Rim Impacts:	No	No	No	No
Grass / Weeds:	No	No	No	No
Describe Above Findings Or List Any Additional Information As Needed.				

PRELIMINARY FIELD INVESTIGATION

Vehicle Viewed at: Hometown Kia Phone # (304)225-1406 On: April 1, 2004
(Date)

Viewed by: Mark McCarty Kia Motors America Field Technical Representative
NAME Employed by Title

Others Present: _____
NAME Employed by Title

NAME Employed by Title

Police Report Available: No If Yes, Please Attach Copy Complete With Code Template

What parts / system is alleged defective? Brakes

Describe condition of alleged defective part / system:

Operational With No Visible Abnormalities

Condition of adjoining or related part / system:

Rear Tires Very Worn

8

SERVICE HISTORY

Where Is Vehicle Normally Serviced? N/A

Name Of Service Facility: _____

Pre-Delivery Service By: _____

Dealer Code: _____

Delivery Date: _____

List Maintenance History Below:

ATTACH COPIES OF REPAIR ORDERS (FRONT & BACK)
AND ANY OTHER INFORMATION REGARDING THE
SERVICE HISTORY OF THE VEHICLE

COMMENTS:

DATE: April 2, 2004

PREPARED BY: Mark McCarty

PHOTOGRAPH LISTING

Take digital photographs of the subject vehicle showing all damage. Insert photos in sections 7A-7E Below. Forward an electronic copy of this report along with original photo discs to the Eastern Region Consumer Affairs Department. Keep a copy (on disc) for your records.

GENERAL

Photo Number	MANDATORY	List Brief Description Of Content (Do Not Write On Photographs)
1		VIN Label
2		Odometer
3		Close Up Of Rear License Plate

EXTERIOR

	MANDATORY	
4		Front Of Vehicle
5		Rear Of Vehicle
6		Left Side Of Vehicle
7	Right Side Of Vehicle	

INTERIOR

	MANDATORY	
8		Driver Air Bag
9		Passenger Air Bag
		Knee Air Bag (If Applicable)
		Left SAB (If Applicable)
		Right SAB (If Applicable)
10		Driver Seat Belt (Buckled)
11		Passenger Seat Belt (Buckled)
12		Left Rear Seat Belt (Buckled)
13		Center Rear Seat Belt (Buckled)
14		Right Rear Seat Belt (Buckled)
15		Windshield

PHOTOGRAPH LISTING (Continued)

INTERIOR (Continued)

UNDER HOOD

16	MANDATORY	Battery
		Left Front Frame Horn (SRS Inspection Only)
		Right Front Frame Horn (SRS Inspection Only)
		Upper Radiator Support (SRS Inspection Only)

MICELLANEOUS

17		No SRS Codes
18		One Of Customer Removed Tires
19		One Of Customer Removed Tires



Photo 1

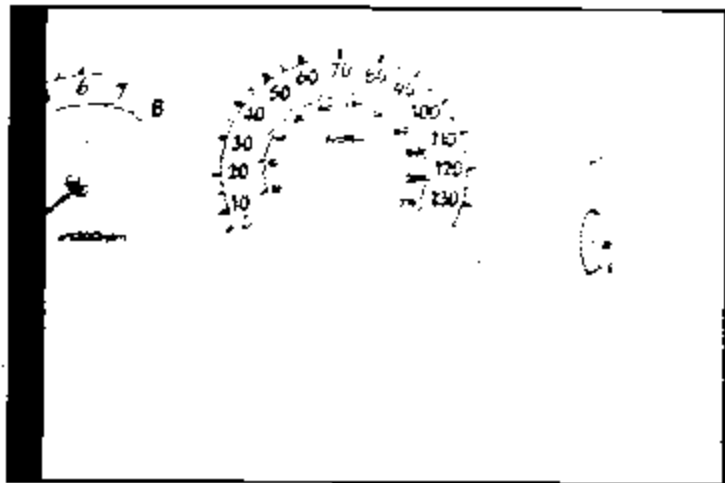


Photo 2



Photo 3

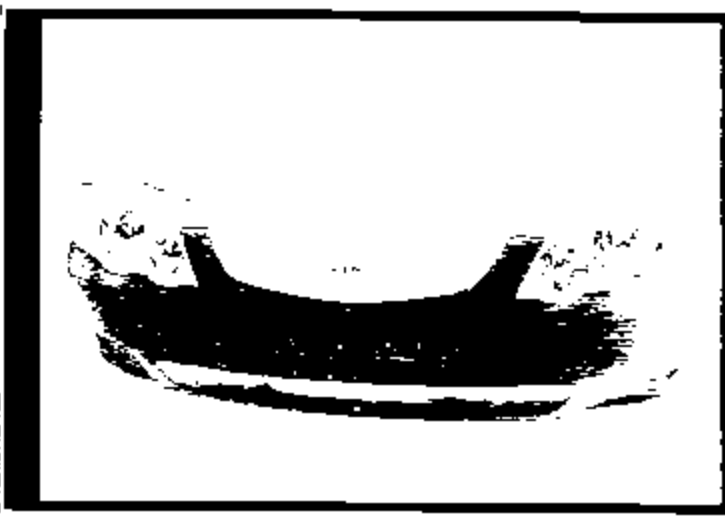


Photo 4

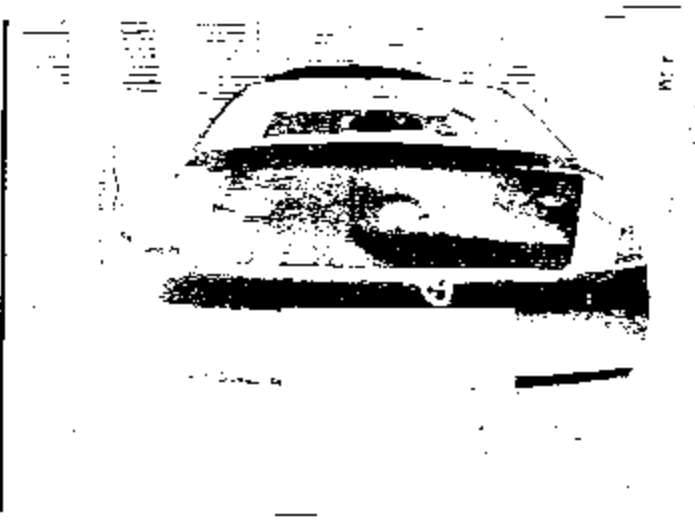


Photo 5



Photo 6

PHOTO ATTACHMENTS

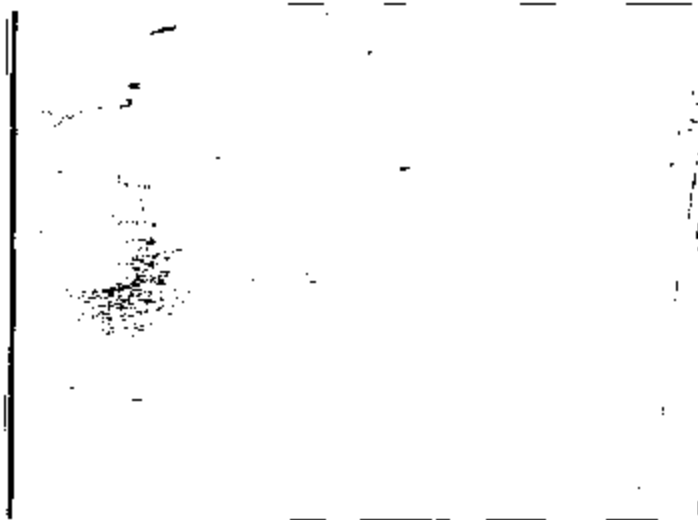


Photo 7



Photo 8

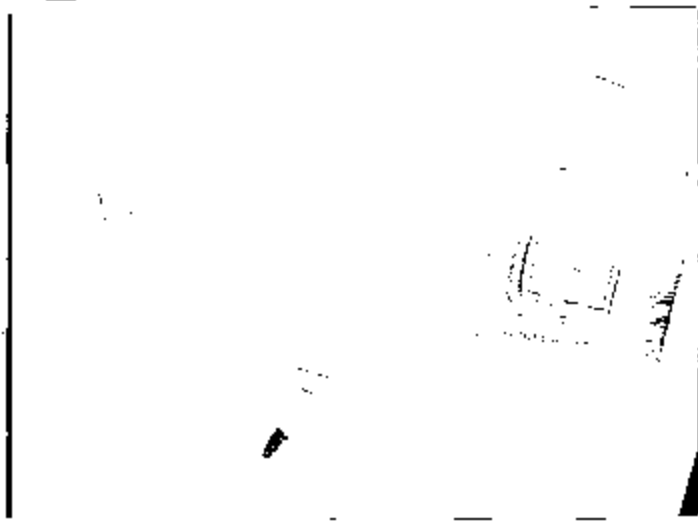


Photo 9



Photo 10



Photo 11



Photo 12



Photo 13



Photo 14

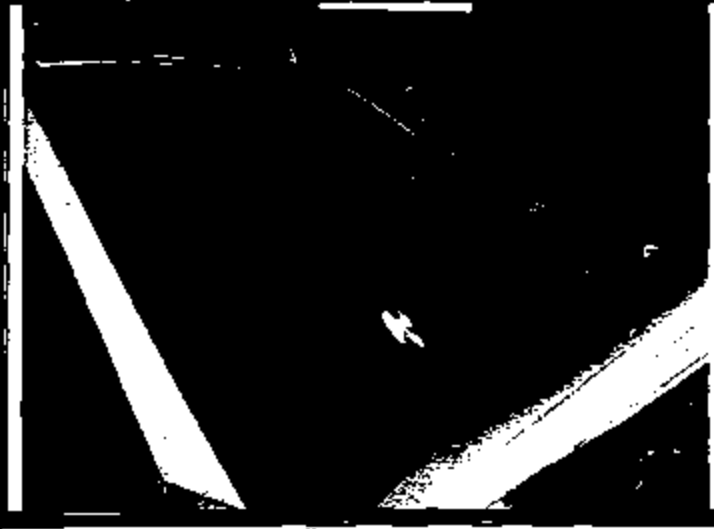
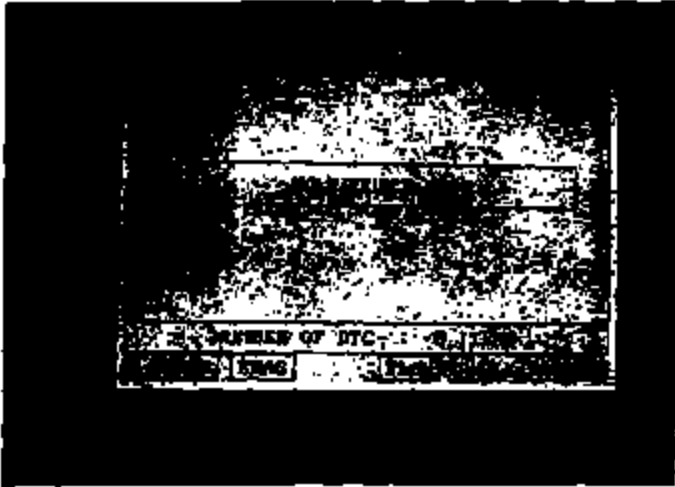


Photo 15



Photo 16

Photo



17



18

PHOTO ATTACHMENTS



Photo 19



Photo 20



Photo 21



Photo 22



Photo 23



Photo 24

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2003 SPECTRA GSX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB161335 [REDACTED]	K352138	29,000
[REDACTED] Buffalo, NY	[REDACTED]	Prod. Date: 8/7/02	Dealer: NY022 Northtown Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/13/2004 01:07 PM US Mountain Standard Time CDiaz

Customer Stated:

1. The car is at the dealer now.
2. Current concern: **Brakes**
3. Checked the brake fluid and it was low.
4. I took the car to the dealer, NY022
5. They tell me this is not covered because I had a non Kia dealer replace the rotor.
6. They tell me that this is the wrong rotor.

Writer Stated:

1. Sorry for the concern.
2. Let me call the dealer.

Abry Stated: NY022 Service.

1. Customer stated fluid leaking.
2. Two different sized rotors on the car.
3. Factory has vents
4. The other does not and is bigger.
5. The piston was ripped and is not covered.

Writer Stated:

1. Advised the customer that the problem with the car seems to be from the shop that did the brake repair.
2. A Kia dealer should have addressed this the first time.
3. Kia would not cover the repair.
4. Customer understands.

*** CASE CLOSE 08/13/2004 01:07 PM US Mountain Standard Time CDiaz

Case info.

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYP	LABOR OP	CAUSAL PART	MILEAGE
11252002	NY022	1943K	1	I		6
KMAFB161335				BPT PDI	PDI	
11072004	NY022	41079	1	W	Power Window Regulat	16224
KMAFB161335				93570000	SWITCH-P/W,MAIN CK2M2 66 350A	
11122004	NY022	41316	1	W	Instrument Wiring As	16446
KMAFB161335				91301000	REG.ASSY-WINDOW,RH CK2A1 72 560H	
11122004	NY022	54517	1	W	Clear Panel(Front),	30710
KMAFB161335				56647000	ACRYL-FRONT CK2M1 65 647	
11122004	NY022	54617	2	W	Door Latch Assy(Rear	30710
KMAFB161335				11410000	REG.ASSY-WINDOW,RH CK2A2 72 560D	
11261004	NY022	55184	1	W	Seat Back Assy(Front	31492
KMAFB161335				11050000	BACK-FRT SEAT, LH CK2SR 82 180A953	
11272004	NY022	56993	1	W	Door Glass(Front), R	33432
KMAFB161335				92411000	SWITCH-P/W,RE CK2M1 66 360D	

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPECTRA LS</u>	<u>Cage Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121825 [REDACTED]	K360833	28,000
San Antonio, TX [REDACTED]		Prod. Date: 2/21/02	Dealer:	

Case History

Inquiry Other

*** PHONE LOG 09/03/2004 04:55 AM SCook

Caller stated:

1. Had a part fixed, was told it was covered.
2. Was told the part is under warranty.
3. Had the wheel cylinder replaced, it was done at Midas.
4. Wanted to find out if I can be reimbursed.
5. The car was leaking **Brake fluid**, took it to the nearest place I could have it done.

Writer stated:

1. Advised warranty repairs must be done at a Kia dealer.
2. Can provide an address for reimbursement, cannot guarantee you will be reimbursed.
3. Suggest including an explanation as to why you could not get veh to a dealership.
4. Provided KMA address.

Caller stated:

1. Thank you.

*** CASE CLOSE 09/03/2004 04:55 AM SCook

REPAIR DATE	DEALER NO	REPAIR ORDERS	TYPE	LABOR OP	CAUSAL PART	MILEAGE
87032002	TK032	57251	I	X		10
87032002	TK032	57251	I	X		10
11062002	TK032	59367	A	W	Door Opening Weather	4340
11062002	TK032	59367	A	W	DOOR-ASSY-DOOR, RH	4340
11062002	TK032	59367	B	W	Rear Door, Adjustmen	4340
11062002	TK032	59367	B	W	DOOR-ASSY RR, RH	4340
12122002	TK032	59972	A	W		5765
12122002	TK032	59972	A	W	FRD SET-FRONT	5765
03172003	TK032	61209	A	W		9160
03172003	TK032	61209	A	W	ROCK JOINT	9160
03172003	TK032	61209	B	W		8180
03172003	TK032	61209	B	W	FRD SET-FRONT	8180
03172003	TK032	61209	C	W		8180
03172003	TK032	61209	C	W	DRUM-BRAKE	8180
06112003	TK032	62687	C	W	Wheel Balance (4wheel)	11659
06112003	TK032	62687	C	W	WHEEL-DYSC, STEERL	11659
06112003	TK032	62687	D	W	ECU, UPGRADE	11659
06112003	TK032	62687	D	W	CONTROL UNIT-EMI	11659
06112003	TK032	62687	F	W	Rear Brake Drum, Man	11659
06112003	TK032	62687	F	W	DRUM-BRAKE	11659
08072003	TK032	64146	A	W	Door Power Window Es	13795
08072003	TK032	64146	A	W	REG. ASSY-WINDOW, LN	13795
08072003	TK032	64146	B	R		13795
08072003	TK032	64146	B	R	VALVE-CRVS	13795
08072003	TK032	64146	R	W	Fuel Tank Cap Assy,	13795
08072003	TK032	64146	R	W	CAP-FILLER	13795
10152003	TK032	66265	A	W		16622
10152003	TK032	66265	A	W	WIRING ASSY-DOOR, DRI	16622
10272003	TK032	66603	B	W	Center Muffler Assy(16035
10272003	TK032	66603	B	W	SILENCER ASSY-PRE	16035
10272003	TK032	66603	C	W		16035
10272003	TK032	66603	C	W	SILENCER ASSY-PRE	16035

**Kia Motors America
Consumer Affairs Department**

Page 1 of 6

Last name [REDACTED]	First name [REDACTED]	VIN of 2003 SPECTRA LS KNAFB12173 [REDACTED]	Case Number K371997	Mileage 30,300
Waterford, PA		Prod. Date: 10/15/02	Dealer: PA041 New Motors Kia	

Case History

Complainant Dealer

*** PHONE LOG 10/05/2004 07:01 AM DZigabarra

Caller stated;

1. Bought and took car to New Motors Kia/PA041 for service.
2. Bought car used, thought brakes had vibration and problem when I bought car; Service and sales said no problem.
3. Advised that safety check and inspection was done on car.
4. They did oil change, and redid front and rear brakes for me.
5. And, right and left wheel cylinder leak, repaired under warranty.
6. Traded car in with Ford Crown Victoria, and brakes for this car better than current ones.
7. Then, other kia dealer/Palm Kia of Ocala, took car to for repair.
8. Lost brakes after hurricane, and needed repair, they did courtesy inspection.
9. Used emergency brake to get to nearest kia dealer.
10. Palm Kia of Ocala replaced front brakes and turned rotors, not under warranty.
11. At 30K, needed brake pads replaced, recommended by kia dealer.
12. Not covered under warranty, since rotors were not replaced.
13. Should have been under warranty, almost killed with brakes.
14. Won't take there anymore, want another kia dealer.

Writer stated:

1. Sorry for situation.
2. Updated, no recalls.
3. Will document concerns.
4. Recommend talking to GM of dealership regarding repairs.
5. Provided writer contact information.
6. Will follow up with dealer, to see if anything else can be done, and get back to you.
7. Provided other kia dealer name and number.

*** NOTES 10/05/2004 07:03 AM DZigabarra Action Type:Manager review

Writer notes;

1. Advised only kia dealer can determine if covered by warranty, by diagnosis.
2. Restated to speak to GM at dealer, caller said, she hadn't yet.

*** PHONE LOG 10/05/2004 07:34 AM DZigabarra Action Type:Outgoing call

Writer called New Motors Kia, and left VM for SM Mike stating:

1. Want to know about Brake repair for customer.
2. Provided writer contact information and case number.

*** PHONE LOG 10/06/2004 05:52 AM DZigabarra Action Type:Outgoing call

Writer called New Motors Kia, and left VM for SM Mike stating:

1. Want to know about Brake repair for customer.

SM Mike stated:

1. Rear wheel cylinders were leaking.
2. Came in 6,000 miles ago for service.
3. 24,481 miles came in.
4. Oil change, and tires rotated.
5. Brake light on dash on and brakes didn't feel right.
6. Left wheel cylinder in rear was leaking, and contaminated brakes.
7. Brakes no good when fluid out on them; was covered under warranty

**Kia Motors America
Consumer Affairs Department**

Page 2 of 6

Last name	First name	VIN of 2003 SPECTRA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121735 [REDACTED]	K371997	30,300
[REDACTED]		Prod. Date: 10/15/02	Dealer: PA041 New Motors Kia	

9. Didn't need **brakes** before her trip, we checked them and they were fine.
10. Dealer in Florida/Palm Kia, charged customer for new **brakes**, cut rotors and resurfaced, cleaned and adjusted **brakes**, and change **brake fluid**.
11. We changed **brake fluid** at time of last repair already.
12. **Brakes** went out at 30K which is good to last that long.
13. Customer wanted me to reimburse her for Florida repair, spoke to her yesterday.

*** PHONE LOG 10/06/2004 11:33 AM DZigabarra Action Type:Outgoing call

Writer called DPSM Glen Vetzikian and stated:

1. Advised of situation above.
2. Customer requesting reimbursement for **brake** repair at florida dealer/Palm Kia of Ocala.
3. Not under warranty for **brake** repair, then.
4. Previously at kia dealer/New Motors Kia/PA041 for **brake** service.
5. Writer spoke to SM at New Motors Kia/PA041 and he said, not recommended for **brake** replacement then.
6. Will dispatch to region and e-mail you case.

DPSM Glen Vetzikian stated:

1. Ok, thank you.
2. What is customer's last name and vin number.

Writer stated:

- 1 Provided information.

*** NOTES 10/06/2004 11:42 AM DZigabarra Action Type:Manager review

Writer Dispatching case to Eastern Region for review:

1. Writer called DPSM Glen Vetzikian and stated situation.
2. Customer requesting reimbursement for **brake** repair at florida dealer/Palm Kia of Ocala.
3. Not under warranty for **brake** repair, then.
4. Previously at kia dealer/New Motors Kia/PA041 for **brake** service.
5. Writer spoke to SM at New Motors Kia/PA041 and he said, not recommended for **brake** replacement then.
6. Can contact customer at number listed.

Please review case.

*** EMAIL OUT _ DZigabarra Action Type:External email

Send to:[GVetzikian@kiasusa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\ooptubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K371997_DZigabarra_10-06-2004125247.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

<u>LAST NAME</u>	<u>First name</u>	<u>VIN of 2003 SPECTRA LS</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB12173 [REDACTED]	K371997	30,300
[REDACTED] <u>Merford, PA</u>	<u>PH:</u> [REDACTED]	<u>Prod. Date:</u> 10/15/02	<u>Dealer:</u> PA041 New Motors Kia	

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\oopubs\Clarify\OB\CA_Attachments\SendHistory\Case_K371997_DZigabarra_10-06-2004125333.doc>>

*** NOTES 10/06/2004 11:45 AM DZigabarra Action Type:Manager review
Writer e-mailed case to Scott Hubbs, per DPSM Glen Vetzikian's request.

*** FORWARD 10/07/2004 09:18 AM Pacific Daylight Time DNealls

*** PHONE LOG 10/11/2004 07:15 AM SLarez Action Type:Incoming call
CUSTOMER STATES.
1. I AM TRYING TO GET A HOLD OF DIANE REGARDING MY CASE.

WRITER STATES.

1. DIANE IS NO LONGER THE OWNER OF YOUR CASE
2. SCOTT HUBBS OUT OF REGIONAL OFFICE IS NOW THE OWNER, GAVE HIS CONTACT INFORMATION
3. I CAN LET YOU SPEAK TO DIANE IF YOU WOULD LIKE.

CUSTOMER STATES.

1. I WILL CALL SCOTT HUBBS.

*** PHONE LOG 10/11/2004 07:24 AM DZigabarra Action Type:Incoming call
Caller left VM, stating:

1. Would like to speak to you.
2. [REDACTED]

*** NOTES 10/11/2004 11:03 AM Eastern Daylight Time SHubbs Action Type:Manager review
Customer called writer
Per Customer

1. I had maintenance work performed on my vehicle in July of 04 at PA041
2. I was not charged for the work performed
3. I had the svc. adv. write on my RO that my front brakes were pulsating & they may need resurfacing
4. While in FL, my brakes completely failed & my husband & I drove using the emergency brake to stop
5. The FL dealership was very pleasant to deal w/ & we had repairs performed that totalled \$355.54
6. When I got back to Erie, PA, I told PA041 what happened & they treated me terribly, like this was my fault
7. It was understood by me that the repairs to my front brakes would be performed during my 30K maintenance
8. FL Kia dealer could not believe how worn down my brakes were
9. I am demanding reimbursement of the \$355 & if I do not get that reimbursement, I will take legal matters
10. I will settle for nothing less than the reimbursement of these repairs.
11. And I want PA041 to be reprimanded for their terrible attitude toward me

**Kia Motors America
Consumer Affairs Department**

Page 4 of 6

Last name	First name	VIN of 2003 SPECTRA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121735 [REDACTED]	K371997	30,300
Waterford, PA		Prod. Date: 10/15/02	Dealer: PA041 New Motors Kia	

Per Writer

1. I must apologize for the way PA041 treated you
2. I will document notes & make my DPSM aware of what the dealer has put you through
3. Unfortunately, our hands are tied as the dealerships are independently owned and operated
4. Please forward me your RO's so that I may present them to my DPSM for further review of the situation
5. He makes the final decision whether or not we can reimburse you, I can only present him w/ the facts
6. Upon receiving your RO's, I will contact you & let know that I have those, & will get back w/ you shortly thereafter w/ an answer
7. thank you

*** NOTES 10/11/2004 11:04 AM Eastern Daylight Time SHubbs Action Type:Manager review

*** NOTES 10/12/2004 10:24 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer spoke w/ DPSM

Per DPSM

1. Customer must go through FL Kia Dealer to receive reimbursement

Per Writer

1. Ok, I will advise customer
2. Thank you

Writer called customer

1. Writer left a voicemail
2. Writer left contact information
3. Writer will attempt to contact customer w/in 24 hours.

*** NOTES 10/13/2004 09:27 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

Per writer

1. I spoke w/ my district manager
2. Unfortunately, reimbursement for repairs done at the FL dlr will need to be sought by the FL dealership
3. My DPSM will not be reimbursing you for work done at the FL dlr

Per customer

1. I want your district manager to call me
2. The work should have been performed at PA041
3. It was not performed & I was charged to have my rotors turned
4. I will be here until noon
5. I am writing all of this down so that when I file a lawsuit, my info. will be accurate

Per writer

1. I will contact my DPSM & request that he call you back

*** PHONE LOG 10/13/2004 07:41 AM SLarez Action Type:Incoming call

CUSTOMER STATES.

1. I WOULD LIKE TO SPEAK TO SOMEONE OTHER THEN SCOTT HUBS.
2. SCOTT HUBS STATES THAT THE DEALERSHIP IS NOT GOING TO COVER TURNING THE ROTORS AT 30K

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

Last Name	First Name	VIN of 2003 SPECTRA LS	Case Number	Miles
[REDACTED]	[REDACTED]	KNAFB121735 [REDACTED]	K371997	30,300
[REDACTED]erford, PA	PH: [REDACTED]	Prod. Date: 10/15/02	Dealer: PA041 New Motors Kia	

MILES.

3. I WANT TO SPEAK TO SOMEONE ELSE.

WRITER STATES.

1. YOU WILL NEED TO ADDRESS THIS WITH SCOTT HUBS.
2. HE HAS GIVEN YOU AND ANSWER ON YOUR SITUATION AND IF YOU ARE NOT HAPPY WITH IT THERE IS NOT MUCH I CAN CHANGE.

CUSTOMER STATES.

1. HE SAID HE CALLED SOMEONE ELSE TO GET THIS ANS.
2. WHO DID HE CALL.

WRITER STATES.

1. OUR KIA REP GLENN V.
2. HOWEVER GLENN V. REPORTS TO SCOTT HUBBS.
3. EITHER WAY YOU LOOK AT IT THE ANSWER IS THE SAME

CUSTOMER STATES.

1. SO KIA DOES NOT COVER TURNING THE ROTORS AFTER 30K MILES.

WRITER STATES.

1. NO

CUSTOMER STATES.

1. I AM GOING TO GET A LAWYER.

*** NOTES 10/15/2004 03:12 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer spoke w/ DPSM

Per DPSM

1. I am willing to offer up to \$100 as reimbursement for work done to rotors
2. Please call dealer and ask why they did not perform work on front brakes when vehicle was in

Writer called Mike Dwyer at PA041

Per Writer

1. I understand that you made a monetary offer to customer & she declined that offer

Per Mike

1. that is correct
2. The customer did not allow us to make repairs that we warned her of b/c she didn't have time to wait
3. Customer absolutely did not accept our offer of \$150 as a gesture of G/W on our part

Per writer

1. Ok, thank you for the update

Writer called customer

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2003 SPECTRA LS</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121735 [REDACTED]	K371997	30,300
[REDACTED] [REDACTED]		Prod. Date: 10/15/02	Dealer: PA041 New Motors Kia	

1. I wanted to let you know that my DPSM has decided to reimburse you in the amount of \$100 for work done on your rotors

Per Customer

1. the BBB warned me that you would try to reimburse me something
2. I will just have to continue filing through the BBB
3. And if I don't win there, I will continue to pursue receiving reimbursement
4. Good day

Writer is closing case pending further contact from customer

*** CASE CLOSE 10/15/2004 03:12 PM Eastern Daylight Time SHubbs

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYP	LABOR BY	CAUSAL PART	MILEAGE
07122004 KMAFB121735	88041	46069	A W	Wheel Cylinder Assy(58330008	CYLINDER ASSY-R,WHL. 0K38A 26 610	24481
04032003 KMAFB121735	8104W	KU282	1 R	03W00780	CONTROL UNIT-RCY 0K20A 18 881A	1
03102003 KMAFB121735	8104W	88031	1 R	03W00900	ROSE ASSY-WHEEL 0K20A 32 882A02	1
03282003 KMAFB121735	8104W	88031	1 R	03W00900	ROSE ASSY-WHEEL 0K20A 32 882A02	1

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2003 SPECTRA LS</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121535 [REDACTED]	K379452	0
Warren, MI	[REDACTED]	Prod. Date: 2/25/03	Dealer: MI016 Dick Scott Kia North	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/18/2004 03:57 PM Pacific Daylight Time OSprague

1. NCA Received letter - Customer states
2. About a week after purchase, we noticed the brake pedal went almost to the floor when we stepped on it.
3. The dealer put a new master cylinder and there was no difference
4. They bled the brakes and still no difference
5. All together we took it back 4 times and no change
6. My husband called another dealer and they want to charge us to check out the brakes. WHY?
7. We are afraid to drive in traffic.
8. Is there something you can do about this matter?
9. Letter attached to case
10. Case Dispatched - Letter forwarded to the Central Region for handling

*** PHONE LOG 10/19/2004 12:20 PM SCook Action Type:Outgoing call

Writer left vm for customer:

1. Responding to a letter you sent to our offices regarding your veh.
2. Provided 800#, name and ext. Case#.

*** CASE CLOSE 10/21/2004 05:37 AM SCook

Pending contact from customer.

K379452 Oct. 8, 04

M1016

In July of 2003, I bought a Kia Spectra from Dick Scott Kia in Waterford, Mich. About a week later, my husband and I noticed that the brake pedal went almost to the floor when we stepped on the brake pedal. So we took it back to the dealer and they put a new master cylinder on the car. There was no difference at all. So we took it back again. They bled the brakes. Still no difference. All together we took it back 4 times. No change.

So my husband called another dealer in Sterling Heights, Mich. and they want to charge us to shut out the brakes. There is only 17,000 miles on that car! WHY should they charge us to shut it out? As I've said before we have had

Trouble with the brakes all along.
When we drive in traffic it gets
worse. We are afraid to drive except
in traffic! It is really scary!!

Is there something you can
do about this matter?

I would appreciate any help you
can give me. Thank You

[REDACTED]
Clarkston, Mich.
[REDACTED]

REPAIR DATE	DEALER NO	REPAIR ORDER#	TYP	LABOR OF	CATALOG PART	MILEAGE
06092083	MI009	68278	1	I		?
KNAPFL21538				SPT EXI	POI	
09152083	MI016	61014	1	W	Brake Drum Lining (R/L)	1891
KNAPFL21535				5851LAD8	STRUT ASSY, LH 0K201 26 660	
10222083	MI016	61892	1	W	Brake Master Cylinder	3107
KNAPFL21535				5851QR08	CYL.ASSY-TANDON MAST 0K202 43 600	
12292083	MI016	62429	1	W	Windshield Wiper Arm	6306
KNAPFL21535				982DR08	BLADE-WIPER 98250 FOS20	
01202004	MI016	63944	1	W		7367
KNAPFL21535				26618XTT	CYLINDER ASSY-R.WHL. 0K30A 26 610	



Field Product Quality Report

Use Case

Case Number - FZ70576

06/28/2004 03:24:58 PM

Distributor: KMA
 Region/District: CE10
 Dealer Code: IL008
 Dealer City: Oak Lawn
 Name: Jacqron OTH
 Attachments:

Report No.: CE04JC08
 Issue Date: 01/12/2004 08:43:54 AM
 Dealer Name: William Kia
 Dealer State: IL

Component Group: Brake System
 Component Code: Wheel Cylinder
 TRMLAD: 03 Service Brake System

Subject/Title: Rear Wheel Cylinders Leaking Priority A

Vehicle Data

Model Code: 24442 Model Desc: SPECTRA L5 Year: 2002
 VIN: KNAFB121025 Mileage: 23687
 Engine No.: TF009039 Trans No.: Trans Type: Automatic
 Prod Date: 06/23/2001 04:00:00 PM Deliver Date: 12/30/2001 04:00:00 PM Repair Date: 01/02/2004 12:00:00 AM

Part Information

Number: 0K30A 26 610 Part Name: CYLINDER ASSY-R,WHL
 Condition: N32 SPONGY PEDAL Cause: C38 IMPROPER SEALING, SEALER OMITTED/SKIPPED
 Part ID/Lot: Other Part No.: Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments
KNAFB121225	19021	8/21/2003	11/18/2001	N89	C11	
KNAFB121825	30564	7/23/2003	7/24/2001	N87 ✓	C38	
KNAFB121625	17880	8/2/2003	10/17/2001	N32	C38	
KNAFB121725	17231	8/5/2003	8/28/2001	N87 ✓	C08	
KNAFB121225	34222	8/13/2003	8/18/2001	N87	C08	
KNAFB121425	27431	4/21/2003	8/10/2001	N89	C08	
KNAFB121225	36571	11/14/2003	8/18/2001	N87 ✓	C08	
KNAFB121325	27978	7/18/2003	10/18/2001	N87 ✓	C08	
KNAFB121325	47721	8/6/2003	8/23/2001	N87 ✓	C08	
KNAFB121825	33287	10/28/2003	9/6/2001	N87 ✓	C08	
KNAFB181225	22883	7/21/2003	10/9/2001	N83	C07	
KNAFB121825	38782	5/28/2003	8/10/2001	N89 ✓	C38	

Case History

CUSTOMER COMPLAINT

Brake pedal low and spongy.

ACTUAL CONDITION

Case History

Brake pedal low and spongy. Fluid low and air in system.

INVESTIGATION RESULTS

● a diagnostic inspection the cylinders are detected leaking brake fluid on the rear brake shoes.

POSSIBLE CAUSE

Poor sealing of the internal seals. The sealing material may not be compatible with large ambient temperature changes. There may be a cylinder bore/seal size mismatch.

CORRECTIVE ACTION

Replace wheel cylinders

RECOMMENDATIONS

KMC should take action to insure that the sealing qualities of the rear brake wheel cylinders are designed and built to last the length of the vehicle warranty. Premature failure of this component can cause a safety issue, as well as customer dissatisfaction. KSI survey scores will be affected.

*** CASE CLOSE 01/21/2004 04:15 PM Pacific Daylight Time JTaylor-FB

Coded

*****End Field Product Quality Report F270576*****

Warranty Claim Procedure

CAUSE CODES

Cause Codes

C01	Burnt, Melted	C24	Improper Clearance
C02	Frozen (icing)		Back Lash, Free Play
C03	Cracked, Scarred, (E.G. Cut Bruised	C26	Lack of Lubricant
C04	Peeling, Come-Off	C28	Improper Welding
C05	Rusty, Corroded	C29	Poor Fit, Loose Connection
C06	Broken, Split, Torn	C31	Sticking, Seized
C07	Cracked	C32	Foreign Material Clogged
C08	Porous, Pinholes	C37	Color Mismatch
C09	Deformed (Bent, Twisted, Warped, Shrunk, Wrinkled)	C38	Improper Sealing, Sealer Omitted/ Skipped
C10	Weakened, Loss of Tension or Resilience	C40	Poor Adjustment
C11	Abnormal Wear	C48	Vacuum Leak
C12	Out of Balance	C61	Incorrect Part
C15	Poor Contact	C62	Missing Part
C19	Vapor Lock	C88	Water Entering
C20	Poor Installation	C98	Normality
C23	Improper Machining or Forming	C99	Other

Warranty Claim Procedure

CONDITION CODES

Condition Codes

N01	Hard of Impossible Starting	N31	Pulls
N02	Rough Idling	N32	Spongy Pedal
N03	Surge, Stumble, Hesitating	N33	Unstable Steering
N04	Engine Knocking	N34	Excessive Shock, Excessive Vibration
N05	Choke Malfunction	N35	Uneven Vehicle Height
N06	Engine Stalling	N37	Excessive Knocking
N07	Excessive Fuel Consumption (Except Fuel Leak)	N38	Unusual Tire Wear
N08	Excessive Oil Consumption (Except Oil Leak)	N50	Deterioration
N09	Overheating	N51	Improper Opening & Closing
N10	Engine run-on	N52	Dirty, Stain
N11	Falls To reach Normal Operating temperature	N53	Discoloration
N12	Overflowing	N54	Poor Chrome Plating, Poor Painting
N13	Poor Acceleration	N56	Rust, Corrosion, Perforation
N14	Abnormal Combustion	N61	Dead Battery
N15	Poor Engine Power	N63	Inaccurate (Meter, Clock, Gauge)
N16	Percolation, Vapor Lock	N64	Poor Sound (Horn, Radio)
N17	Improper Exhaust Gas	N66	Electrical Malfunction
N18	Back-Fire, After-Fire	N68	Blown Fuse
N20	Engine Check Lamp	N69	Warning Light On
N21	Shuddering, Chattering Vibration	N83	Poor Recovery
N22	Slipping	N86	Falling-Off, Sagged, Loosening
N23	Falls To Disengage	N87	Oil Leak
N24	Jumping-Out	N88	Water Leak, Entering
N25	Improper Synchronizing	N89	Other Leaking
N26	Abnormal Shift	N92	Grease
N27	Impossible Shift	N93	Interface
N29	Squeaking, Squealing, Abnormal Noise	N94	Inoperative ✓
N30	Dragging	N95	High Effort
		N96	Poor Maneuverability
		N99	Other

311. FUEL TANK

FUEL & ENGINE ELECTRICAL GROUP

300

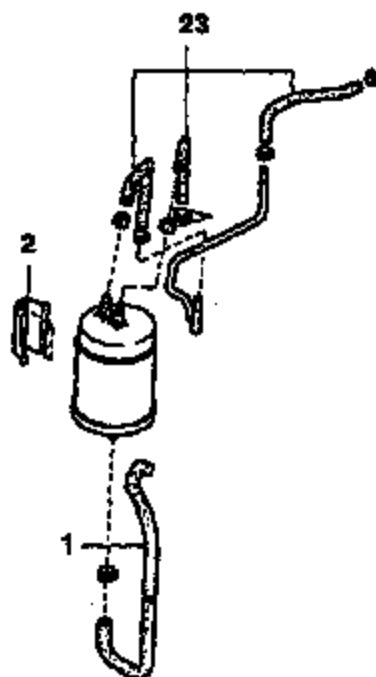
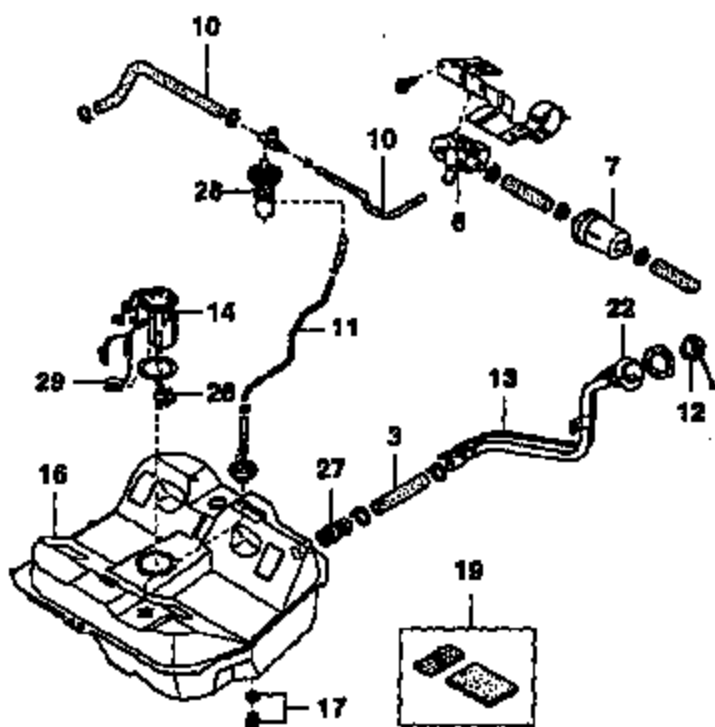
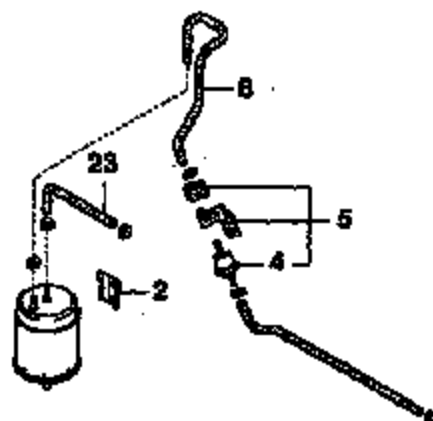
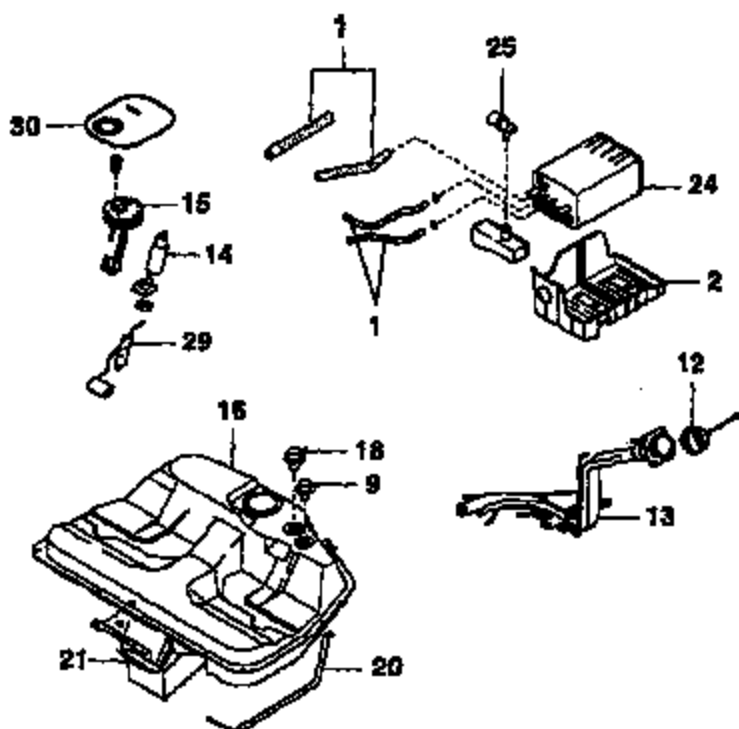
No.	OP CODE WTY CVRG	OPERATION	SPR (-'04MY-)	AMT (-'04MY-)	OPT (-'01MY-)	RIO (-'01MY-)	SPR (-'00MY)	SPT (-'04MY)
9	28910R00	Fuel Vapor Valve, R&R	-	-	2.1	0.8	1.1	1.1
	28910RP0	Diagnosis : Scan Tool Operation Related Labor Op: 28921, 28922	-	-	0.3	0.3	0.3	0.3
	EM	N : 89 C : 05, 15						
10	28921R00	Vapor Hose, R&R	0.2	0.2	0.2	0.2	0.2	0.2
	28921RP0	Diagnosis : Scan Tool Operation	0.2	0.3	0.3	0.3	0.3	0.3
	EM	N : 02, 09 C : 05						
11	28922R00	Vapor Pipe, R&R	0.2	0.3	0.3	0.3	0.3	0.3
	28922RP0	Diagnosis : Scan Tool Operation	0.3	0.3	0.3	0.3	0.3	0.3
	EM	N : 02, 03 C : 05						
12	31010R00	Fuel Tank Cap Assy, R&R	0.2	0.2	0.2	0.2	0.2	0.2
	31010RP0	Diagnosis : Scan Tool Operation	0.2	0.3	0.3	0.3	0.3	0.3
	EM	N : 55, 59, 85 C : 05, 06, 07, 09						
13	31030R00	Filler Neck & Fuel Hose Assy, R&R	0.4	0.5	0.5	0.3	0.4	0.5
	31030RP0	Diagnosis : Scan Tool Operation	0.3	0.3	0.3	0.3	0.3	0.3
	EM	N : 29, 55, 59, 89 C : 05, 06, 09						

N02: ROUGH IDLING
N03: SURGE, STUMBLE,
HESITATE
N29: ABNORMAL
NOISE(RATTLE,SQUEALING,
WHINE, CRASH, DRONE)
N55: RUST, CORROSION
N89: WARNING LIGHTS ON

N89: LEAKS-OTHER (AIR, FUEL,
GAS, VACUUM)
N95: HIGH EFFORT

C05: RUSTY, CORRODED
C06: BROKEN, SPLIT, TORN
C07: CRACKED
C09: DEFORMED (BENT,
TWISTED ETC.)
C15: POOR CONTACT & SHORT,
OPEN CIRCUIT

SPR:SPECTRA 85.9 ('04MY-)	AMT:AMANTI ('04MY-)	OPT:OPTIMA ('01MY-)	RIO:RIO ('01MY-)
SPR:SEPHIA ('00MY), SPECTRA ('00MY)	SPT:SEPHIA ('04MY), SPECTRA ('04MY)		



517. FRONT AXLE

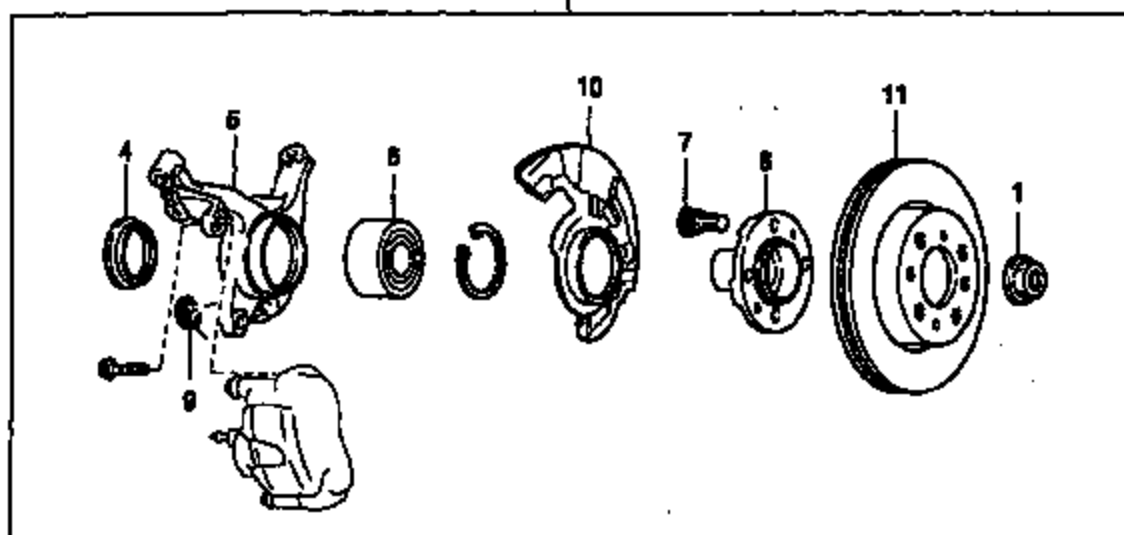
CHASSIS GROUP 500

No.	OP CODE WTY CVRG	OPERATION	SPR (*D4MY-)	AMT (*D4MY-)	OPT (*D1MY-)	RSD (*D1MY-)	SPA (*D0MY-)	SPT (*D4MY-)
*	51712A00 51712A0B	Brake Disk, Machining One Side Both Sides	0.6 1.1	0.6 1.1	0.6 1.1	0.6 1.1	0.6 1.1	0.6 1.1
	BASIC	N: 21, 29 C: 05, 08						
1	33075R00 33075R0B	Lock Nut(Front)(Auto Free Wheel Hub), R&R One Side Both Sides	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3
	BASIC	N: 08, 02 C: 05, 28, 29, 31						
2	51702R00 51702R0B	Front Axle Assy, R&R One Side Both Sides	0.7 1.2	0.7 1.2	0.7 1.2	0.8 1.1	0.6 1.1	0.6 1.1
	PT	N: 29, 33 C: 05, 08, 09, 11, 28, 31, 32						
2	51702H00 51702H0B	Front Axle Assy, OH One Side Both Sides	1.5 2.0	1.7 3.3	1.7 3.3	1.5 2.0	1.5 2.0	1.5 2.0
	PT	N: 29, 33 C: 05, 08, 09, 11, 28, 31, 32						
4	51714R00 51714R0B	Outer Oil Seal, R&R One Side Both Sides	- -	- -	- -	0.9 1.7	1.0 1.9	1.0 1.9
	PT	N: 29, 37 C: 08						
5	51716R00 51716R0B	Axle Knuckle(Front), R&R One Side Both Sides Related Labor Opt: 51702, 51714, 51750, 51755, 58117	1.0 1.8	1.0 1.9	1.0 1.9	0.9 1.7	1.0 1.9	1.0 1.9
	PT	N: 29, 33 C: 05, 11, 31						
N21: SHUDDERING, VIBRATION N29: ABNORMAL NOISE(RATTLE, SQUEALING, WHINE, CRASH, DRONE) N33: UNSTABLE STEERING N88: FALLING OFF, BAGGED N97: OIL LEAK, ENTERING N92: GRASS			C05: RUSTY, CORRODED C06: BROKEN, SPLIT, TORN C09: DEFORMED (BENT, TWISTED ETC.) C11: ABNORMAL OR EXCESSIVE WEAR C23: IMPROPER MACHINING C28: LACK OF LUBRICANT			C29: IMPROPER TIGHTENING C31: STICKING, SEIZED C32: FOREIGN MATERIAL, CLOGGED		

SPR: SPECTRA (-D4MY-)	AMT: AMANTI (-D4MY-)	OPT: OPTINA (-D1MY-)	RSD: RSD (-D1MY-)
SPA: SEPIA (-D0MY-), SPECTRA (-D0MY-)	SPT: SEPIA (-D4MY-), SPECTRA (-D4MY-)		



2,3



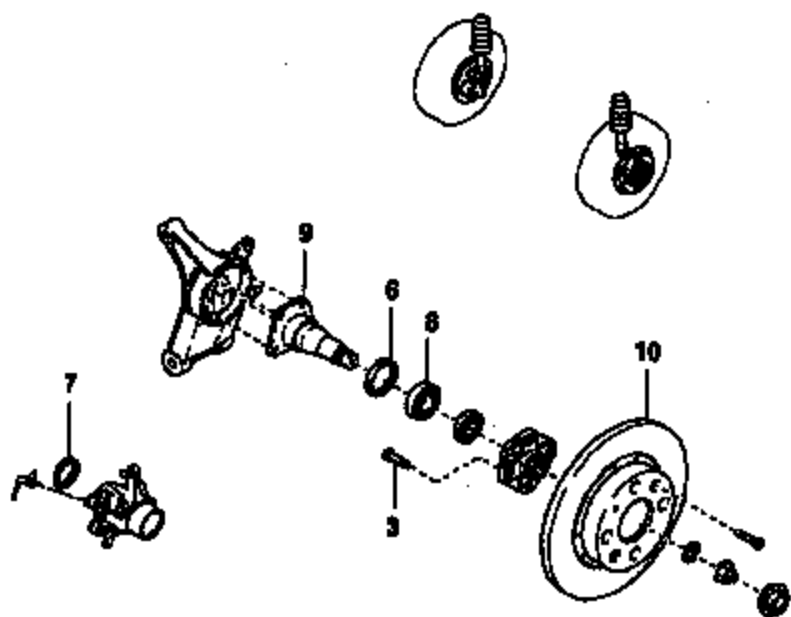
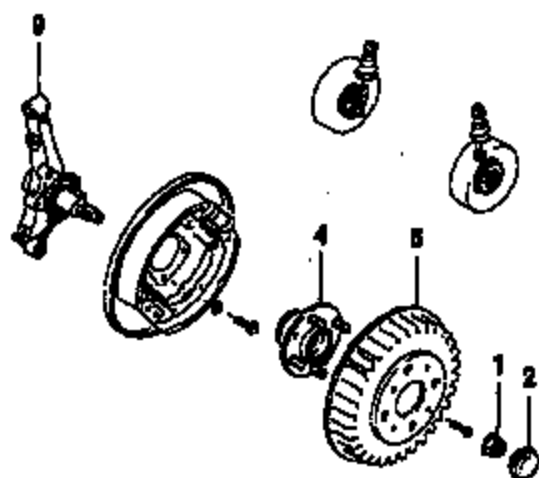
517. FRONT AXLE

CHASSIS GROUP 500

No.	OP CODE WTY CVRG	OPERATION	SFR (-04MY-)	AMT (-04MY-)	OPT (-01MY-)	RIO (-01MY-)	SFA (-00MY)	SPT (-04MY)
6	51720R00 51720R05	Hub Bearing(Front), R&R One Side Both Sides Related Labor Op: 51702, 51714, 51750, 51755, 58117	1.0 1.8	1.0 1.8	1.0 1.8	0.9 1.7	1.0 1.9	1.0 1.9
	PT	N: 29 C: 08, 11						
7	51742R00 51742R05	Hub Bolt(Front), R&R One Side Both Sides	1.0 1.8	1.0 1.9	1.0 1.8	0.8 1.1	0.8 1.1	0.8 1.1
	BASIC	N: 29 C: 08, 11						
8	51750R00 51750R05	Wheel Hub Assy(Front), R&R One Side Both Sides Related Labor Op: 51742, 58117	1.0 1.8	1.0 1.9	1.0 1.9	0.9 1.7	1.0 1.9	1.0 1.9
	PT	N: 21, 29 C: 08, 09, 09, 11						
9	51754R00 51754R05	ABS Sensor Rotor(Front), R&R One Side Both Sides	- -	0.4 0.8	0.4 0.8	0.8 1.2	0.8 1.2	0.8 1.2
	PT	N: 29, 99 C: 08, 09, 28, 24						
10	51755R00 51755R05	Front Brake Disc Dust Cover, R&R One Side Both Sides	- -	- -	- -	- -	0.7 1.4	0.7 1.4
	BASIC	N: 21, 29, 30, 54, 56, 93 C: 08, 09, 29, 61						
11	58117R00 58117R05	Brake Disc Assy(Front), R&R One Side Both Sides Related Labor Op: 33075, 51712	0.4 0.8	0.4 0.8	0.4 0.8	0.4 0.8	0.4 0.8	0.4 0.8
	58117R00	Combination : Brake Pad Assy, R&R	0.1	0.1	0.1	0.1	0.1	0.1
	BASIC	N: 21, 29, 30, 31, 59, 92 C: 08, 09, 09, 09, 11, 12, 23, 31, 61, 83						

N21: SHUDDERING, VIBRATION	N56: RUST, CORROSION	C03: SCARRED	C12: OUT OF BALANCE
N28: ABNORMAL	N60: BROKEN, CRACK	C06: RUSTY, CORRODED	C23: IMPROPER MACHINING
N09:(RATTLE,SQUEALING, WHINE, CRASH, DRONE)	N62: GRABS	C08: BROKEN, SPLIT, TORN	C24: IMPROPER CLEARANCE
N30: DRAGGING	N63: INTERFERENCE	C09: POROUS, PINHOLES	C29: IMPROPER TIGHTENING
N51: PULLS	N98: POOR MANEUVERABILITY	C09: DEFORMED (BENT, TWISTED ETC.)	C31: STICKING, SEIZED
N54: POOR PAINTING, PLATING		C11: ABNORMAL OR EXCES- SIVE WEAR	C81: INCORRECT PART
			C83: FLAW IN MATERIAL

SFR:SPECTRA (-04MY-) AMT:AMNTI (-04MY-) OPT:OPTMA (-01MY-) RIO:RIO (-01MY-)
SFA:SEPHA (-00MY), SPECTRA (-00MY) SPT:SEPHA (-04MY), SPECTRA (-04MY)



527. REAR WHEEL HUB

CHASSIS GROUP 500

No.	OP CODE WTY CVRG	OPERATION	SFR (*04MY-)	AMT (*04MY-)	OPT (*01MY-)	RCO (*01MY-)	SFA (*00MY-)	SPT (*04MY-)
	52711A00 52711A0B	Rear Brake Drum, Machining One Side Both Sides	0.6 1.1	0.6 1.1	0.6 1.1	0.6 1.1	0.6 1.1	0.6 1.1
	BASIC	N : 22, 23, 31, 32 C : 08, 11, 12, 23, 31, 31						
1	25042F00 25042F0B	Lock Nut(Rear), R&R One Side Both Sides	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3
	BASIC	N : 35, 32 C : 05, 23, 29, 31						
2	20070F00 20070F0B	Hub Cap(Rear), R&R One Side Both Sides	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3	0.2 0.3
	BASIC	N : 25, 54, 55 C : 03, 04, 05, 06, 09, 10						
3	51744F00 51744F0B	Hub Bolt(Rear), R&R One Side Both Sides	0.4 0.5	0.5 1.0	0.4 0.6	- -	- -	- -
	BASIC	N : 29 C : 05, 11						
4	52710F00 52710F0B	Wheel Hub Assy(Rear), R&R One Side Both Sides Includes : Rear wheel bearing starting torque adjustment.	0.5 0.9	0.5 0.9	0.5 0.9	0.5 0.9	0.5 0.9	0.5 0.9
	PT	N : 21, 29 C : 05, 08, 09, 11						
5	52711F00 52711F0B	Brake Drum Assy(Rear), R&R One Side Both Sides Related Labor Op: 25042, 20070, 52711	0.4 0.6	- -	0.4 0.6	0.4 0.6	0.4 0.6	0.4 0.6
	52711RF0	Combination : Brake Drum Machining.	0.2	-	0.2	0.2	0.2	0.2
	BASIC	N : 22, 23, 31, 32 C : 08, 11, 12, 23, 31, 31						

N21: SHUDDERING, VIBRATION

N22: SLIPPING

N23: ABNORMAL

NOISE(RATTLE, SQUEALING,
WHINE, CRASH, DRONE)

N31: PULLS

N54: POOR PAINTING, PLATING

N56: RUST, CORROSION

N58: FALLING OFF, SAGGED

N92: GRABS

C03: SCARRED

C04: PEELING, COME-OFF

C05: RUSTY, CORRODED

C06: BROKEN, SPLIT, TORN

C09: DEFORMED (BENT,
TWISTED ETC.)

C10: WEAKENED

C11: ABNORMAL OR EXCES-

SIVE WEAR

C12: OUT OF BALANCE

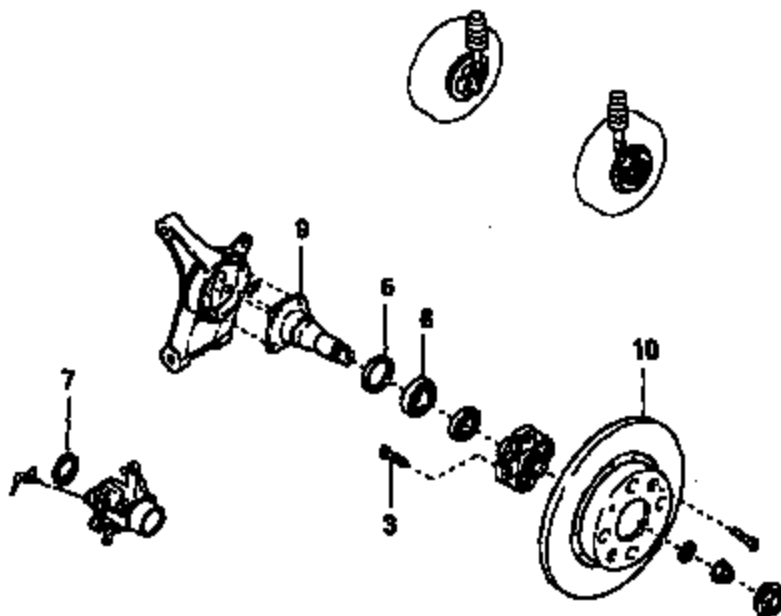
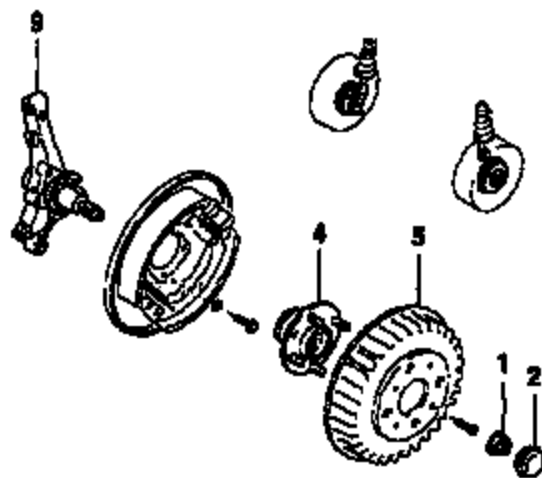
C23: IMPROPER MACHINING

C29: IMPROPER TIGHTENING

C31: STICKING, SEIZED

C31: INCORRECT PART

SFR:SPECTRA (04MY-)	AMT:AMANT (04MY-)	OPT:OPTMA (01MY-)	RCO:RCO (01MY-)
SFA:SEPHA (-00MY), SPECTRA (-00MY)	SPT:SEPHA (-04MY), SPECTRA (-04MY)		



527. REAR WHEEL HUB

CHASSIS GROUP 500

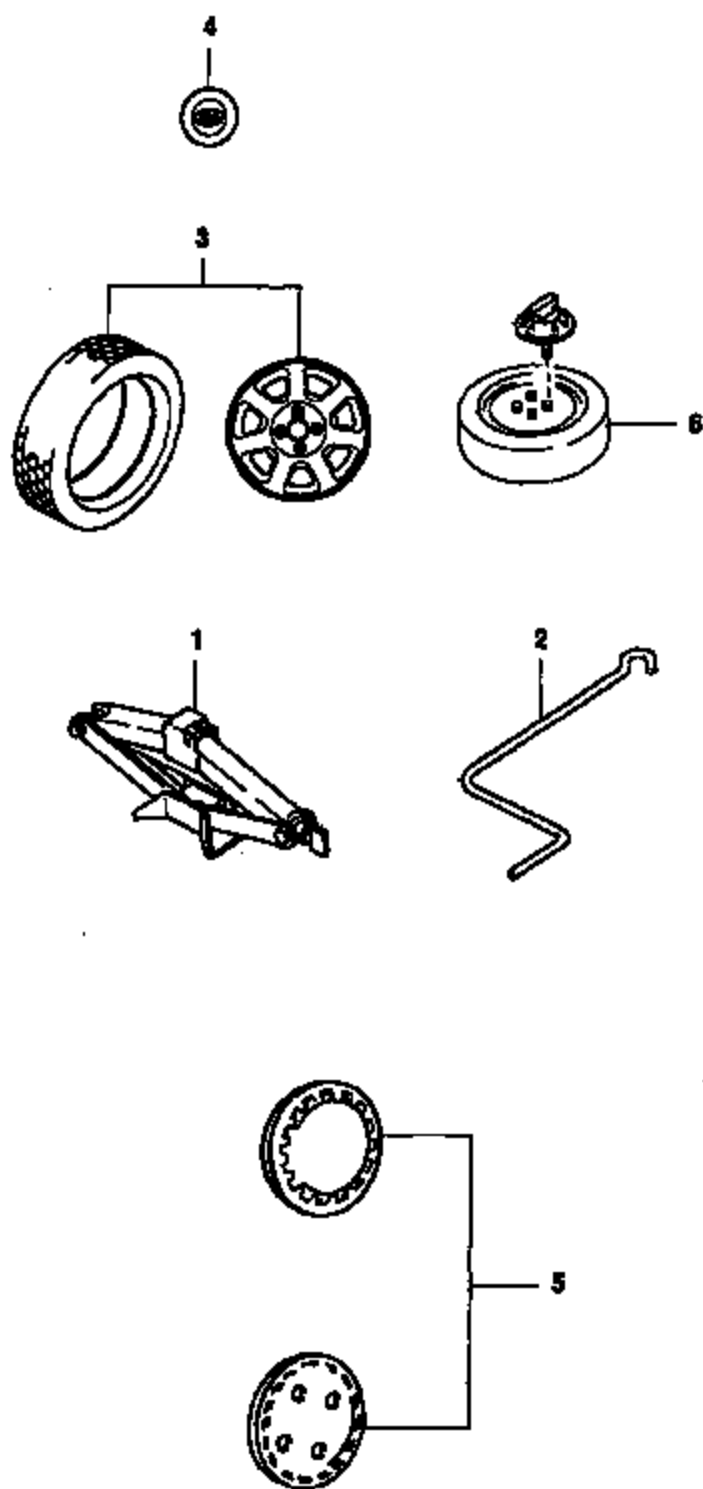
No.	OP CODE WTY CVRG	OPERATION	SPR (-04MY-)	AMT (-04MY-)	OPT (-01MY-)	RIO (-01MY-)	SPA (-00MY-)	SPT (-04MY-)
6	52713R00 52713R0B	Wheel Hub Oil Seal(Rear), R&R One Side Both Sides Includes : Rear wheel bearing starting torque adjustment. Related Labor Op: 52710, 52711	-	-	-	1.2	-	-
	52713R00	Combinations : Wheel Bearing Assy, R&R	-	-	-	0.1	-	-
	PT	N : 29, 27 C : 08						
7	52715R00 52715R0B	ABS Sensor Rotor(Rear), R&R One Side Both Sides	-	-	0.4	0.4	0.4	0.4
	PT	N : 29, 98 C : 08, 09, 23, 24						
8	52720R00 52720R0B	Wheel Bearing Assy(Rear), R&R One Side Both Sides Includes : Rear wheel bearing starting torque adjustment.	-	-	-	0.6	0.6	0.6
	PT	N : 29 C : 11, 26, 31						
9	52723R00 52723R0B	Axle Carrier Assy(Rear), R&R One Side Both Sides	0.3 1.2	0.6 1.8	0.7 1.2	1.0 1.7	0.5 1.2	0.6 1.2
	PT	N : 29, 39 C : 05, 11, 31						
10	58415R00 58415R0B	Brake Disc Assy(Rear), R&R One Side Both Sides Related Labor Op: 52711	0.3 0.5	0.3 0.5	0.3 0.4	- -	0.4 0.8	0.4 0.5
	58415R00	Combinations : Brake Pad Assy, R&R	0.1	0.1	0.1	-	0.1	0.1
	BASIC	N : 21, 29 C : 05, 06, 09, 11						

N21: SHUDDERING, VIBRATION
N29: ABNORMAL
NOISE(RATTLE, SQUEALING,
WHINE, CRASH, DRONE)
N33: UNSTABLE STEERING
N57: OIL LEAK, ENTERING
N65: POOR MANEUVERABILITY

C05: RUSTY, CORRODED
C06: BROKEN, SPLIT, TORN
C09: DEFORMED (BENT,
TWISTED ETC.)
C11: ABNORMAL OR EXCES-
SIVE WEAR
C23: IMPROPER MACHINING
C24: IMPROPER CLEARANCE

C26: LACK OF LUBRICANT
C31: STICKING, SEIZED

SPR: SPECTRA (-04MY-)	AMT: AMANTI (-04MY-)	OPT: OPTIMA (-01MY-)	RIO: RIO (-01MY-)
SPA: BEPHA (-00MY), SPECTRA (-04MY)	SPT: BEPHA (-04MY), SPECTRA (-04MY)		



583. REAR BRAKE

CHASSIS GROUP 500

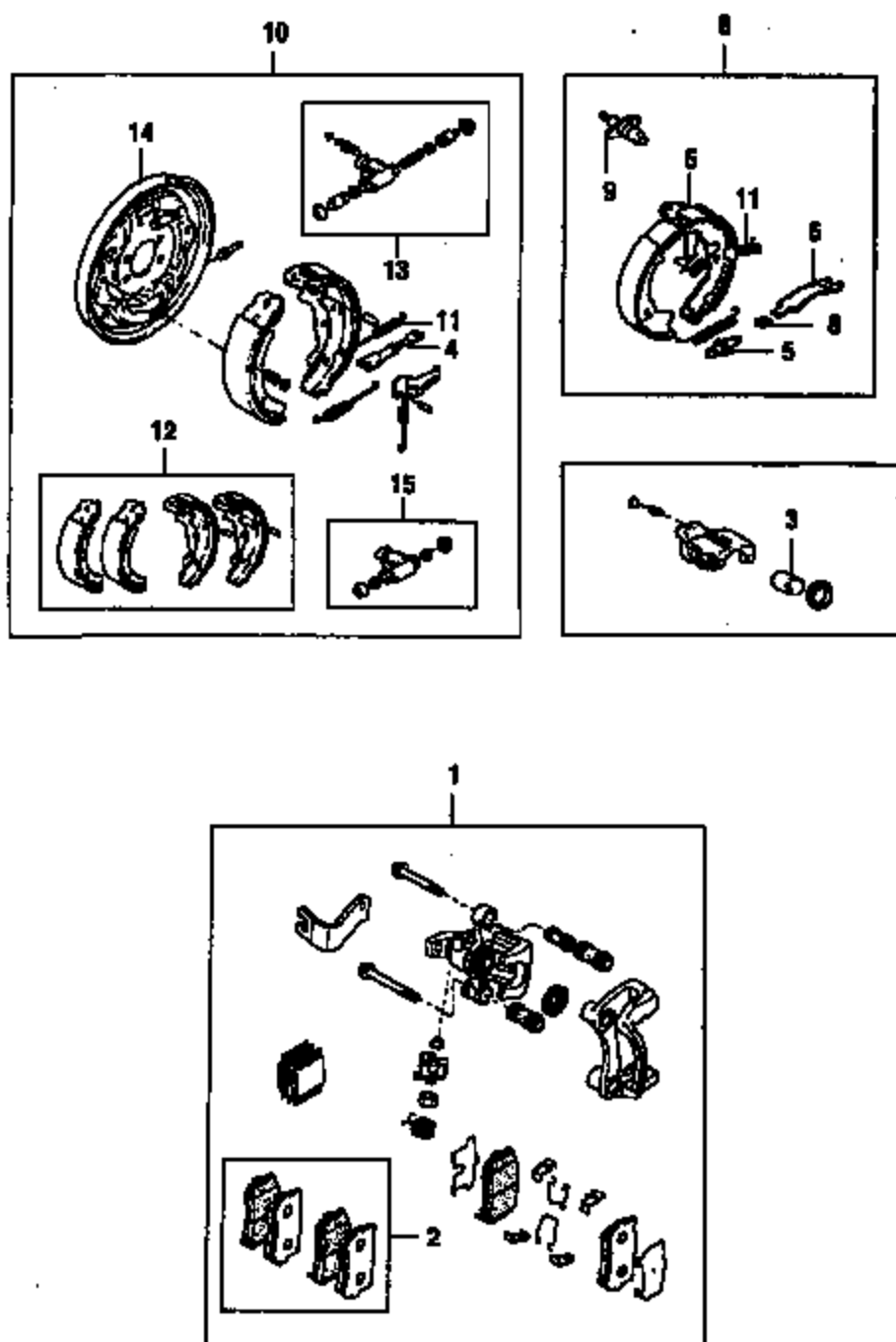
No.	QP CODE WTY CVRG	OPERATION	SPR (*04MY-)	AMT (*04MY-)	OPT (*01MY-)	RID (*01MY-)	SPR (*00MY)	SPT (*04MY)
*	58001A00 12/12	Brake Drum Lining(Rear), Clearance N : 22, 29, 30, 31 C : 40	0.4	0.4	0.4	0.4	0.4	0.4
1	58210R00 58210R05 BASIC	Brake Caliper Assy(Rear), R&R One Side Both Sides Includes : Air bleeding. N : 22, 29, 31 C : 05, 06, 07, 11, 31, 32	0.6 0.6	0.6 0.6	0.6 0.7	0.6 0.6	0.6 0.6	0.6 0.6
2	58216R00 58216R05 12/12	Disc Brake Pad Assy(Rear), R&R One Side Both Sides N : 22, 29 C : 05, 07, 11, 32	0.3 0.3	0.4 0.5	0.4 0.5	0.4 0.4	0.4 0.5	0.4 0.5
3	58225R00 58225R05 BASIC	Caliper Brake Piston, R&R One Side Both Sides N : 22, 31 C : 05, 31	0.5 0.5	0.5 0.5	0.4 0.5	- -	- -	- -
4	58253R00 58253R05 BASIC	Adjuster Assy, R&R One Side Both Sides N : 22, 31, 95 C : 05, 31, 40	0.4 0.7	0.5 0.8	0.5 0.8	- -	- -	- -
5	58257R00 58257R05 BASIC	Brake Operating Lever and/or Strut(Rear), R&R One Side Both Sides N : 22, 31, 95 C : 05, 31, 40	0.4 0.7	0.5 0.8	0.5 0.8	0.5 0.8	0.4 0.8	0.4 0.8

N22: SLIPPING
N29: ABNORMAL
NOISE(RATTLE, SCREECHING,
WHINE, CRASH, DRONE)
N30: DRAGGING
N31: PULLS
N95: HIGH EFFORT

C05: RUSTY, CORRODED
C06: BROKEN, SPLIT, TORN
C07: CRACKED
C11: ABNORMAL OR EXCESSIVE
WEAR
C31: STICKING, SEIZED
C32: FOREIGN MATERIAL,
CLOGGED

G40: IMPROPER ADJUSTMENT

SPR: SPECTRA (2.0 (*04MY-))	AMT: AMANTI (*04MY-)	OPT: OPTBA (*01MY-)	RID: RID (*01MY-)
SPR: SEPMA (-00MY), SPECTRA (-00MY)	OPT: SEPMA (-04MY), SPECTRA (-04MY)		



583. REAR BRAKE

CHASSIS GROUP 500

No.	OP CODE WTY CVRG	OPERATION	SPR (*04MY-)	AMT (*04MY-)	OPT (*01MY-)	R2D (*01MY-)	SPA (*00MY)	SPT (*04MY)
6	58254R00	Strut, R&R	0.4	0.5	0.5	-	-	-
	BASIC	N: 60, 63 C: 06, 08, 23						
7	58266R00	Strut Spring, R&R	0.4	0.5	0.5	-	-	-
	BASIC	N: 22, 29 C: 06, 11, 31, 32						
8	58270R00	Parking Brake Assy, R&R	0.4	0.4	0.4	0.4	0.4	0.4
	58270R0B	One Side						
	BASIC	Both Sides N: 30, 31, 51, 53, 99 C: 06, 24, 31, 40						
9	58283R00	Brake Shoe Guide Pin and/or Clip Spring(Rear), R&R	0.4	0.5	0.5	0.5	0.4	0.4
	58283R0B	One Side						
	BASIC	Both Sides N: 30, 31, 51, 53, 99 C: 06, 24, 31, 40						
10	58310R00	Rear Brake Assy, R&R	0.7	0.8	0.8	0.7	0.7	0.7
	58310R0B	One Side						
	BASIC	Both Sides N: 30, 31, 51, 53, 99 C: 06, 24, 31, 40						
11	58311R00	Brake Shoe Return Spring(Rear), R&R	0.4	0.5	0.5	0.5	0.4	0.4
	58311R0B	One Side						
	BASIC	Both Sides N: 22, 29 C: 06, 11, 31, 32						
12	58315R00	Brake Shoe & Lining Assy(Rear), R&R	0.4	0.4	0.4	0.5	0.4	0.4
	58315R0B	One Side						
	BASIC	Both Sides N: 22, 29 C: 06, 11, 31, 32						

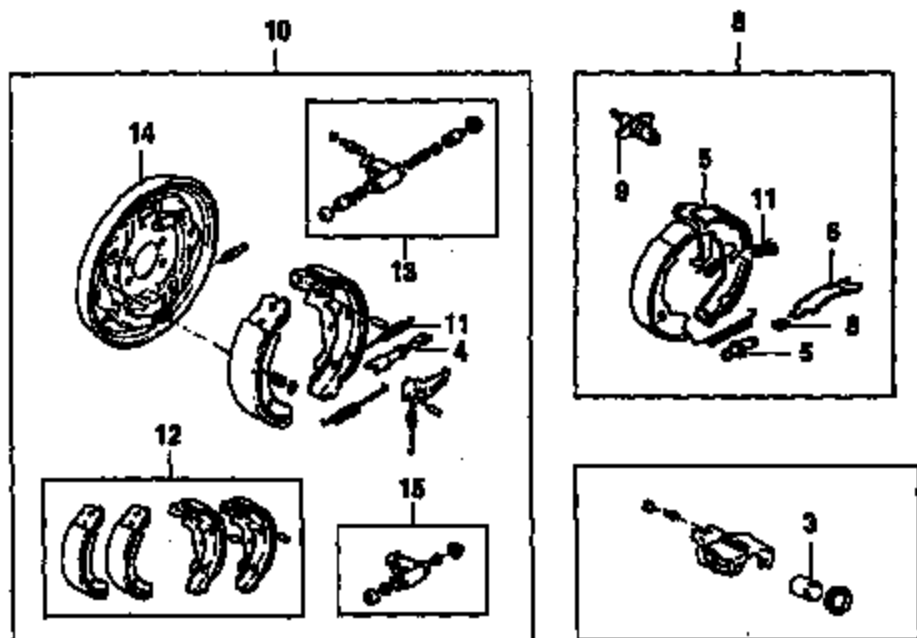
N22: SLIPPING
N29: ABNORMAL
NOISE(RATTLE, SQUEALING,
WHINE, CRASH, DRONE)
N30: DRAGGING
N31: PULLS
N51: IMPROPER OPENING &
CLOSING

N56: BROKEN, CRACK
N63: POOR RECOVERY
N63: INTERFERENCE
N66: HIGH EFFORT
N68: POOR MANEUVERABILITY

C06: RUSTY, CORRODED
C06: BROKEN, SPLIT, TORN
C09: DEFORMED (BENT,
TWISTED ETC.)
C11: ABNORMAL OR EXCESSIVE
WEAR
C23: IMPROPER MACHINING
C24: IMPROPER CLEARANCE

C31: STICKING, SEIZED
C32: FOREIGN MATERIAL,
CLOGGED
C40: IMPROPER ADJUSTMENT

SPR: SPECTRA (04MY-)	AMT: AMNTI (04MY-)	OPT: OPTMA (01MY-)	R2D: R2D (01MY-)
SPA: SPHIA (-00MY), SPECTRA (-00MY)	SPT: SPHIA (-04MY), SPECTRA (-04MY)		

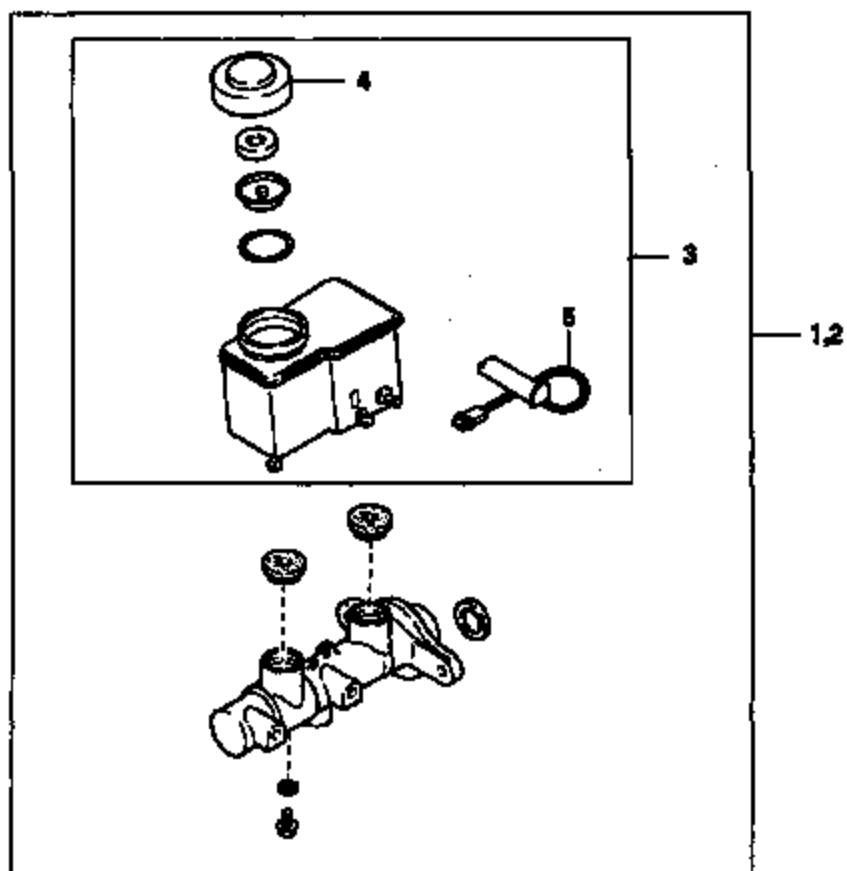
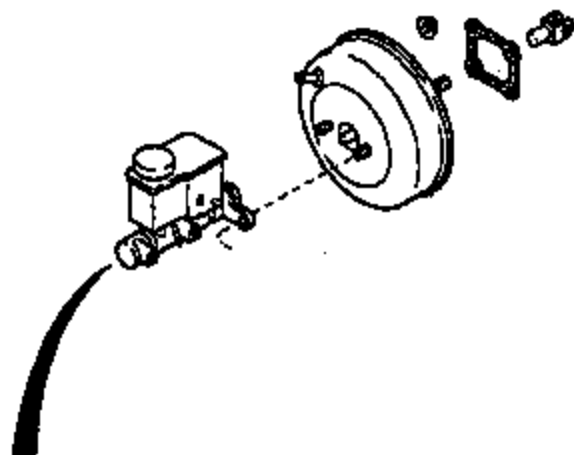


583. REAR BRAKE

CHASSIS GROUP 500

No.	OP CODE WTY CVRG	OPERATION	SPR (-04MY-)	ANT (-04MY-)	OPT (-01MY-)	RID (-01MY-)	SFA (-00MY-)	SPT (-04MY-)			
13	58330R00	Wheel Cylinder Assy(Rear), R&R One Side	0.7	-	0.6	0.7	0.7	0.7			
	58330R0B	Both Sides Includes : Air bleeding.	1.2	-	1.1	1.0	1.0	1.0			
	BASIC	N : 22, 31, 32, 37 C : 05, 06, 07, 11, 31, 32, 38									
14	58358R00	Brake Back Plate Assy(Rear), R&R One Side	0.9	0.9	0.9	1.0	0.9	0.9			
	58358R0B	Both Sides Includes : Air bleeding.	1.6	1.6	1.5	1.7	1.3	1.3			
	BASIC	N : 29, 33 C : 05, 06									
15	58358R00	Wheel Brake Cylinder Kit(Rear), R&R One Side	0.7	-	0.4	-	-	-			
	58358R0B	Both Sides	1.2	-	0.8	-	-	-			
	BASIC	N : 22, 31, 32, 37 C : 05, 06, 11, 31, 32, 38									
N22: SLIPPING N29: ABNORMAL NOISE(RATTLE, SQUEALING, WHINE, CRASH, DRONE) N31: PULLS N32: SPONGY PEDAL N33: POOR RECOVERY N37: OIL LEAK, ENTERING			N33: INTERFERENCE			C06: RUSTY, CORRODED C08: BROKEN, SPLIT, TORN C07: CRACKED C11: ABNORMAL OR EXCESS- SIVE WEAR C31: STICKING, BEIZED C32: FOREIGN MATERIAL, CLOGGED			C38: IMPROPER SEALING		

SPR: SPECTRA (SLO (-04MY-))	ANT: AMANTI (-04MY-)	OPT: OPTAMA (-01MY-)	RID: RID (-01MY-)
SFA: SFA (-00MY-), SPECTRA (-00MY)	SPT: SPT (-04MY-), SPECTRA (-04MY)		



585. BRAKE MASTER CYLINDER

CHASSIS GROUP 500

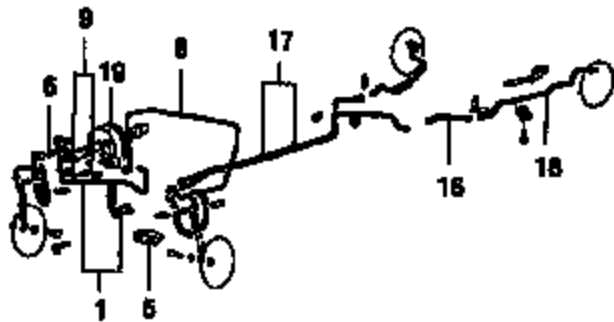
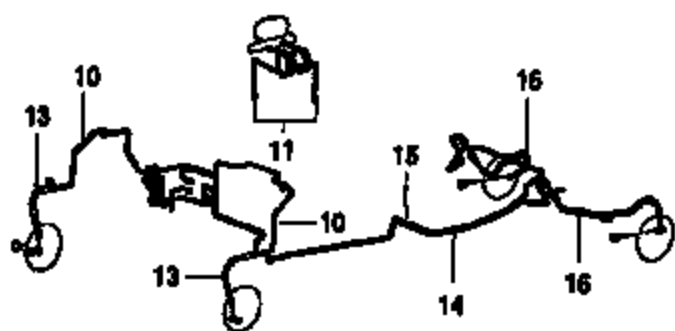
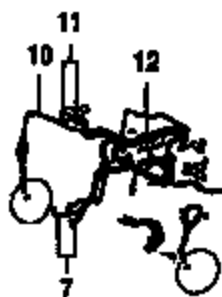
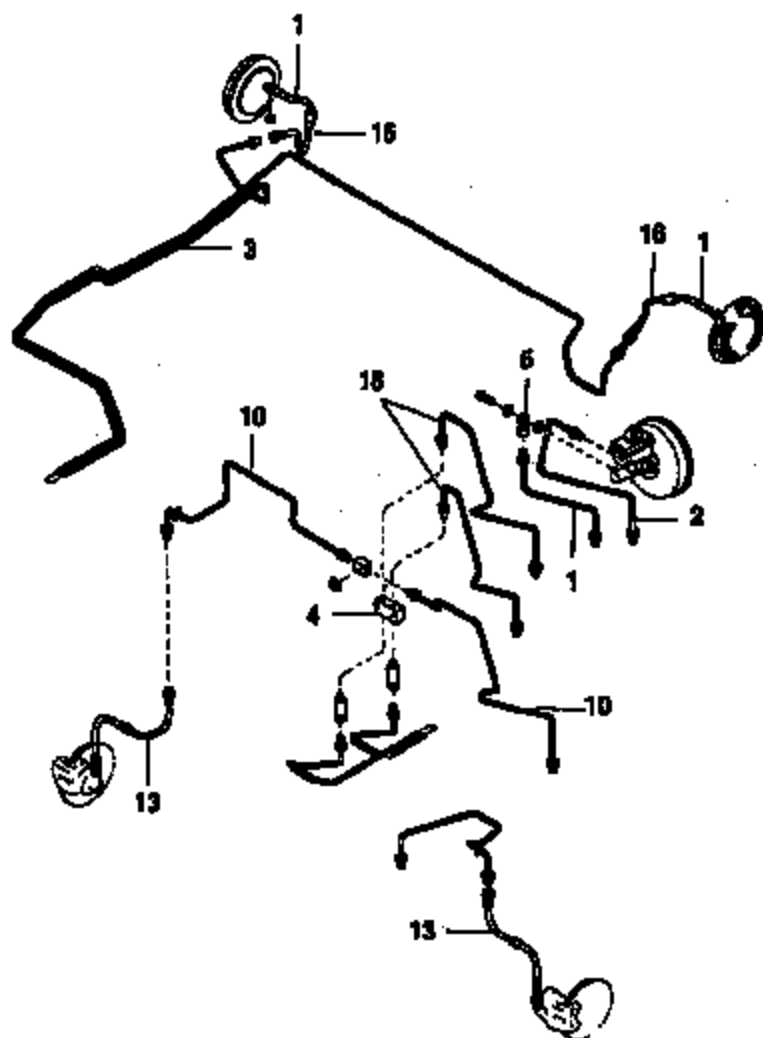
No.	OP CODE WTY CYRG	OPERATION	SPR (-04MY-)	AMT (-04MY-)	OPT (-01MY-)	RIO (-01MY-)	SPA (-00MY-)	BPT (-04MY-)
*	58002A08	Brake Master Cylinder Push Rod, Adjustment	0.2	0.2	0.2	0.2	0.2	0.2
	12/12	N : 22, 85 C : 40						
1	58510700	Brake Master Cylinder Assy(Rear), R&R Includes : Air bleeding. Related Labor Op: 58002, 58700	0.8	0.6	0.6	1.0	0.9	0.9
	BASIC	N : 22, 31, 69, 87, 94 C : 06, 07, 09, 11, 31						
2	58510H00	Brake Master Cylinder Assy(Rear), OH Includes : Air bleeding. Related Labor Op: 58700, 58002, 58510, 58511, 58531	0.8	0.7	0.7	1.1	1.0	1.0
	BASIC	N : 22, 31, 69, 87, 94 C : 06, 07, 09, 11, 31						
3	58511R00	Master Cylinder Reservoir Tank, R&R Includes : Air bleeding.	0.5	0.4	0.4	0.4	0.5	0.5
	BASIC	N : 22, 87 C : 06, 07, 38						
4	58531R00	Reservoir Cap, R&R	0.2	0.2	0.2	0.2	0.2	0.2
	BASIC	N : 22, 87 C : 06, 07, 38						
6	58535R00	Level Indicator Switch Assy, R&R	-	0.4	0.4	0.2	0.2	0.2
	BASIC	N : 69 C : 15						

N22: SLIPPING
N31: PULLS
N69: WARNING LIGHTS ON
N87: OIL LEAK, ENTERING
N94: INOPERATIVE
N85: HIGH EFFORT

C06: BROKEN, SPLIT, TORN
C07: CRACKED
C08: DEFORMED (BENT,
TWISTED ETC.)
C11: ABNORMAL OR EXCES-
SIVE WEAR
C15: POOR CONTACT & SHORT.
OPEN CIRCUIT

C31: STICKING, SEIZED
C38: IMPROPER SEALING
C40: IMPROPER ADJUSTMENT

SPR: SPECTRA (S & P) (-04MY-)	AMT: AMANT. (-04MY-)	OPT: OPTIMA (-01MY-)	RIO: RIO (-01MY-)
SPA: SEPMA (-00MY), SPECTRA (-00MY)	BPT: SEPMA (-04MY), SPECTRA (-04MY)		



587. BRAKE PIPE LINE

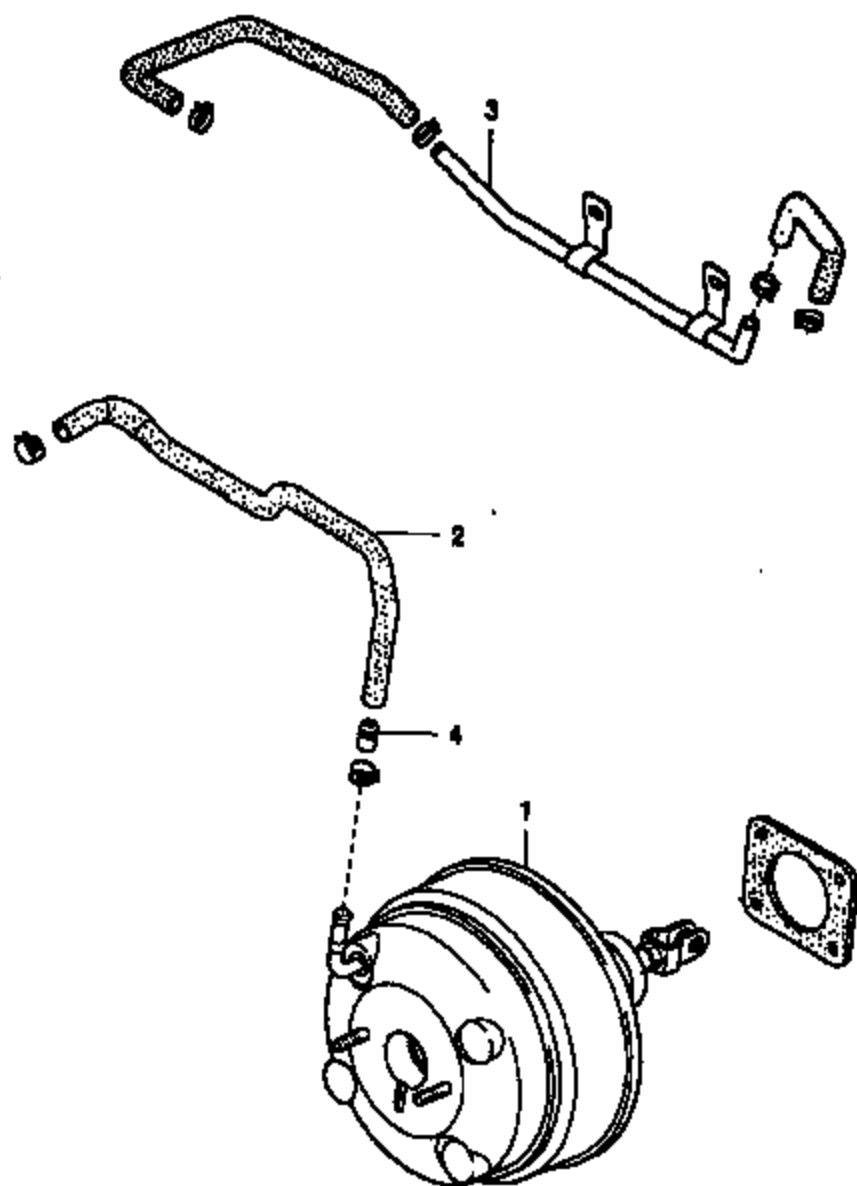
CHASSIS GROUP

500

No.	OP CODE WTY CVRG	OPERATION	SFR (*04MY-)	AMT (*04MY-)	OPT (*01MY-)	RIO (*01MY-)	SFA (*00MY)	SPT (*04MY)
17	55735R00 55735R08	Connector to Rear LH Hose, R&R One All Includes : Air bleeding.	2.1 2.4	2.2 2.5	2.0 2.7	- -	- -	- -
	BASIC	N : 22, 57 C : 05, 38						
18	55742R00 55742R08	Brake Pipe(Rear), R&R One Side Both Sides Includes : Air bleeding.	0.4 0.5	0.4 0.5	0.4 0.5	2.0 2.2	0.5 1.0	0.5 1.0
	BASIC	N : 22, 57 C : 05, 38						
19	59425R00	Proportioning Valve, R&R, All Includes : Air bleeding.	-	0.7	0.7	0.5	0.5	0.5
	BASIC	N : 22, 31, 57 C : 05, 09, 31, 32, 35						
N22: SLIPPING N31: PULLS N37: OIL LEAK, ENTERING			C05: BROKEN, SPLIT, TORN C09: DEFORMED (BENT, TWISTED ETC.) C31: STICKING, SEIZED C32: FOREIGN MATERIAL, CLOGGED C35: IMPROPER SEALING					

SFR: SPECTRA, 32.0 (*04MY-)	AMT: AMPTN (*04MY-)	OPT: OPTMA (*01MY-)	RIO: RIO (*01MY-)
SFA: SFPMA (*00MY), SPECTRA (*00MY)	SPT: SFPMA (*04MY), SPECTRA (*04MY)		

500-75



812. TAILGATE TRIM

TRIM GROUP 800

No.	OP CODE WTY CVRG	OPERATION	SPR (*04MY-)	AMT (*04MY-)	OPT (*01MY-)	R30 (*01MY-)	SFA (*00MY)	SPT (*04MY)
*	7900A00	Trunk Lid Striker Assy, Adjustment	0.2	0.2	0.2	0.2	0.2	0.2
	12/12	N : 29, 30, 06, 05 C : 09, 29, 40						
*	79001A00	Trunk Lid Latch Assy, Adjustment	0.2	0.2	0.2	0.2	0.2	0.2
	12/12	N : 29, 30, 06 C : 40						
1	79273R00	Trunk Lid Hinge Torsion Bar, R&R	0.2	-	0.3	0.2	0.2	0.2
	BASIC	N : 29 C : 09, 10						
2	81210R00	Tailgate Striker Assy, R&R	0.2	-	0.2	0.2	0.2	0.2
	BASIC	N : 29, 02 C : 05, 06, 10, 11						
3	81214R00	Trunk Lid Striker Assy, R&R	0.2	0.2	0.2	0.2	0.2	0.2
	BASIC	N : 29 C : 05, 06						
4	81220R00	Trunk Lid Power Striker Actuator Assy, R&R	0.2	-	0.2	0.2	0.4	0.4
	BASIC	N : 04 C : 15						
5	81230R00	Tailgate Latch Assy, R&R	0.2	-	-	0.2	0.2	0.2
	BASIC	N : 29, 02 C : 05, 06, 10, 11						
6	81234R00	Trunk Lid Latch Assy, R&R	0.2	0.2	0.2	0.2	0.2	0.2
	BASIC	N : 29 C : 05, 06, 10, 11						

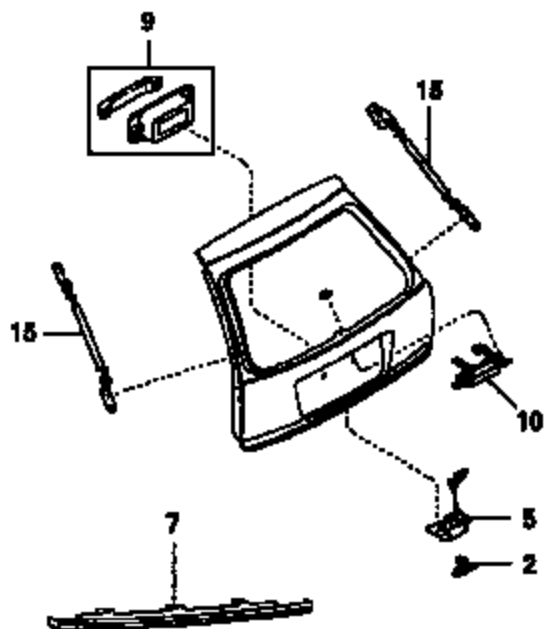
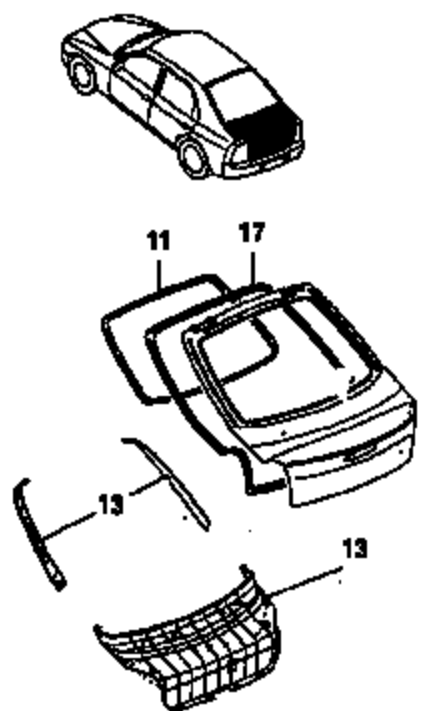
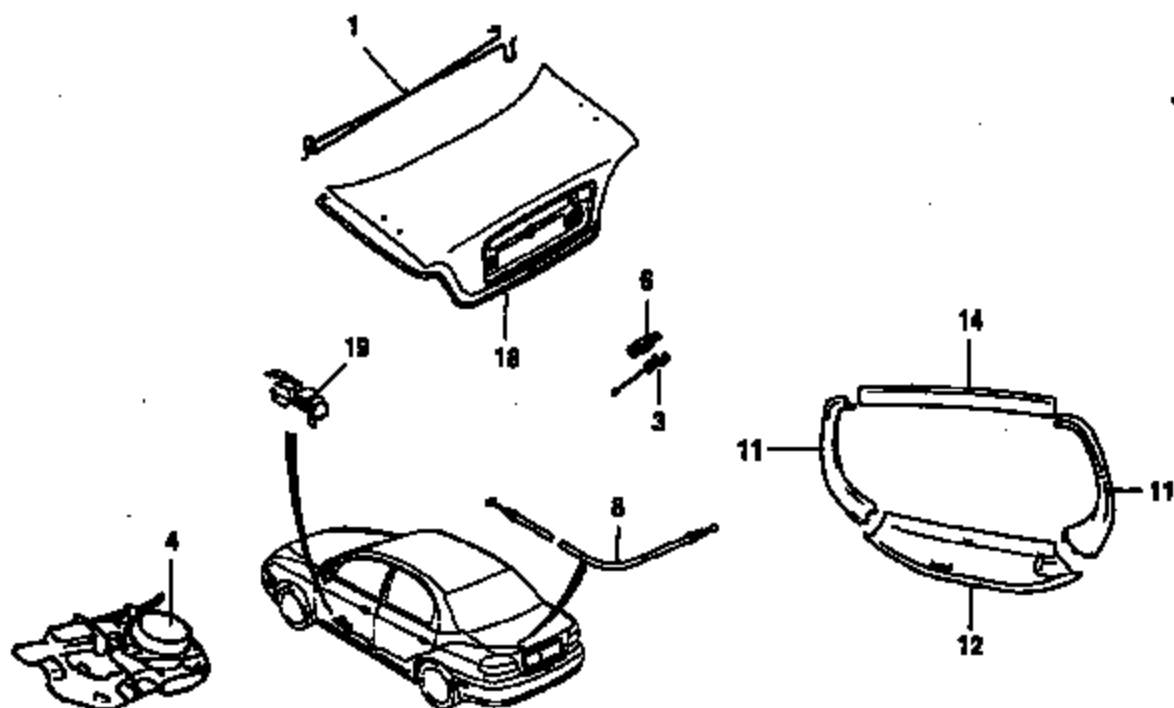
N29: ABNORMAL
NOISE(RATTLE,SCREEALING,
WHINE, CRASH, DRONE)
N30: DRAGGING
N82: WIND NOISE
N89: FALLING OFF, SAGGED
N94: INOPERATIVE
N95: HIGH EFFORT

C05: RUSTY, CORRODED
C06: BROKEN, SPLIT, TORN
C09: DEFORMED (BENT,
TWISTED ETC.)
C10: WEAKENED
C11: ABNORMAL OR EXCES-
SIVE WEAR

C15: POOR CONTACT &
SHORT, OPEN CIRCUIT
C29: IMPROPER TIGHTENING
C40: IMPROPER ADJUSTMENT

SPR:SPECTRA(0.0(*04MY-)	AMT:AMANTI(*04MY-)	OPT:OPTIMA(*01MY-)	R30:R30(*01MY-)
SFA:SEPHIA(-00MY), SPECTRA(-00MY)	SPT:SEPHIA(-04MY), SPECTRA(-04MY)		

800-07



831. REAR DOOR SEALING & MOULDING
TRIM GROUP 800

No.	OP CODE WTY CVRG	OPERATION	SPR (-04MY-)	AMT (-04MY-)	OPT (-01MY-)	RCO (-01MY-)	SPA (-00MY)	SPT (-04MY)
1	83110R00	Door Opening Weatherstrip Assy(Rear), R&R One Side	0.2	0.2	0.2	0.2	0.2	0.2
	83110R0B	Both Sides	0.4	0.4	0.4	0.4	0.4	0.4
	BASIC	N : 82, 86, 88 C : 06, 09, 10, 11, 29						
2	83120R00	Door Body Side Weatherstrip(Rear), R&R One Side	0.2	0.2	0.2	0.2	0.2	0.2
	83120R0B	Both Sides	0.4	0.4	0.4	0.4	0.4	0.4
	BASIC	N : 82, 86, 88 C : 06, 09, 10, 11, 29						
3	83130R00	Door Lower Weatherstrip Assy(Rear), R&R One Side	0.2	-	-	0.2	0.2	0.2
	83130R0B	Both Sides	0.4	-	-	0.4	0.4	0.4
	BASIC	N : 88, 88 C : 06, 09, 10, 11, 29						
4	83151R00	Wheel Arch Weatherstrip(Rear), R&R	-	-	-	0.2	0.2	0.2
	BASIC	N : 89 C : 06, 09, 10, 11, 29						
5	83211R00	Door Belt Outside Weatherstrip Assy(Rear), R&R One Side	0.2	0.2	0.2	0.2	0.2	0.2
	83211R0B	Both Sides	0.4	0.4	0.4	0.4	0.4	0.4
	BASIC	N : 63, 82, 86 C : 06, 07, 09						
6	83830R00	Door Delta Moulding Assy(Rear), R&R One Side	-	-	0.2	0.2	0.2	0.2
	83830R0B	Both Sides	-	-	0.4	0.4	0.4	0.4
	BASIC	N : 64, 82, 86 C : 03, 06, 07, 09						

N53: COLOR MISMATCH
 N54: POOR PAINTING, PLATING
 N82: WIND NOISE
 N86: FALLING OFF, SAGGED
 N88: WATER LEAK, ENTERING

C06: SCARRED
 C06: BROKEN, SPLIT, TORN
 C07: CRACKED
 C09: DEFORMED (BENT,
 TWISTED ETC.)
 C10: WEAKENED
 C11: ABNORMAL OR EXCES-
 SIVE WEAR

C28: IMPROPER TIGHTENING

SPR: SPECTRA (04MY-)	AMT: AMNT (04MY-)	OPT: OPTIMA (01MY-)	RCO: RCO (01MY-)
SPA: SPHIA (-00MY), SPECTRA (-00MY)	SPT: SPHIA (-04MY), SPECTRA (-04MY)		

