



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 21-JUL-2009  
Repository:   
Reference No.: 10277569

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: GRAND ISLAND State: NE Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNDJT2A28A [REDACTED]  
Make: KIA MOTOR Model: SOUL Model Year: 2010  
Date Purchased: 03-17-2009 Dealer's Name and Telephone Number: 3134 S. 9th St Council Bluffs IA 51501 Engine: 2.0 No. Cylinders: 4 cyl Fuel Type: Gas  
Original Owner:  Dealer's City: Council Bluffs IA State: Iowa Zip Code: 51501  
Transmission Type:  Antilock Brakes Powertrain: Stick 5 Speed Multiple Failure: Engine overrevs during shifting Incident Date(s): 20-MAR-2009  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING Failure Mileage: 5 Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2010 KIA SOUL. THE CONTACT STATED THAT THE ENGINE REVS EXCESSIVELY WHENEVER THE ACCELERATOR PEDAL IS RELEASED. THE RPMS WILL GO FROM 1,500 TO 3,000. THE DEALER STATED THAT THEY WOULD INVESTIGATE THE ISSUE. A REPRESENTATIVE INSPECTED THE VEHICLE AND STATED THAT IT WAS NOT A SERIOUS SAFETY ISSUE. THE CONTACT TOOK THE VEHICLE TO A FEW DIFFERENT DEALERS, BUT THEY ALL STATED THAT THERE WERE NO FAILURES. THE VEHICLE IS STILL EXPERIENCING THE ISSUE AND THE CONTACT IS CONCERNED THAT A CRASH COULD OCCUR. THE FAILURE MILEAGE WAS 5 AND CURRENT MILEAGE WAS 6,000.

*the engine increases 150-300 RPM between gear shifting while moving in traffic and takes 3-4-5 second to slow down to 500 RPM*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- ① Engine overrevs on cold start at traffic light. Tried to slow down
  - ② Engine overrevs slipping gear shifting takes 3-4-5 seconds to slow down
  - ③ This could be part of low fuel mileage
  - ④ Engine has ground on timing belt noise in front area
  - ⑤ Overrevving in gear in traffic is dangerous - falls you into
  - ⑥ There are 3 dents in roof of car since new year ahead no tapes
  - ⑦ I feel this car should be re-purchased by NHTSA or give me one that is safe and correct
- R. J. and other copies included*

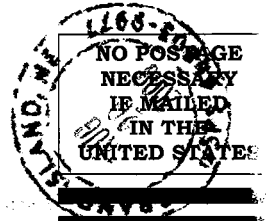
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

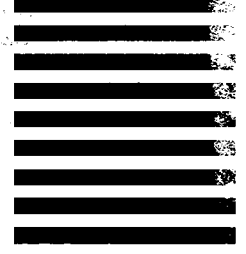
Official Business Penalty for Private Use \$300



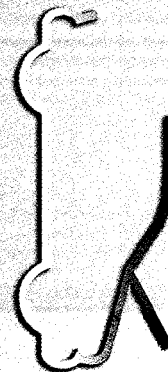
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

[REDACTED]  
[REDACTED]  
Grand Island, NE [REDACTED]

PH: [REDACTED]

2010 Kia Soul

5 Door Wagon 2.0 Liter 5 speed

VIN#: KNDJT2A28A7 [REDACTED]

Engine has belt growl in front of engine like too tight of a timing belt tension.

Engine gains RPM on tachometer between shifts sometimes it will gain 200-250 RPM while shifting gears and I have timed it with a second hand and it will sometimes take 3-4 or 5 seconds to drop off on the tachometer with your foot off the accelerator and clutch to the floor which makes it hard to shift as synchronizers don't line up with high engine RPM.

Sometimes when 1<sup>st</sup> started after sitting a period of time and engine cooling down it over revs when restarted. My wife almost backed into a lady and shopping cart when 1<sup>st</sup> started after she was into Wal-Mart.

I have had this soul back to Lake Manawa KIA and met with regional rep and he wasn't too concerned about it and said that is the way the KIA Soul is. I don't buy this explanation at all. Also he implied I didn't know how to drive. The driver has no control over the engine controls and engine computer.

I had it to Andersen Ford Kia in Grand Island and left it for over a day and it is still the same condition after I got it back with engine revving like it is between shifts you not only can see it happening between shifts on the tachometer but you can hear the engine roar in the car. This is undoubtedly part of the low fuel mileage problem.

# THE BOXED SET THE NISSAN CUBE CAN CERTAINLY BE STACKED, BUT HOW DOES IT STACK UP AGAINST ITS FELLOW BOXES?

BY JOHN PHILLIPS



## HONDA ELEMENT

Unlike the Scion xB and the Nissan Cube, the Element offers fold-down armrests for driver and passenger. A small point, sure, but it's as if this Honda is saying, "I'm fully grown. I'm a real car."

It drives like a real car, too—like a Civic on stilts—in part because it's wider, longer, and taller than its mates, offering the most power and cargo capacity. Behind the Element's rear seat, you'll find 25 cubic feet of storage versus the Cube's 11. With rear seats folded, the Element swallows 75 cubic feet of personal detritus versus the Cube's 58. That's a lot of stuff.

Of course, this Honda is a trifle odd, with its rear suicide doors that require the fronts to be opened before swinging away from the pillarless center. Good thing that the tangled-seatbelt syndrome has been cured, thanks to front belts integrated into the seats themselves. In the back, there are only two low buckets, each of which swings up to latch onto the body side or can be wholly removed. The clamshell cargo door creates a tailgate useful for sliding heavy objects into place. Plus, there's that hose-it-out rubber floor. Still, the Element remains the priciest box, starting at \$20,945. It's worth it.

**Box score: 8.2**

**VEHICLE TYPE:** front-engine, front-wheel-drive, 4-passenger, 3+2-door wagon

**PRICE AS TESTED:** \$23,055 (base price: \$20,945)

**POWERTRAIN:** DOHC 16-valve 2.4-liter inline-4, 166 hp, 161 lb-ft; 5-speed automatic

### DIMENSIONS:

**Wheelbase:** 101.4 in **Length:** 169.9 in **Width:** 71.6 in **Height:** 70.4 in **Curb weight:** 3410 lb

### C/D TEST RESULTS:

**Zero to 60 mph** ..... 9.5 sec  
**Standing ¼-mile** ..... 17.3 sec @ 81 mph  
**Top speed (governor limited)** ..... 112 mph  
**Braking, 70-0 mph** ..... 186 ft  
**Roadholding, 300-ft-dia skidpad** ..... 0.81 g

### FUEL ECONOMY:

**EPA city/highway driving** ..... 20/25 mpg  
**C/D observed** ..... 22 mpg



## 2010 KIA SOUL

Designed in Southern California, the Soul rides on a modified Rio platform. Like the Cube, it comes in four flavors, but the base iteration is powered by a 122-hp, 1.6-liter engine, while the others benefit from a 2.0-liter upgrade delivering a bonus 20 horses. Prices range from \$13,995 to \$19,295.

The Soul offers a good relationship between driver and controls, and it isn't as tall as its colleagues, helping to lessen the sensation of being on the bridge of a cargo ship. Its seats are firm, with great legroom and headroom for two adults in the rear, and we love the upbeat black-and-red cabin. The IP is classy-looking, the switchgear is almost Toyota-like, and best of all, the steering is communicative, linear, and properly weighted.

On the downside, the Soul's manual shifter is sloppy and gooey, as if its cable has been stretched. What's more, the engine is thrashy, especially approaching 5000 revs and beyond. In this group, the Soul is noisiest at idle, full throttle, and 70 mph.

Like the Cube, the Soul feels fragile, a bit insubstantial, and it's far more at home on urban errands than on interstates.

**Box score: 5.9**

**VEHICLE TYPE:** front-engine, front-wheel-drive, 5-passenger, 5-door wagon

**PRICE AS TESTED:** \$17,645 (base price: \$13,995)

**POWERTRAIN:** DOHC 16-valve 2.0-liter inline-4, 142 hp, 137 lb-ft; 5-speed manual

### DIMENSIONS:

**Wheelbase:** 100.4 in **Length:** 161.6 in **Width:** 70.3 in **Height:** 63.4 in **Curb weight:** 2940 lb

### C/D TEST RESULTS:

**Zero to 60 mph** ..... 7.9 sec  
**Standing ¼-mile** ..... 16.4 sec @ 84 mph  
**Top speed (drag limited)** ..... 116 mph  
**Braking, 70-0 mph** ..... 173 ft  
**Roadholding, 200-ft-dia skidpad\*** ..... 0.80 g

### FUEL ECONOMY:

**EPA city/highway driving** ..... 24/30 mpg  
**C/D observed** ..... 22 mpg

\*Stability-control-inhibited.



## SCION xB

We were dismayed that the second-gen xB put on 600 pounds, although it's still significantly lighter than the Element. And with 158 horses on tap—only eight ponies shy of the Honda's output—it's capable of carving traffic. The xB rides on the longest wheelbase in this group, which does much to salvage its interstate tracking. It is quieter at idle and full throttle than its colleagues and is tied with the Element for the least racket at 70 mph.

The xB offers aggressive stability and traction control—great in the snow. Delivering 70 cubic feet of storage with its rear seat folded, it's not far behind the Element in its eagerness to carry. Its shift linkage's action is second only to the Cube's, and you can improve the xB's grip via shocks and lowering springs from TRD.

On the other hand, the Scion takes too many revs to get rolling, its pedals are too far apart, its seats are mushy, and the cabin's interior surfaces are modest, at best. What's more, among the boxes arrayed here, the xB most reliably forces its driver into a bolt-upright bus-driving stance. But, hey, this is a Toyota. We recently put 40,000 miles on an xB with no unscheduled stops.

**Box score: 7.0**

**VEHICLE TYPE:** front-engine, front-wheel-drive, 5-passenger, 5-door wagon

**PRICE AS TESTED:** \$18,578 (base price: \$16,420)

**POWERTRAIN:** DOHC 16-valve 2.4-liter inline-4, 158 hp, 162 lb-ft; 5-speed manual

### DIMENSIONS:

**Wheelbase:** 102.4 in **Length:** 167.3 in **Width:** 69.3 in **Height:** 64.7 in **Curb weight:** 3039 lb

### C/D TEST RESULTS:

**Zero to 60 mph** ..... 7.2 sec  
**Standing ¼-mile** ..... 15.6 sec @ 88 mph  
**Top speed (governor limited)** ..... 124 mph  
**Braking, 70-0 mph** ..... 179 ft  
**Roadholding, 300-ft-dia skidpad** ..... 0.81 g

### FUEL ECONOMY:

**EPA city/highway driving** ..... 22/28 mpg  
**C/D observed** ..... 22 mpg

Attn: [REDACTED]

Kia Motor Co

This letter is to inform you that I [REDACTED] am very displeased with KIA Motor Company and to also let you know after thought and consultation I have decided to start a lemon laws action.

My engine over revving problem starts when my engine is first started and the engine speeds up 200-250 RPM between each shift point of the 5 speed Trans. makes the car hard to drive and shift gears as it is over revving when the clutch is disengaged and my foot is off the foot feed. The engine gains 200-250 RPM on the tachometer before it starts to slow down between shifts. I have timed it and it takes 3-4 or 5 seconds sometimes to slow down from this over revving during shifting. When I met with the rep. at Lake Manawa KIA he said I was causing the over revving problem as I was not letting up on the foot feed and getting my foot off of the foot feed so I lifted both feet off the controls and he said nothing and would not commit himself to nothing and the tachometer still gained 200-250 RPM between shifts. They also said the over revving condition was normal which I can't believe. Also my wife almost backed into a lady with a grocery store and it revved to 1800+ RPM. I feel this car is unsafe in this condition. I feel KIA should repurchase the car back.

Sincerely,

[REDACTED]

Case # KIA 0741167

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0941167  
Contact Date: 07/14/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Grand Island	State: NE	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]	
Fax: (000) 000-0000	E-mail address:		

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Soul	Year: 2010	Current mileage: 6350
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Link Nissan, Council Bluffs, IA			
Primary Servicing dealer/city/state: Kia of Grand Island,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 08/17/09	Mileage at purchase/lease: 25		
First repair attempt date: 06/24/09	First repair attempt mileage: 100		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer would like the vehicle repurchased.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJT2A28A7 [REDACTED]
Lienholder/Leasing Company	Citizens Finance Co Providence R.I.
Account Number	[REDACTED]
Phone Number	1-877-265-3278

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly      Any Dealer, Inc.      2      4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day      yes				
Engine will idle excessively when putting in gear		3		yes
Engine will gain RPM while shifting with clutch on Floor	Lake Mazda Kia	①	04/30/09 1 day 4019 miles	
Gain 200-250 RPM for 3-4-5 seconds before slowing	Lake Mazda Kia			
Engine idle and engine speed not right when shifting	Lake Mazda Kia	②	06/19/09 1 day 6178 miles	
Engine still gains RPM when shifting 4-5 seconds before it slows down shifts hard	Anderson Kia Grant Island	③	6834 miles 2 day	
<u>dangerous in traffic</u>				

Total days out of service for all problems: \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_

Date 07/19/09

Printed Name of Titled Owner(s) \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700



## BBB AUTO LINE

August 5, 2009

[REDACTED]  
[REDACTED]  
GRAND ISLAND NE [REDACTED]

Re: SET KIA0941167: [REDACTED] vs Kia Motors America KNDJT2A28A7 [REDACTED]

Dear [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The manufacturer agrees to repair your 2010 Kia Soul for any verifiable manufacturing defect(s) as per the terms of the New Vehicle Warranty. As indicated, Kia will be contacting you to arrange further diagnosis / repair with the involvement of a factory field representative. You have indicated an ongoing concern with the engine idle and rpm speed when shifting. This will be arranged at Grand Island Kia. The BBB will follow up with you at the end of 30 days to verify performance.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Todd Eikenberry (Ext. 240)

**Council of Better Business Bureaus, Inc.**

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

# LAKE MANAWA NISSAN-KIA, INC.

920 32<sup>ND</sup> AVENUE

Service Direct Line  
(712) 890-3255

Council Bluffs, Iowa 51501  
(712) 366-9481  
1-800-826-2141

Direct Parts Line  
(712) 366-2863



THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

CUSTOMER NO. <b>87654</b>	ADVISOR <b>TONY LOSER</b>	338	TAG NO. <b>791</b>	INVOICE DATE <b>04/30/09</b>	INVOICE NO. <b>KICS349193</b>
[REDACTED] <b>GRAND ISLAND, NE</b> [REDACTED] [REDACTED] [REDACTED]	VEHICLE PRICE <b>99.00</b>	LICENSE NO.	MILEAGE <b>4,019</b>	COLOR <b>BRIGHT SILV</b>	STOCK NO. <b>K10005</b>
	YEAR / MAKE / MODEL <b>10 / KIA / SOUL / 5DR WGN 2.0L MT</b>			DELIVERY DATE <b>03/17/09</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>KNDJ T 2 A 2 8 A 7</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		<b>04/30/09</b>
BUSINESS PHONE		COMMENTS			

LABOR & PARTS  
 J# 1 01K1Z01R L.O.F RED CARD HOURS: TECH(S):374 INTERNAL  
 RED CARD OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	26300-35503	FILTER ASSY-ENGI		INTERNAL
JOB # 1	1	21513-21000	GASKET-OIL PLUG		INTERNAL
JOB # 1	5	NPEN-GOIL	ENGINE OIL		INTERNAL
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 10K1Z ENGINE PERFORMANCE HOURS: TECH(S):374  
 IDLE SEEMS TO HIGH  
 TECH FOUND NORMAL OPERATION AT THIS TIME

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

J# 3 16K1Z CAMPAIGNS POSSIBLE HOURS: TECH(S):374  
 NONE APPLY AT THIS TIME

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

J# 4 01K1Z03 FREE COURTESY INSPEC HOURS: TECH(S):374  
 VEHICLE IS CURRENT ON MAINTENANCE SCHEUDLE  
 E

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

J# 5 10K1Z01 ENGINE PERFORMANCE HOURS: TECH(S):374  
 CUSTOMER STATES WHEN REVVING UP VEHICLE SEEMS TO HAVE EXCESS  
 IVE BELT NOISE  
 TECH FOUND NORMAL OPERATION AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6 07K1Z01 BODY ELECTRICAL HOURS: TECH(S):374  
 CUSTOMER STATES TEMP IN RADIO SEEMS OFF  
 ADVISED CUSTOMER VEHICLE WILL NEED LEFT FOR FURTHER  
 TESTING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
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REC #SI-00445 FROM IADA SERVICES, INC. AT 1-800-869-1966 or iada.com

# LAKE MANAWA NISSAN-KIA, INC.



920 32<sup>ND</sup> AVENUE  
 Service Direct Line Council Bluffs, Iowa 51501 Direct Parts Line  
 (712) 890-3255 (712) 366-9481 (712) 366-2863  
 1-800-826-2141



THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

CUSTOMER NO. 87654	ADVISOR TONY LOSER	338	TAG NO. 791	INVOICE DATE 04/30/09	INVOICE NO. KICS349193
[REDACTED] GRAND ISLAND, NE [REDACTED]	LABOR RATE 95.00	LICENSE NO.	MILEAGE 4,019	COLOR BRIGHT SILV	STOCK NO. K10005
	YEAR / MAKE / MODEL 10 / KIA / SOUL / 5DR WGN 2.0L MT			DELIVERY DATE 03/17/09	DELIVERY MILES 6
	VEHICLE I.D. NO. KNDJT2A28A7 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		PO DATE 04/30/09	

[REDACTED]	BUSINESS PHONE	COMMENTS
------------	----------------	----------

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

TOTALS .....

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY EXCELLENT" please contact our Service Manager. Any Veriule immediately. Your complete satisfaction is our #1 concern.

Thank you for your business.

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

REORDER #S1-00445 FROM IADA SERVICES, INC. AT 1-800-869-1966 or iada.com

# LAKE MANAWA NISSAN-KIA, INC.



920 32<sup>ND</sup> AVENUE  
 Service Direct Line (712) 890-3255 Council Bluffs, Iowa 51501 Direct Parts Line (712) 366-9481  
 (712) 366-2863  
 1-800-826-2141



THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

CUSTOMER NO. <b>87654</b>	ADVISOR <b>TONY LOSER</b>	338	TAG NO. <b>498</b>	INVOICE DATE <b>06/19/09</b>	INVOICE NO. <b>KICS353040</b>
	LABOR RATE <b>95.00</b>	LICENSE NO.	MILEAGE <b>6,178</b>	COLOR <b>BRIGHT SILV</b>	STOCK NO. <b>K10005</b>
<b>GRAND ISLAND, NE</b>	YEAR / MAKE / MODEL <b>10 / KIA / SOUL / 5DR WGN 2.0L MT</b>			DELIVERY DATE <b>03/17/09</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>KNDJT2A28A7</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		<b>06/19/09</b>	
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
 # 1 10K1Z ENGINE PERFORMANCE HOURS: TECH(S): 317  
 CUSTOMER STATES ENGINE OVER REVS BETWEEN SHIFTS WILL GAIN APPROX 200RPM BETWEEN GEAR SHIFTS MORE NOTICEABLE WHEN SHIFTING IN TRAFFIC OR ON A HILL WILL CAUSE SYNCHRO NOISE AND CLASHING AND AT TIMES RPMS STAY TOO HIGH WHEN 1ST STARTED HOT OR COLD  
 TECH FOUND NO DIAGNOSTIC TROUBLE CODES STORED IN ECM OR TCM AT THIS TIME  
 JOB # 1 TOTAL LABOR & PARTS 0.00

# 2 07K1Z BODY ELECTRICAL HOURS: TECH(S): 317  
 CUSTOMER STATES TEMP GAUGE READS 4-5 DEGREES TO LOW IN RADIO FACE  
 FOUND NORMAL OPERATION AT THIS TIME  
 JOB # 2 TOTAL LABOR & PARTS 0.00

# 3 10K1Z02 ENGINE DIAGNOSE HOURS: TECH(S): 317  
 CUSTOMER STATES FUEL MILEAGE IS NOT UP TO PAR AVERAGES 28-30 MPG  
 TECH TESTED FUEL TRIM AND FOUND NORMAL OPERATION AT THIS TIME  
 JOB # 3 TOTAL LABOR & PARTS 0.00

# 4 10K1Z03 DIAG RUNNING PROBLEM HOURS: TECH(S): 317  
 CUSTOMER STATES TIMING BELT IS TO TIGHT GROWLES WHEN ENGINE WARMS UP TO OPERATING TEMP  
 TECH FOUND NORMAL OPERATION AT THIS TIME  
 JOB # 4 TOTAL LABOR & PARTS 0.00

# 5 16K1Z CAMPAIGNS POSSIBLE HOURS: 0.20 TECH(S): 317 WARRANTY  
 SA009 IS OPEN ON THIS VEHICLE  
 TECH REPROGRAMMED RADIO AS NEEDED  
 JOB # 5 TOTAL LABOR & PARTS 0.00

# 6 01K1Z03 FREE COURTESY INSPEC HOURS: TECH(S): 317  
 RECOMMEND TIRE ROTATION AND BALANCING  
 JOB # 6 TOTAL LABOR & PARTS 0.00

*Valvostua* 5-430

REORDER #SI-00445 FROM IADA SERVICES, INC. AT 1-800-869-1966 or iada.com

# LAKE MANAWA NISSAN-KIA, INC.

920 32<sup>ND</sup> AVENUE

Service Direct Line  
(712) 890-3255

Council Bluffs, Iowa 51501  
(712) 366-9481  
1-800-826-2141

Direct Parts Line  
(712) 366-2863



THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

CUSTOMER NO. <b>87654</b>	ADVISOR <b>TONY LOSER</b>	338	TAG NO. <b>498</b>	INVOICE DATE <b>06/19/09</b>	INVOICE NO. <b>K1CS353040</b>
[REDACTED] <b>GRAND ISLAND, NE</b> [REDACTED] [REDACTED] [REDACTED]	LABOR RATE <b>95.00</b>	LICENSE NO.	MILEAGE <b>6,178</b>	COLOR <b>BRIGHT SILV</b>	STOCK NO. <b>K10005</b>
	YEAR / MAKE / MODEL <b>10 / KIA / SOUL / 5DR WGN 2.0L MT</b>			DELIVERY DATE <b>03/17/09</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>K N D J T 2 A 2 8 A 7</b> [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE <b>06/19/09</b>
BUSINESS PHONE		COMMENTS			

**TOTALS**

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY EXCELLENT" please contact our Service Manager, Amy Vermule immediately. Your complete satisfaction is our #1 concern.

Thank you for your business.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

# LAKE MANAWA NISSAN-KIA, INC.

920 32<sup>ND</sup> AVENUE

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CUSTOMER NO. <b>87654</b>	ADVISOR <b>TONY LOSER</b>	338	TAG NO. <b>498</b>	INVOICE DATE <b>06/19/09</b>	INVOICE NO. <b>KICS353048</b>
	LABOR RATE <b>95.00</b>	LICENSE NO.	MILEAGE <b>6,178</b>	COLOR <b>BRIGHT SILV</b>	STOCK NO. <b>K10005</b>
<b>GRAND ISLAND, NE</b>	YEAR / MAKE / MODEL <b>10 / KIA / SOUL / 5DR WGN 2.0L MT</b>			DELIVERY DATE <b>03/17/09</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>KNDJT2A28A7</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	POC DATE <b>06/19/09</b>		
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
 # 1 01K1Z01R L.O.F RED CARD HOURS: TECH(S): 317 INTERNAL  
 RED CARD OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	26300-35503	FILTER ASSY-ENGI	INTERNAL
JOB # 1	1	21513-21000	GASKET-OIL PLUG	INTERNAL
JOB # 1	5	NPEN-GOIL	ENGINE OIL	INTERNAL
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

TOTALS

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY EXCELLENT" please contact our Service Manager, Amy Vermule immediately. Your complete satisfaction is our #1 concern.	TOTAL LABOR....	0.00
Thank you for your business.	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE



**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number				
8/11/09	26210006/1				
R/O Close Date	Status				
8/11/09	Pre-Invoice				
Mileage In	Mileage Out				
8483	8534				
Service Advisor / Tag #					
DANIEL LEMOS					
Vehicle Identification Number					
KNDJT2A28A7					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2010	KIA	SOUL <del>EXCEPT</del> plus	SDR WGN		

GRAND ISLAND, NE

Work Phone  
Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - S120: STORY CUSTOMERS STATES ENGINE "OVER REVS" AT TIMES ON COLD/MEDIUM WARM START AND BETWEEN SHIFTS. Work performed by HOUSE TECH (999) 08/11/09: KIA FTR TESTED/EVALUATED VEHICLE OVER A VARIETY OF CONDITIONS WHILE MONITORING PERFORMANCE WITH USE OF KIA GDS. NO MIL OR DTC'S DETECTED. VEHICLE OPERATED AS DESIGNED WITH NO PERFORMANCE CONCERNS DETECTED. FINAL MILEAGE= 8,534 MI.	Warranty
#3 - S120: STORY CUSTOMER STATES VEHICLE HAS "LOW FUEL MILEAGE". Work performed by HOUSE TECH (999) "TOPPED-OFF" FUEL TANK AND ROAD-TESTED VEHICLE OVER A VARIETY OF CONDITIONS. "TOPPED-OFF" AGAIN AT SAME GAS STATION/FUEL PUMP. VEHICLE TRAVELED 40 MILES ON 1.0 GAL OF FUEL.	Warranty
#4 - S120: STORY CUSTOMER STATES THAT ENGINE HAS A "GROWL" NOISE IN FRONT OF ENGINE WHEN GOING FROM 2000 TO 1800 RPM. Work performed by HOUSE TECH (999) MONITORED VEHICLE ENGINE NOISE LEVELS OVER A VARIETY OF CONDITIONS. NO ABNORMAL NOISE DETECTED	Warranty
#5 - S120: STORY CUSTOMER STATES "THERE ARE 3 DENTS IN ROOF OF CAR" Work performed by HOUSE TECH (999) NOTED MINOR VARIANCES IN ROOF SURFACE. COMPARED	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



SERVICE DEPARTMENT HOURS  
 7:00 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number				
8/11/09	26210006/2				
R/O Close Date	Status				
8/11/09	Pre-Invoice				
Mileage In	Mileage Out				
8483	8534				
Service Advisor / Tag #					
DANIEL LEMOS					
Vehicle Identification Number					
KNDJT2A28A7					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2010	KIA	SOUL <del>SACLA</del> <i>Plus</i>	5DR WGN		

GRAND ISLAND, NE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
SIMILAR TO OTHER VEHICLES INSPECTED. FTR WILL RELAY INFO TO KMA PQ DEPT.	
#6 - S120: STORY CUSTOMER STATES THAT ENGINE "OVER-REV" PULLS THE CAR FORWARD WHEN STOPPING AT TIMES. Work performed by HOUSE TECH (999) NO VEHICLE SAFETY-PERFORMANCE CONCERNS DETECTED. NO ENGINE "OVER-REV" DETECETD AT ANY TIME. DRIVER SHOULD FULLY DEPRESS CLUTCH WHEN AT A STOP.	Warranty
#7 - S120: STORY CUSTOMER STATES - "HAS SOFT BRAKE PEDAL". Work performed by HOUSE TECH (999) TESTED VEHICLE BRAKE PERFORMANCE OVER A VARIETY OF CONDITIONS. NO "SOFT PEDAL" OR BRAKE CONCERNS DETECTED. BRAKE FLUID LEVEL INSPECTED "FULL".	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

~~note~~ This is the list I gave  
Kia at Anderson when I left  
the car on Aug 11-09

Aug 11 - 2009

2010 Kia Soul

VIN# KNDJT2A28A7 XXXXXXXXXX

- ① Engine over-revs at times on cold or medium warm start esp takes some time to come back to idle before driving
- ② Engine over-revs between gears while shifting. Will gain 150-200 RPM and can take as long as 3-4.5 seconds to start to drop back on RPMs while changing gears. Can hear engine roar in car while shifting.
- ③ This could be part of the low fuel mileage.
- ④ The engine has a growl or rumbling noise in front of engine coming back to idle at 2000 RPM - 1800 RPM down to idle. Can hear it in car while driving.
- ⑤ Car's over-rev between gears is kind of dangerous in heavy traffic like (I-shape) as it pulls you into the car ahead of you as you are stopping when you take your foot off the accelerator. It still pulls car forward.

⑥ There are 3 dents in roof of car. they were there when I got the car and they were not fixed. Not a very good pre-delivery inspection.



dents close left doors in roof

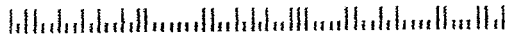
⑦ Our son in Melbourne houses went to Whitehorse houses to buy a Kia Soul like cars and the salesman there told him not to buy a stick shift because they over heat while shifting and stopping. the next day he bought a Volkswagen Jetta TDI Diesel

⑧ I feel that KIA should buy this car back in full or get me one that works correctly and safely.





K10 CFS 07 09 \*\*\*\*\*AUTO\*\*MIXED AADC 481  
KND.IT2A28A  
GRAND ISLAND NE



Dear New Soul Owner:

I would like to take this opportunity to thank you, we are very pleased you have chosen to purchase the Kia Soul.

Kia is committed to providing you with a product built according to the highest standards and consumer needs. To ensure that we are meeting or exceeding your expectations, we would appreciate your assistance in completing this special technical survey. Your feedback is extremely important to us and will provide us with valuable information regarding your satisfaction. Only you can provide us first-hand information about your particular Kia experience.

We ask that the person who drives the vehicle most frequently complete this survey. To assure accurate data, please be sure to completely fill in the circle that corresponds to your response. When finished, please return your survey to us using the enclosed pre-addressed, postage-paid envelope. We value your feedback and welcome your impressions about your Kia Soul.

Thank you for your assistance and for choosing Kia.

Sincerely,

Chung Kook Park  
President  
Kia America Technical Center, Inc.

# KIA

## Soul Owner Survey

**IMPORTANT!**  
Please mark your response with as shown below. Use pencil or black/blue ink  
Correct  Correct Writing 112

If you are an employee of a Kia organization. Please check this circle ...

0802B

### TELL US ABOUT YOUR VEHICLE

1. Did you buy or lease your vehicle?  Bought new  Lease new

2. When did you buy/lease this vehicle? ..... 03 month 2009 year

3. Describe your vehicle. (Please check all that apply)

Model	Options	Exterior Color	Current mileage
<input type="radio"/> Base (1.6L I4) <input checked="" type="radio"/> + (2.0L I4) <input type="radio"/> ! (2.0L I4) <input type="radio"/> Sport (2.0L I4) <hr/> Transmission <input type="radio"/> Manual <input type="radio"/> Automatic	<input type="radio"/> Power Sunroof <input type="radio"/> Rear Spoiler <input checked="" type="radio"/> Center speaker, subwoofer, 315-watt external amplifier, speaker lights	<input type="radio"/> Alien (Green) <input type="radio"/> Java (Brown) <input type="radio"/> Molten (Red) <input type="radio"/> Dune (Beige) <input type="radio"/> Titanium (Dark Grey) <input type="radio"/> Clear White <input type="radio"/> Shadow (Black) <input checked="" type="radio"/> Bright Silver	<input type="radio"/> Less than 3,000miles <input type="radio"/> 3,001 - 6,000miles <input checked="" type="radio"/> 6,001 - 10,000miles <input type="radio"/> Over 10,000miles

4. Overall, how satisfied are you with your vehicle?

Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Not at all Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. For each of the following, please indicate in Section A how satisfied you are with the feature. Then move to Section B and tell us how the item measures up to your expectations. Please check appropriate boxes below.

	Section A (SATISFACTION)					→	Section B (EXPECTATION)		
	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Not at all Satisfied		Better than You expected	About what You expected	Worse than You expected
<b>Exterior</b>									
Overall Exterior styling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall exterior size	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paint appearance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of wheels	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tire size	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Door opening/closing effort	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trunk opening/closing effort	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exterior molding and trim	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Interior</b>									
Overall Interior styling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of seat fabric/leather	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of interior material	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impression of openness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front seat roominess	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instrument panel appearance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior quietness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cupholders - ease of use	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Smell of Vehicle Interior	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ability to load trunk / cargo area	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Trunk / cargo capacity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Section A (SATISFACTION)

Section B (EXPECTATION)

	Section A (SATISFACTION)					→	Section B (EXPECTATION)		
	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Not at all Satisfied		Better than You expected	About what You expected	Worse than You expected
<b><u>Interior (Continued)</u></b>									
Interior storage space	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Driver seat comfort	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Passenger seat comfort	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ability to adjust driver's seat	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Comfort of seat belt	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Seatbelt access	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Seatbelt ease of use	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Driving position	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall driver visibility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ease of getting in/out of front seat	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Front legroom	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front headroom	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front hiproom	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ease of getting in/out of rear seat	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Spaciousness of rear seat	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ease of getting in/out of 3rd row seat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spaciousness of 3rd row seat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b><u>Vehicle Performance</u></b>									
Overall handling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Handling on highway	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Handling in city, parking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Steering precision	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Smoothness of ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Fun to drive	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Brakes	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Smoothness of engine idle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b><u>Engine/Transmission</u></b>									
Ease of starting engine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sound of engine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Engine power and pickup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Engine performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Fuel economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Overall transmission operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quietness of transmission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Smoothness of transmission (Auto)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of changing gears (Manual)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clutch operation (Manual)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b><u>Electrical</u></b>									
Location of switches and controls	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of understanding controls	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illumination of switches and controls	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Audio system	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Headlight effectiveness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rear Seat Entertainment (where applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b><u>Heating and Air Conditioning</u></b>									
Overall Heating / AC system	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Heater performance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Air conditioner performance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Defroster/defogger performance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Air circulation/distribution	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	→	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Section A (SATISFACTION)

Section B (EXPECTATION)

Overall	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Not at all Satisfied
Technical innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Level of standard equipment availability	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Better than You expected	About what You expected	Worse than You expected
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

6. Is there anything about this vehicle which has pleasantly surprised you? If so, please tell us about it.

The people noticing the styling

7. Please tell us what could have been done to increase your satisfaction with this vehicle.

When I return to the shop for warranty service the technician could be more cordial and trained on this vehicle

8. Have you had any problems or concerns about your vehicle since you purchased it?

Yes ... PLEASE ANSWER Q.9

No ... PLEASE GO TO Q.10

9. Please indicate any problems or concerns you have experienced with your vehicle?

(Please check all that apply)

Automatic

Manual

TRANSMISSION

- No problems/concerns
- Problems with Timing or Feel of Shifts ...
  - Shifts rough or jerks during normal driving
  - Hesitation or Delay during shifts
  - Shifts occur at inappropriate times
  - Transmission slips during shifts
- Problems with Shift Lever Operation ...
  - Shift Lever is Difficult to Use
  - Sport-mode Shifting (paddle - shifters / shift lever) doesn't work
- Problems with Noises During Shifting ...
  - Unusual transmission noises

- No problems/concerns
- Difficult to start smoothly from a stop
- Difficult to change gears
  - 1-2    2-3    3-4    4-5    5-6
  - 2-1    3-2    4-3    5-4    6-5
  - N-R    N-1
- Clutch pedal effort →  Too high    Too low
- Clutch pedal travel or stroke →  Too much    Not enough
- Unusual transmission noises
  - Gear Shift is hard to operate    Clutch chatter
  - Gears grind when shifting

Please explain problems in more detail or other automatic or manual transmission troubles ... Please specify:

condition is dangerous engine over-revs between shifts and gears 150-200 RPM between every shift also over-revs on first

START UP

BODY AND EXTERIOR TRIM

- No problems/concerns
- Hard To Open
  - Front Door →  Driver    Passenger
  - Rear Door →  Driver    Passenger
  - Hood →
  - Trunk / Hatch Tailgate →
  - Fuel Filler Door →
  - Fuel Cap →
- Hard to Close
  - Driver    Passenger
  - Driver    Passenger
  - 
  - 
  - 
  -
- Handle / Latch Broken
  - Driver    Passenger
  - Driver    Passenger
  - 
  - 
  - 
  -
- Handle / Latch Difficult to Use
  - Driver    Passenger
  - Driver    Passenger
  - 
  - 
  - 
  -

- Type
  - Paint Chip →  Deep    Shallow
  - Paint Scratch →  Swirl    Deep
  - Dent / Ding →
  - Exterior Lights →  Fog / condensation    Not working
  - Windshield →  Blemish    Distortion
  - Outside Mirror →  Difficult to adjust    Not working
  - Driver Visibility →  Front view    Rear view
  - Paint Imperfection →  Blemish    Unevenly applied    Color mismatch

- Wheel chipped / scratched / damaged
- Molding loose or falling off
- Rust / corrosion
- Water Leak {  Door    Roof  
 Sunroof    Trunk
- Bumper problem (cracked / ripped)
- Body panel gaps / poor fit / misaligned

Please explain problems in more detail or other body and exterior trim troubles ... Please specify:

Car had 3 dents in top when delivered was not fixed (Bad pre delivery inspection)





**STEERING/  
HANDLING  
AND RIDE**

- No problems/concerns
  - Vehicle pulls →  To right  To left
  - Steering wheel vibration →  At idle  Below 45 mph  Above 45 mph
  - Steering system →  Too heavy effort  Too light effort  Too much free play
  - Ride comfort →  Soft (mushy) ride  Stiff (bumpy) ride
  - Handling/stability →  Steering is too slow or imprecise  Too much roll or unstable handling
  - Gas pedal →  Too stiff  Too sensitive  Too close to brake pedal
  - Problem with Tire →  Bubble / bulge  Slow leaks  Excessive / uneven wear
  - Crack / split  Out of balance
  - Vehicle vibrates excessively →  At idle *Idle*  While driving
  - Electronic stability control (ESC) problem *TOO SLOW* emergency / parking brake problem
- Please explain problems in more detail or  other steering / handling and ride troubles ... Please specify: \_\_\_\_\_

**ELECTRICAL  
COMPONENTS  
AND  
ACCESSORIES**

- No problems/concerns
  - Sunroof / Moonroof
  - Cruise control
  - Ignition
  - Remote keyless entry
  - Windshield Washer
  - Rear Windshield Washer
  - Cigarette Lighter / Power Outlet
  - Navigation System
  - Tire Pressure Monitor System
  - Wipers ( Front  Rear) →  Wipers are noisy  Not wiping properly  Chattering  Hard to use
  - Battery broken / not working  Interior Lights Not Working Properly....Specify: \_\_\_\_\_
- |                             | <u>Not Working</u>    | <u>Difficult to Understand / Use</u> | <u>Inconvenient Location</u> |                             | <u>Not Working</u>    | <u>Difficult to Understand / Use</u> | <u>Inconvenient Location</u> |
|-----------------------------|-----------------------|--------------------------------------|------------------------------|-----------------------------|-----------------------|--------------------------------------|------------------------------|
| Odometer →                  | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Odometer →                  | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Tachometer →                | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Tachometer →                | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Clock →                     | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Clock →                     | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Speedometer →               | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Speedometer →               | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Horn →                      | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Horn →                      | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Fuel Gauge →                | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Fuel Gauge →                | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Turn Signals →              | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Turn Signals →              | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |
| Bluetooth Hands Free System | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        | Bluetooth Hands Free System | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/>        |

**SOUND SYSTEM :**

- Sound system failure
  - Amplifier Failure
  - Speaker... {  Cuts in / out  Rattles  Not clear
  - Static / Popping  Required repair  Low power
  - Sound Quality is... {
- |                         | <u>Loading Problem</u> | <u>Playback Problem</u> | <u>Ejecting Problem</u> | <u>Controls are Not Working Properly</u> | <u>Controls are Difficult to Understand / use</u> | <u>Controls are Inconveniently Located</u> |
|-------------------------|------------------------|-------------------------|-------------------------|--|---|--|
| Single CD player        | <input type="radio"/>  | <input type="radio"/>   | <input type="radio"/>   | <input type="radio"/>                    | <input type="radio"/>                             | <input type="radio"/>                      |
| Multi-CD Changer        | <input type="radio"/>  | <input type="radio"/>   | <input type="radio"/>   | <input type="radio"/>                    | <input type="radio"/>                             | <input type="radio"/>                      |
| Rear Seat Entertainment | <input type="radio"/>  | <input type="radio"/>   | <input type="radio"/>   | <input type="radio"/>                    | <input type="radio"/>                             | <input type="radio"/>                      |
| Cassette Player         | <input type="radio"/>  | <input type="radio"/>   | <input type="radio"/>   | <input type="radio"/>                    | <input type="radio"/>                             | <input type="radio"/>                      |
| Radio                   | <input type="radio"/>  | <input type="radio"/>   | <input type="radio"/>   | <input type="radio"/>                    | <input type="radio"/>                             | <input type="radio"/>                      |
- Radio Reception Performance → ( AM  FM  Satellite Radio) → Frequency? \_\_\_\_\_ (e.g., 93.1, 1250)

Please explain problems in more detail or  other electrical and accessory troubles ... Please specify:

*Temp reading on dash for Face 4.5° - low*

**HEATING,  
VENTILATION AND  
AIR CONDITIONING**

- No problems/concerns
  - Windows fog up a lot → { Season.....  Winter  Spring  Summer  Fall
  - Area.....  Windshield  Side  Rear
  - Time.....  Morning  Daytime  Evening  Any time
  - Settings { Mode.....  Recirculation  Fresh
  - Blower.....  On  Off
  - A/C.....  On  Off
  - Vent outlets.....  Face  Face-Feet  Feet  Feet-Windshield  Windshield
  - Air conditioner/heater/defroster odor {  Only at startup
  - Continues while operating } Odor began at...  Buy  1 month  3 months  6 months
- |                                       | <u>Not Working</u>    | <u>Noisy</u>          | <u>Can't Maintain Desired Temp</u> | <u>Difficult to Understand / Use Controls</u> | <u>Controls in an Inconvenient Location</u> |
|---------------------------------------|-----------------------|-----------------------|------------------------------------|---|---|
| <input type="radio"/> Fan / Blower    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>                         | <input type="radio"/>                       |
| <input type="radio"/> Vent            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>                         | <input type="radio"/>                       |
| <input type="radio"/> Air Conditioner | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>                         | <input type="radio"/>                       |
| <input type="radio"/> Heater          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>                         | <input type="radio"/>                       |
- Front defroster problem  Rear defroster problem  Automatic Climate Control  HVAC System blows / drips water

Please explain problems in more detail or  other heating, ventilation and A/C troubles ... Please specify: \_\_\_\_\_

No problems/concerns

**EXTERIOR NOISE :** *Where?*

<input type="radio"/> Excessive Wind Noise	<input type="radio"/> Windshield	<input type="radio"/> Sunroof	<b>Door Glass Seal</b>	<input type="radio"/> Driver	<input type="radio"/> Passenger	<b>Door Mirror</b>	<input type="radio"/> Driver	<input type="radio"/> Passenger
<input type="radio"/> Excessive Engine Noise	<input type="radio"/> Roof	<input type="radio"/> Front Door	<input type="radio"/> Driver	<input type="radio"/> Passenger	<input type="radio"/> Driver	<input type="radio"/> Passenger		
<input checked="" type="radio"/> Excessive Tire Road Noise	<input type="radio"/> Rear Glass	<input type="radio"/> Rear Door	<input type="radio"/> Driver	<input type="radio"/> Passenger				

**Location**

City / Local  Highway

Unusual Noise Under Vehicle **Location**

Front  Rear

**Condition**

Asphalt  Concrete  Other

Suspension  Don't Know

---

**INTERIOR NOISE AND RATTLE:**

<input type="radio"/> Glove Box Door	<input type="radio"/> Spare Tire	<input type="radio"/> Front Door	<b>Driver</b>	<b>Passenger</b>
<input type="radio"/> Rear Package / Parcel Shelf	<input type="radio"/> Center Console	<input type="radio"/> Rear Door	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Steering Wheel / Column	<input type="radio"/> Armrest	<input type="radio"/> Front Window	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Trunk / Hatch / Tailgate	<input type="radio"/> Trim Parts	<input type="radio"/> Rear Window	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Instrument Panel / Dashboard	<input type="radio"/> Cupholder	<input type="radio"/> Front Seat	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Headliner	<input type="radio"/> Sunvisor	<input type="radio"/> Rear Seat	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Gear Shift	<input type="radio"/> Other storage compartment	Please Specify:		

Please explain problems in more detail or  other noise and rattles ... Please specify:

10. Based on your experience with your vehicle to date, how likely is it that you will purchase or lease another Kia vehicle in the future?

- Definitely will     
  Probably will     
  Do not know     
  Probably will not     
  Definitely will not

11. How long do you expect to keep this vehicle?

- Less than 2 years     
  3 years     
  4 years     
  5 years  
 6 years     
 7-8 years     
 9-10 years     
 Over 10 years

12. How many miles do you expect to drive this vehicle before replacing it?

- Less than 50,000 miles     
 50,000-100,000 miles     
 Over 100,000 miles

13a. What type of vehicle are you most likely to consider for purchase or lease next? (Check just one)

- I do not know what type of vehicle I will purchase or lease next
- Compact cars like a Ford Focus or Honda Civic
- Midsize cars like a Honda Accord or Chevrolet Malibu
- Fullsize cars like a Chevrolet Impala
- Luxury cars like a Cadillac STS or a BMW 7-Series
- Sporty cars like a Chevrolet Corvette or a Ford Mustang
- Car-like Crossovers like a Toyota Matrix or a Chrysler PT Cruiser
- Truck-like Crossovers like a Nissan Murano or a Infiniti FX
- Urban utility vehicles like a Scion xB or a Honda Element
- Entry SUVs like a Ford Escape or a Toyota RAV4
- Others (please specify): Volkswagon 4dr Jetta TDI Diesel
- Midsize SUVs like a Jeep Grand Cherokee or a Honda Pilot
- Fullsize SUVs like a Ford Expedition or a Chevrolet Suburban
- Luxury SUVs like an Acura MDX or a Cadillac Escalade
- Compact Vans like a Dodge Caravan or Honda Odyssey
- Fullsize Vans like a Ford Econoline or Chevy Express
- Compact Pickups like a Ford Ranger or Chevy S-10
- Fullsize Pickups like a Dodge Ram or Ford F-150
- Convertibles like a Mazda Miata or a Pontiac Solstice
- Coupe vehicles like a Chevrolet Monte Carlo or a Pontiac GTO

13b. What is the main reason for the type of vehicle you selected in 13a ?

I was service manager for VW many years and I never talked or treated a customer as cold as Luke Manna. Kia and I always fixed the problem or called tech service or the Volkswagen (rep) to come help fix the car problem.

13c. What type of car did you drive before you purchased this vehicle? (Please specify make & model)

- None     
 I had a car .... Make: Volkswagon Model: Betta TDI Model Year: 2001  
Diesel

14. Are you aware of any crash test results that have been conducted on this vehicle  Yes (continue to Q14a.)  No (Skip to Q16)

14a. Which Agency? (Mark all that apply.)	14b. Which Specific Test?	14c. What score did your vehicle receive?					14d. How <b>IMPORTANT</b> was the score in your purchase decision?		
		<u>Good</u>	<u>Acceptable</u>	<u>Marginal</u>	<u>Poor</u>	<u>Very</u>	<u>Somewhat</u>	<u>Not at All</u>	
<input type="radio"/> Insurance Industry ratings (IIHS)	<input type="radio"/> Front	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	<input type="radio"/> Side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	<input type="radio"/> Rear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input checked="" type="radio"/> Governmental ratings (NHTSA)	<input checked="" type="radio"/> Front	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	<input checked="" type="radio"/> Side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	<input checked="" type="radio"/> Rollover	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	

15. Did you learn about your vehicles crash test results from the window sticker when you purchased the vehicle?  Yes  No

Please give us some information about yourself and your family to help us in analyzing the answers relating to the Human Factors (Ergonomics) of the vehicle.

16. Your gender:  Male  Female
17. Your age:  Under 20  20-24  25-29  30-34  35-39  
 40-44  45-49  50-54  55-59  60 and over
18. How many children under age 19 currently live with you?  0  1  2  3  4 or more
19. Your height:  Under 5'  5'-5'3"  5'4"-5'6"  5'7"-5'9"  
 5'10"-6"  6'1"-6'4"  6'5" or Taller
20. Your Weight:  Under 110 LB  110-130 LB  131-150 LB  151-170 LB  
 171-190 LB  191-210 LB  211-230 LB  Above 231 LB
21. Household yearly income:  below \$20,000  \$20,001 - \$40,000  \$40,001 - \$60,000  
 \$60,001 - \$80,000  \$80,001 - \$100,000  \$100,001 - \$150,000  above \$150,001

All answers will contribute to current and future products. In some cases, more information may be needed. If you are willing to explain your answer in more detail, please write your phone number and e-mail address in the boxes below. Thank you.

Tel  E-mail

Thank you for taking time to complete this survey!

Sent to HAT CI ATT Chung Hook Park  
6800 Geodex Rd  
Ypsilanti MI 48198-9919  
mailed 8-9-2009

[Redacted]

Grand Island, Nebr.

Phone [Redacted]

### Kia Motors

On March 19<sup>th</sup> 2009 we bought a new Kia Soul at Lake Manawa the car evidently was very poorly delivered as it had 3 dents in the roof on the left side of the top about the doors. They are very evident to see about the edge of a Palm print. This condition is minor compared to other problems with this car. They are not fixed

I called back shortly after I got the car as it was over-revving between all gears and spitted (5 speed trans) and they said the service rep would not be in for a month which made it 2 months after I bought the car. When I went back for my 1st oil change I gave them a list and told the service writer that it was over-revving \*

while shifting and I had timed it to be 3-4-5 seconds as it gained 150-200 RPM on the tach while I shifted gears. I had pulled the service manual off of the computer as complete as I could get it, and proceeded to tell the service writer what I thought it was caused by but I didn't have the test valves or ahms or perimeter to check anything as it wasn't listed in the service manual I was able to access on the computer.

His reply was he didn't want anyone trying to tell him how to diagnose the fire as the technician would do it.

All the components I had come back on the R.O. as ok - no faults found. But the condition still exists.

The second time I went back the service rep rode with me and told me the pump revving was normal, which I didn't believe. Then he proceeded to tell me that I was causing it by the way I shifted gears.

complaint they will probably open  
~~an~~ investigation.

I got my daughter to buy  
a Kia. My wife's brother bought  
a Kia. My son went to Westport  
Kansas to buy a Kia Soul and  
the salesman told him not to  
buy a stop shift as they all ever-  
~~red~~ whole shifting. He bought a Volkswagen  
TDI diesel the next day.

