

**CONFIDENTIAL
ENTIRE DOCUMENT**

Appendix 5

to

Response of

Kia Motors America, Inc.

To

**Request for Information - Engineering
Analysis**

**NVS-212kmb
EA03-015**

January 13, 2004

**APPENDIX 5 TO RESPONSE OF KIA MOTORS AMERICA, INC. TO REQUEST FOR
INFORMATION - ENGINEERING ANALYSIS**






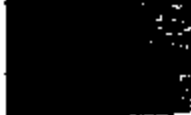

INDEX OF CONTENTS

A	Warranty Returned Parts Analysis - Rio Fuel Distribution Assembly
B	Detail Cross-Section Analysis of Broken Plastic Delivery Pipe of Rio Vehicle
C	Pressure Durability Test Report
D	Fuel Distribution Assembly Compression Resistance Test
E	Evaluation Status Report for Rio Engine Compartment Fire

**Appendix 5 to Question No. 8
Warranty Returned Parts Analysis - Rio Fuel Distribution Assembly
(Report A)**



- a. **Warranty Returned Parts Analysis - Rio Fuel Distribution Assembly**
- b. **September 2003**
- c. **September 2003**
- d. **Visual inspection and analysis of Rio fuel distribution assemblies returned by KMA dealers which had been removed from Kia Rio vehicles serviced under warranty for concerns of fuel leakage and/or smell affecting the fuel distribution assembly for the purpose of evaluating cause of these concerns.**
- e. **KMC R&D Center**
- f. **Seven fuel distribution assemblies were received and inspected. The repair orders for all seven assemblies indicated concerns with fuel leakage and/or smell. The seven assemblies were removed from model year 2001 through 2003 Kia Rio vehicles manufactured between July 26, 2000 and May 17, 2003. Each assembly was inspected for leakage, cracking and other damage, with special attention to the service valve and fuel intake nipple. In five of the seven assemblies inspected, observations were made and documented of damage to the service valve and/or nipple which appeared to have been caused by outside forces, possibly during vehicle service. A copy of KMC's report, and English translation thereof, are attached.**

**CONFIDENTIAL
ENTIRE PAGE**

N o	Repair Date	Category	Repair Order Description	Model Year	VIN	Milage (mile)	Mfg Date	Previous Repair History	Photo	Opinion of analysis
1	03.08.2 6	Service valve fuel leak	Fuel leakage Service valve was attached condition when replaced	01MY	KNADC12 31185255 89	53142	00.07.26	Fuel Injector		Forced removal Marks of inner valve. Unable to confirm whether it was actually leaked
2	03.08.2 7	Service valve fuel leak	Engine stall Fuel leaking at service valve	02MY	KNADC12 36281485 44	19887	01.10.11	MAF		Sign of excess force applied to the service valve
3	03.08.2 8	Nipple crack	Fuel leaking Nipple Crack Broken while removing fuel tube	01MY	KNADC12 31160254 09	48203	00.09.27			
4	03.07.1 7	Nipple crack	Check Engine Light On Fuel Smell	01MY	KNADC12 37160621 45	39658	00.12.20	R&R Wiring Harness		Detail cross-section analysis was done. (Concluded to be damage by impact)
5	03.08.2 0	Nipple crack	Fuel Smell Oil leak around Nipple Broke while fuel tube was removed	01MY	KNADC12 30160832 36	38780	01.04.12	A/C S/Plug & Cable		
6	03.09.0 1	Nipple crack	Found fuel leakage during PDI Crack at nipple Fuel tube broke while removing	03MY	KNADC12 56362728 48	5	03.05.17			Opposite sides of the broken nipple do not match Quick Connector Damaged
7	03.08.2 8	Nipple crack	Fuel leak Hair Crack at nipple part Fuel tube broke while removing	02MY	KNADC12 36261977 14	28680	01.09.03	IAT Sensor		

수출차량 결함 조사 결과 보고서 정보 및 조사 내용

**CONFIDENTIAL
ENTIRE PAGE**

No	발생일	불량 유형	R/O 내용	차량	차량 VIN	주행 거리 (mile)	생산일	경비이력	고플 사진	분석의견
1	03.08.26	서비스 밸브 누유	연료 누유 교환시 서비스밸브 부착상태	01MY	KNADC 1231165 25599	53142	00.07.26	Fuel Injector		서비스밸브 강제 탈거(내부혼격)로 분석 불가
2	03.08.27	서비스 밸브 누유	시동켜짐 서비스밸브 누유	02MY	KNADC 1236261 48544	19887	01.10.11	MAF		서비스밸브에 과도한 힘 흔적 있음
3	03.08.28	니플 결손	연료 누유 Nipple Crack 연료튜브 탈거중 부러짐	01MY	KNADC 1231160 25409	48203	00.09.27			
4	03.07.17	니플 결손	경고등 점등 연료 냄새	01MY	KNADC 1237160 52145	39658	00.12.20	R&R Wiring Harness		파단면 분석 실시 (증거에 의한 파손으로 조사됨)
5	03.08.20	니플 결손	연료 냄새 Nipple부 누유 연료튜브 탈거중 부러짐	01MY	KNADC 1230160 83236	38780	01.04.12	A/C S/Plug & Cable		
6	03.09.01	니플 결손	PDI중 연료누유 발견 니플부 Crack 연료튜브 탈거중 부러짐	03MY	KNADC 1256362 72848	5	03.05.17			니플 양쪽 파단면 불일치 Q/Con 손상
7	03.08.28	니플 결손	연료 누유 Nipple 부 Hair Crack 연료튜브 탈거중 부러짐	02MY	KNADC 1235261 37714	28680	01.09.03	IAT Sensor		

**Appendix 5 to Question No. 8
Detail Cross-Section Analysis of Broken Plastic Delivery Pipe of Rio Vehicle.
(Report B)**

- a) Detail Cross-Section Analysis of Broken Plastic Delivery Pipe of Rio Vehicle.
- b) September 2003.
- c) October 2, 2003.
- d) Electron microscopic examination of fractured cross-sections taken from a Rio fuel distribution assembly damaged in service and returned to Kia by KMA dealers, and comparative analysis with intentionally fractured cross-sections taken from a new fuel distribution assembly.
- e) Polymer Material Research Team, KMC R&D Center.
- f) A Rio fuel distribution assembly was obtained which had been returned under warranty because of a fracture in the fuel intake port nipple (aka fuel delivery pipe). A new fuel distribution assembly was also obtained, and the fuel intake nipple was intentionally fractured by application of outside force. The fracture areas of both pieces were examined and photographed under an electron microscope. This comparative analysis led to the determination that the in-service part, like the exemplar, had been damaged by external force or impact. There was no evidence of a durability issue associated with repeatable fatigue. A copy of KMC's report, and English translation thereof, are attached.

Detail Cross Section Analysis of Broken Plastic Delivery Pipe Of Rio Vehicle

2003. 10. 02.

1. Warranty Returned Parts Analysis

(1) Background of Analysis : Photo report of electron microscopic examination of the cut cross-section of the warranty parts and new parts relating to the Delivery Pipe breakage problem in the Rio Vehicle in the North America Field.

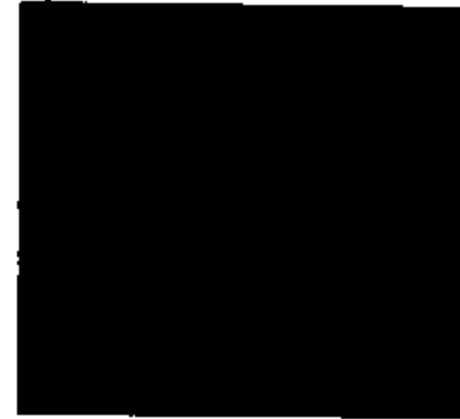
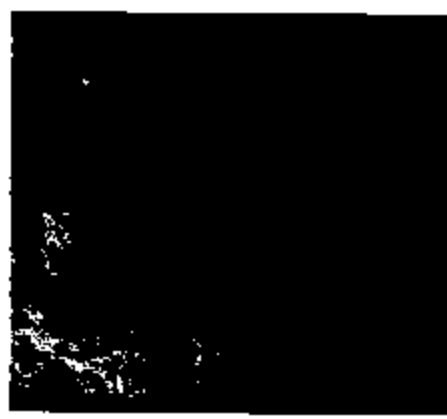
(2) Analyzed Sample : A Warranty Returned Part No.145

An Artificially cracked New part

(3) Analysis method : Comparative examination of the cut cross-section by microscope between the warranty part and new part

2. Photo Analysis

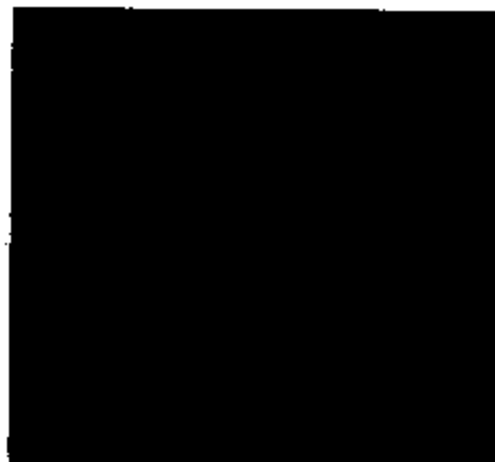
(1) Warranty part: Cut cross-section of the 145 Delivery Pipe



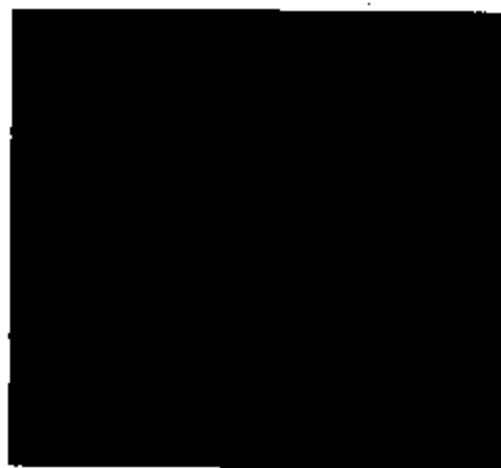
(2) Broken nipple section of the warranty part (No.145) vs new part



Warranty part cut cross section 1



New part cut cross section 1



Warranty part cut cross section

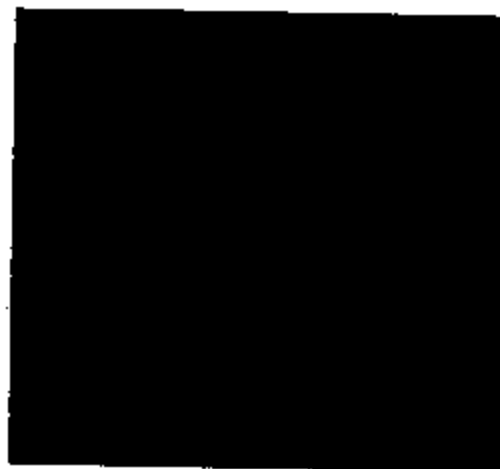


New part cut cross section 2

(2) Warranty Part: nipple damaged (No.145) vs New part



Warranty part cut cross section 1



Warranty part cut cross section 2



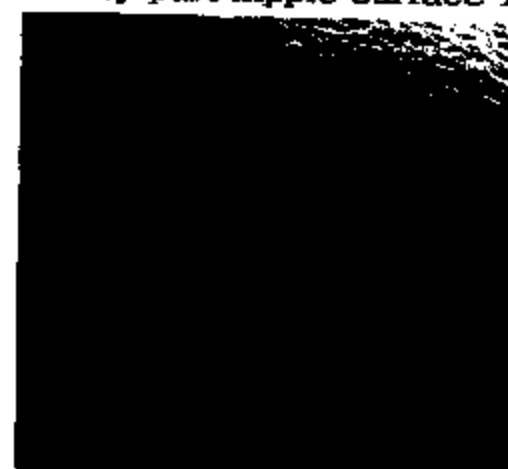
Warranty part nipple surface 1



New part cut cross section 1



New part cut cross section 2



New part nipple surface 1

3. Analysis results

(1) Following surface analysis of the warranty part, no initial breakage point by fatigue was observed.

There was no micro-crack both inside and outside of the nipple and its quality was fine.

(2) In order to clarify the breakage cause of the warranty part, a comparison was made with the new part that was intentionally broken and very similar phenomena and surface state were revealed as the glass fiber slipped out while breaking.

4. Conclusion

The electron microscope analysis results led us to determine that the cause of the warranty returned part breakage was not by fatigue itself but by external impact.

리오 차량 Plastic Delivery Pipe 고품분석 사진

2003. 10. 02.

1. 고품 분석

(1) 분석 배경 : 북미 Field 에서 리오차량 Delivery Pipe 파손문제 관련하여 전자현미경으로 분석한 고품 및 신품 파단부 관찰사진을 보고키 위함.

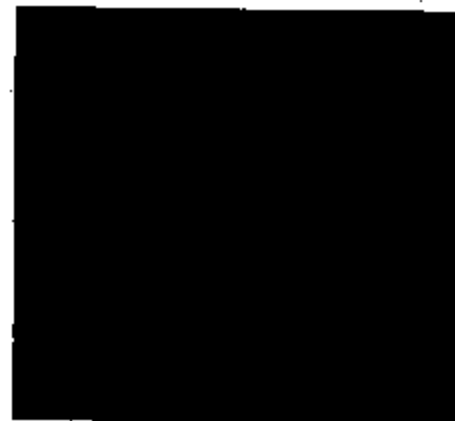
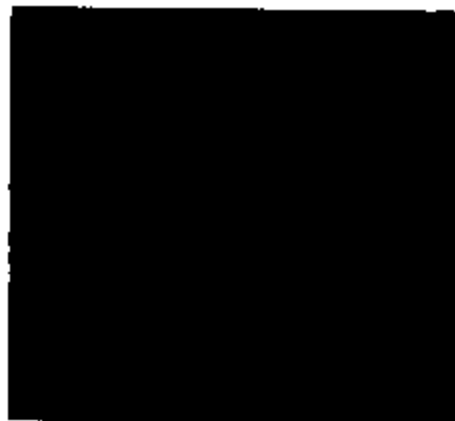
(2) 분석 Sample : 고품 No.145

신품 Motonic 공시품을 고품과 비슷하게 하중을 주어 인위적으로 파단

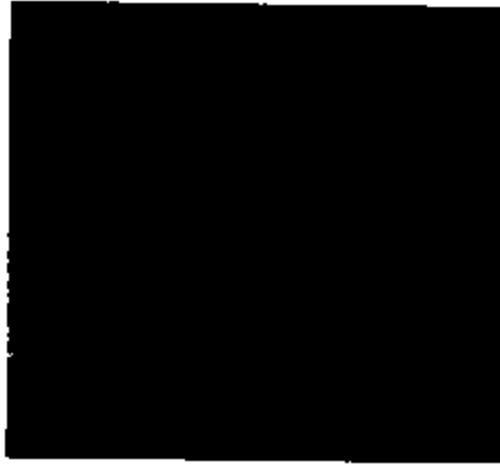
(3) 분석 방법 : 전자현미경으로 고품과 신품의 파단부 비교 관찰

2. 분석 사진

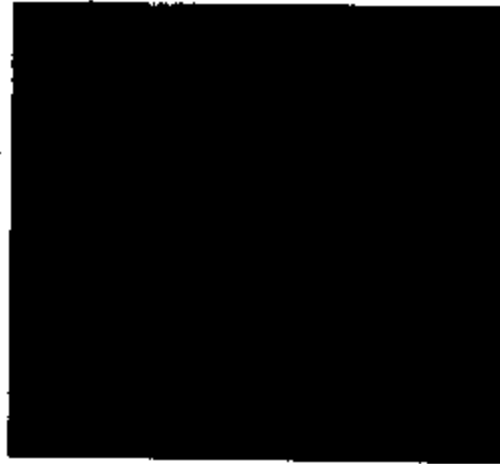
(1) 고품 145 Delivery Pipe측 파단면



(2) 니플 파손부 고품(No.145) vs 신품



고품 파단면 1



신품 파단면 1



고품 파단면 2



신품 파단면 2

(2) 니플 파손부 고품(No.145) vs 신품



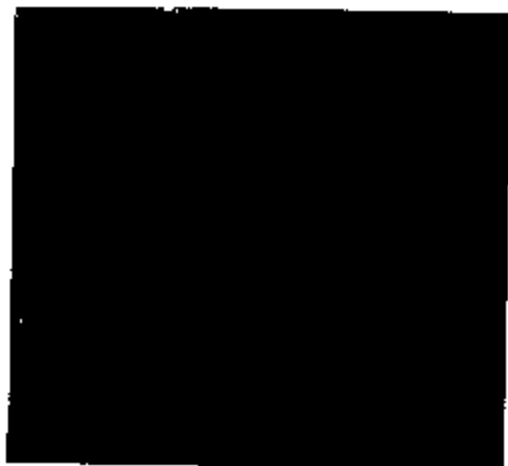
고품 파단면 1



고품 파단면 2



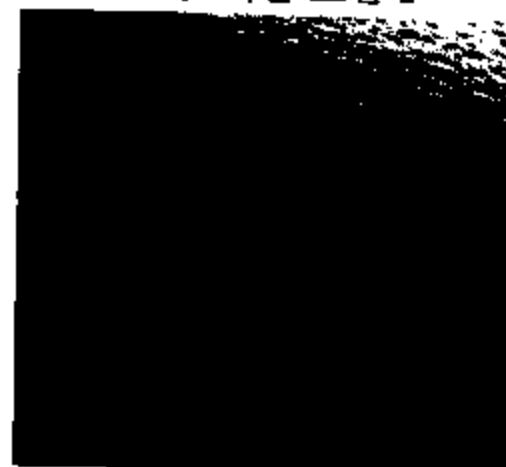
고품 니플 표면 1



신품 파단면 1



신품 파단면 2



신품 니플 표면 1

3. 분석 결과 고찰

- (1) 고품 외관 분석결과 피로에 의한 파단 기점이 관찰되지 않았음.
니플의 외측 및 내측면에 미세 크랙이 없고 품질이 양호함.
- (2) 고품의 파단 원인을 파악하기 위해 인위적으로 파단시킨 신품과 비교 결과
파단시 Glass Fiber가 빠져나온 양상 및 표면이 비슷하게 관찰됨.

4. 결론

전자현미경 분석 결과 고품의 파단 원인은 피로가 아닌 외부 충격에 의한 파손으로 판단됨.

**Appendix 5 to Question No. 8
Pressure Durability Test Report
(Report C)**

- a) Pressure Durability Test Report.
- b) October 8, 2003.
- c) October 12, 2003. (Test report dated 10/15/03.)
- d) Durability testing conducted to evaluate fracture propagation properties of Rio fuel distribution assembly under simulated operating conditions.
- e) Test Examination Team 2, KMC R&D Center
- f) A Rio fuel distribution assembly was tested for durability and potential fracture propagation properties by subjecting it to 50 consecutive hours of endurance testing. The fuel distribution assembly was tested under internal pressure to simulate fuel pressure during operation. There was no fracturing of the fuel distribution assembly or its fuel intake tube, and no resulting loss of pressure or leakage. A copy of KMC's report, and English translation thereof, are attached.

**CONFIDENTIAL
ENTIRE PAGE**

Pressure Quality Report

2003. 10. 15

Test Examination Team 2



Purpose

Examination test for the cause of the fire with the North American Rio

Test Method

1) Test Date : 10/8 ~ 10/12

2) Test MODE : Consecutive test for 50 hours (Refer to Attachment 1)

Frequency	Left Slope	Acceleration	Velocity	Displacement	Right Slope
Hz	dB/Oct	(gn) Peak	(m/s) Peak	(mm) Peak-Peak	dB/Oct
10.0		6.03852	0.942478	30	3.22167
200.0	3.22167	30	0.234117	0.372608	

3) Test Condition : (Refer to Attachment 2)

Test mode proceeding under the compression (3~5kg/cm²) condition after filling in D/PIPE with water soluble incompressible substance

Set up the same device system as the actual car layout.

4) Criteria condition : Test termination following pressure leaking while testing and no test sample breakage

Conclusion

No breakage of the D/PIPE and connector under 50 consecutive hours of endurance test, and no pressure leakage occurred.

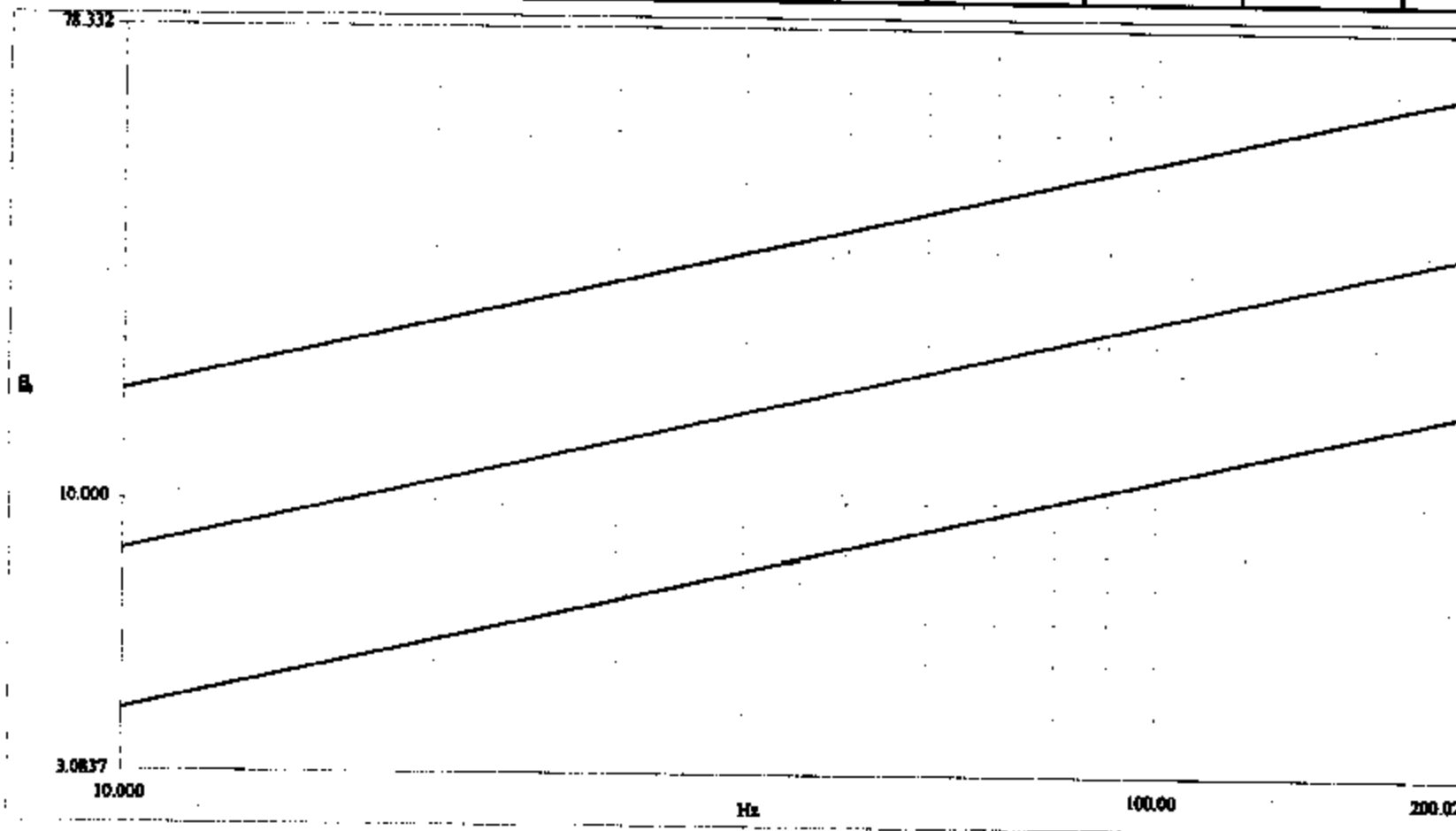
Test MODE (Attachment 1)



CONFIDENTIAL
ENTIRE PAGE

Profile Parameters
profile 1

Frequency	Left Slope	Acceleration	Velocity	Displacement	Right Slope	High Abort	High Alarm	Low Alarm	Low Abort
Hz	dB/Oct	(gn) Peak	(m/s) Peak	(mm) Peak-Peak	dB/Oct	dB	dB	dB	dB
10.0		8.05136	1.25664	30	2.64351	6.00	3.00	-3.00	-6.00
200.0	2.64351	30	0.234117	0.372608		6.00	3.00	-3.00	-6.00

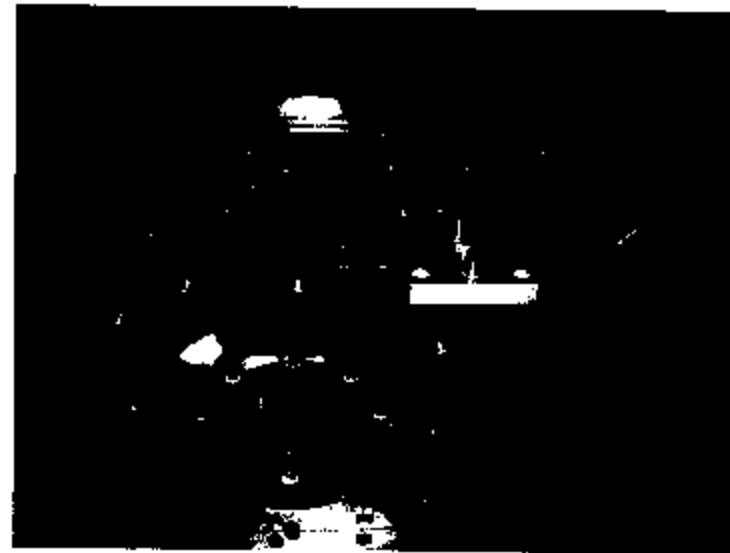
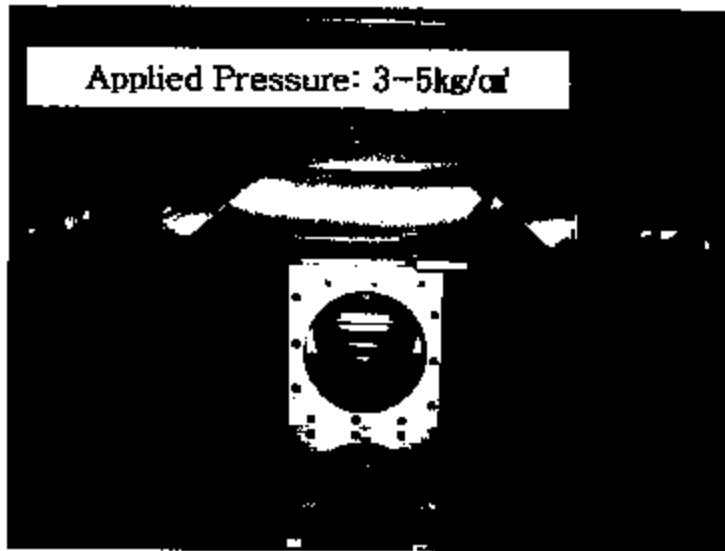


plot of profile 1



**CONFIDENTIAL
ENTIRE PAGE**

■ Test Condition (Attachment 2)





□ 목 적

북미 국내 리오 화재 발생 원인 조사 시험

□ 시험 방법

1) 시험일시 : 10/8 ~ 10/12

2) 시험 MODE : 50시간 연속 가진 시험 (유첨1 참조)

Frequency	Left Slope	Acceleration	Velocity	Displacement	Right Slope
Hz	dB/Oct	(gn) Peak	(m/s) Peak	(mm) Peak-Peak	dB/Oct
10.0		6.03852	0.942478	30	3.22167
200.0	3.22167	30	0.234117	0.372608	

3) 시험 조건 : (유첨2 참조)

□ D/PIPE내에 압축이 일어나지 않는 수용성 물질을 넣은 후 가압(3~5kg/cm²)조건 인가하며서,
시험MODE진행

□ 실차레이아웃과 동일한 기구적 SYSTEM구축

4) 판정조건 : 시험중 압력 LEAK에 대한 시험종료 및 시험품 파손이 없을 것

□ 결 론

50시간 연속 내구 시험 결과 D/PIPE 및 커넥터 파손 없으며, 압력LEAK현상 없음

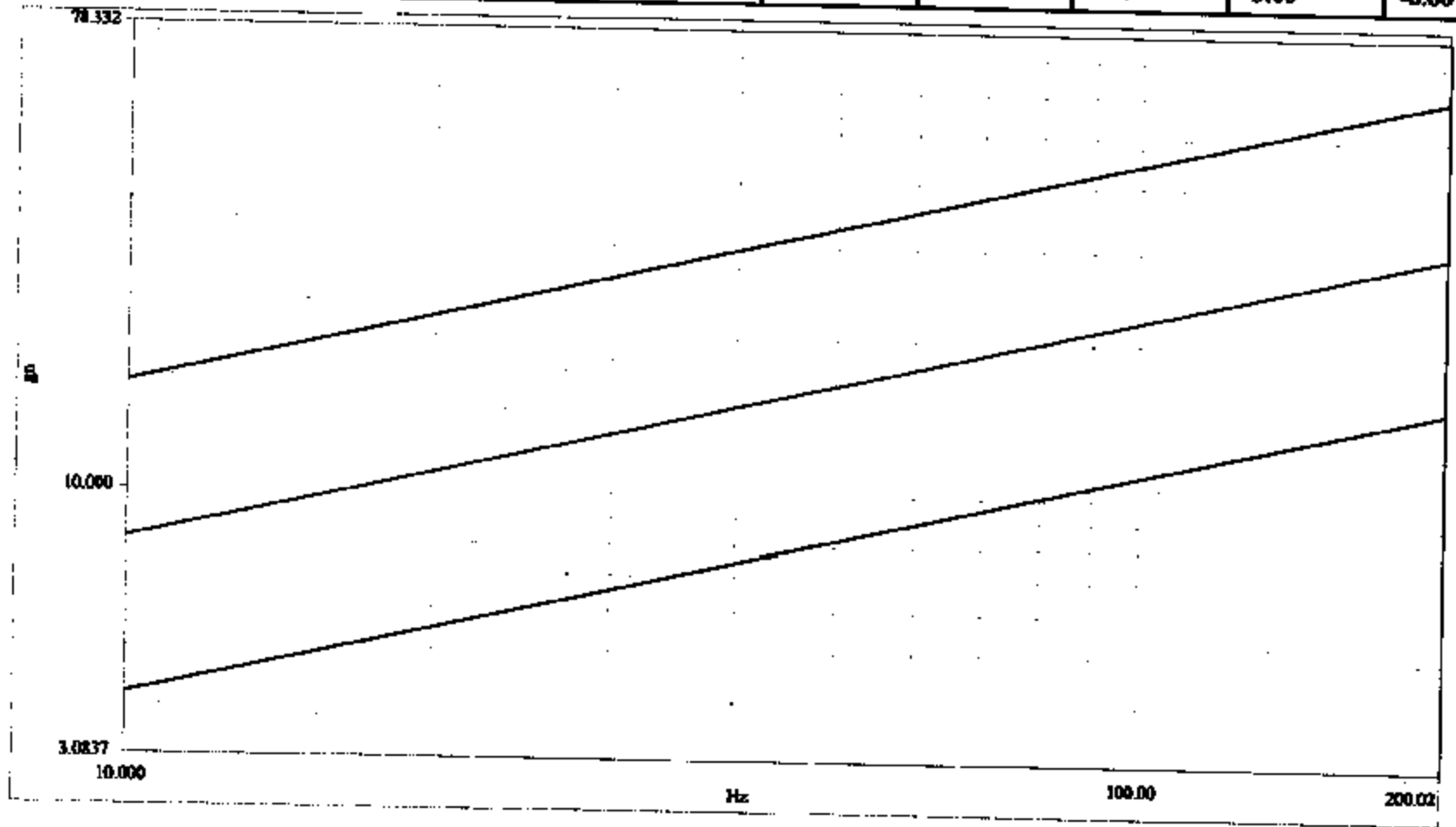
■ 시험 MODE(유첨1)

CONFIDENTIAL
ENTIRE PAGE



Profile Parameters
profile 1

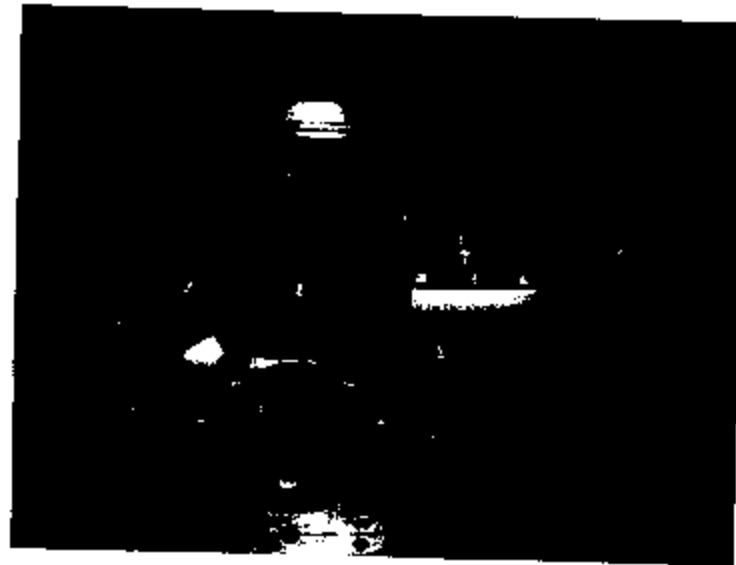
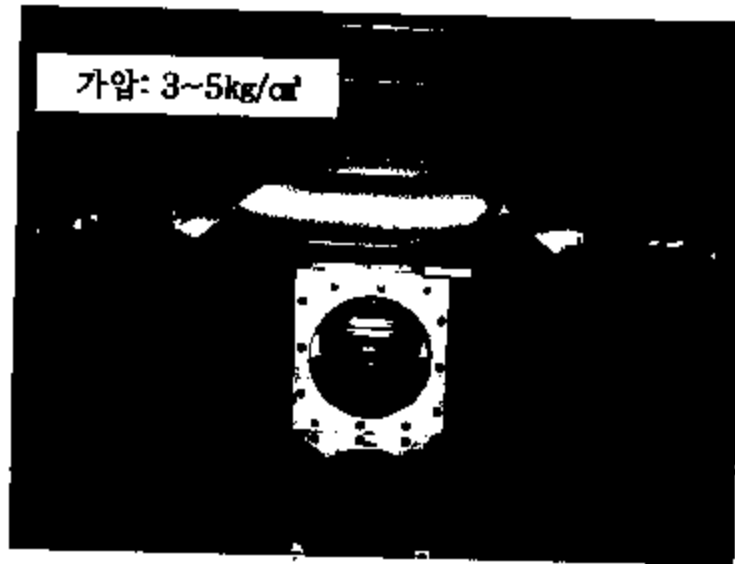
Frequency	Left Slope	Acceleration	Velocity	Displacement	Right Slope	High Abort	High Alarm	Low Alarm	Low Abort
Hz	dB/Oct	(gn) Peak	(m/s) Peak	(mm) Peak-Peak	dB/Oct	dB	dB	dB	dB
10.0		8.05136	1.25664	30	2.64351	6.00	3.00	-3.00	-6.00
200.0	2.64351	30	0.234117	0.372608		6.00	3.00	-3.00	-6.00



plot of profile 1



□ 시험 조건(유침2)




**Appendix 5 to Question No. 8
Fuel Distribution Assembly Compression Resistance Test
(Report D)**

- a) Fuel Distribution Assembly Compression Resistance Test.
- b) October 14, 2003.
- c) October 14, 2003.
- d) Test to determine the amount of force required to fracture the Rio fuel distribution assembly at the fuel intake nipple under normal, low and high temperature conditions.
- e) KMC R&D Center.
- f) A Rio fuel distribution assembly was tested by using a pressure strength tester to load the fuel intake nipple. The test was conducted at room temperature, and at high (120° C) and low (-40° C). At room temperature, the fuel intake nipple fractured at 39.5 kgf. At low temperature fracturing did not develop until 56 kgf. At high temperature, fracturing developed 23.5 kgf. Load cycle testing was also conducted. During high temperature testing fracturing developed at 15 kgf on the second cycle. The report concluded that the reason for difficulty in removing the main fuel tube assembly from the fuel distribution assembly intake nipple is the expansion of the quick connector ring under inner pressure build-up combined with high engine compartment temperature. A copy of KMC's report, and English translation thereof, are attached.

Fuel Distribution Assy. Compression Resistance Test

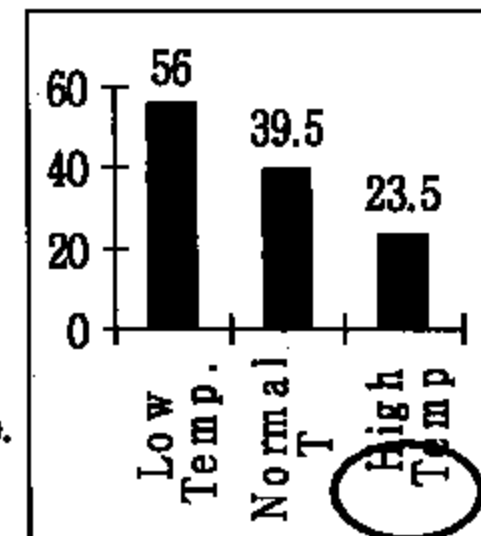
CONFIDENTIAL
ENTIRE PAGE

Test Method

Test Facility	Test Purpose	Test Condition
<ul style="list-style-type: none"> Hanil Tub Retaining Pressure Strength Tester 	<ul style="list-style-type: none"> Strength test of causing crack in nipple Strength change measurement under the temperature change condition 	<ul style="list-style-type: none"> Test Speed : 20mm/min Temperature condition RT / HT (120℃) / LT (-40℃) Load position 10mm away from the nipple end

Compression Strength Test Results

- RT compression strength of 39.5kgf meets the spec of higher than 25kgf.
- RT explosion strength is 43kgf and its cracking location matches to the warranty part's.
- When crack is developed at the fuel distributor assy with quick connector assembled condition
⇒ Difficult to see with visual inspection but it can be detected by flexing the nipple.
- HT compression strength test results
⇒ Cracking at low 23.5kgf.
⇒ Under Repeated loading, Cracking at lower compression (17kgf/ 1st run, 15Kgf/2nd run).
- LT compression strength test results
⇒ Cracking at 56kgf.



Conclusion

The reason for difficulty in removing Fuel Hose from Fuel Distributor is due to the expanded condition of the quick connector ring because of the inner pressure build-up (max 3kg/cm²) and high engine room temperature.

Fuel Distribution Assy. Compression Resistance Test

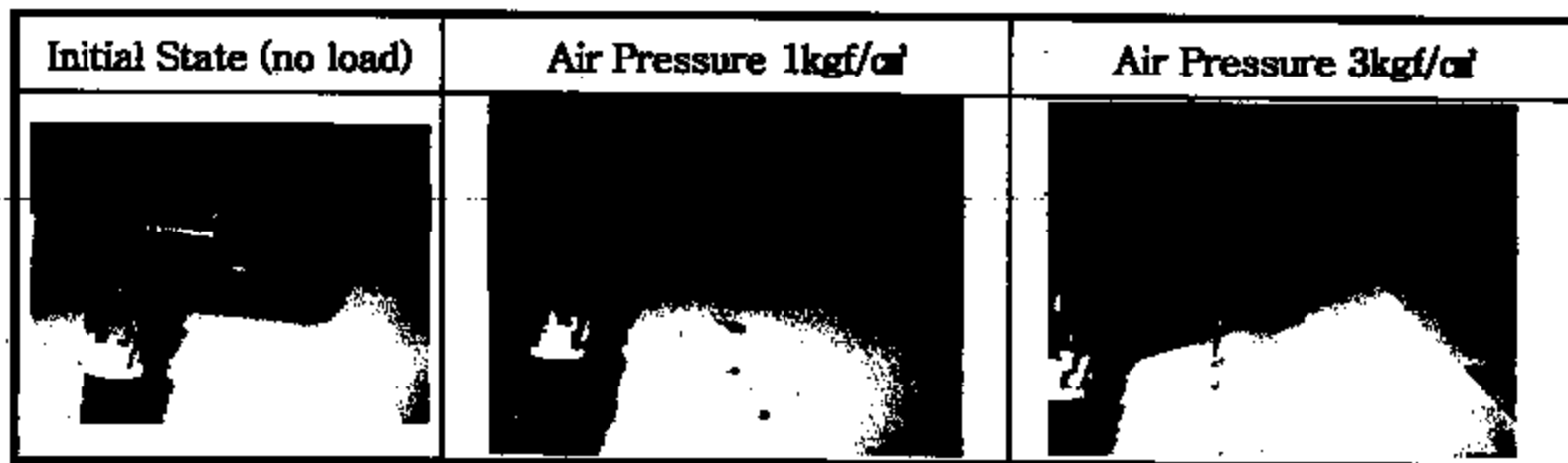
CONFIDENTIAL
ENTIRE PAGE

Leaking test results from the crack developed parts

① air leak'g test

=> Leak developed as soon as air pressure was applied.

② Leaking condition analysis with water filled delivery pipe.



=> As soon as the air pressure was applied, water droplets developed to drip.

=> Water was ejected as it was tapped by hand.

=> In case of a finer crack than this sample, the fuel might start to leak and might be ejected as soon as the crack develops.



Conclusion

The reason for difficulty in removing Fuel Hose from Fuel Distributor is due to the expanded condition of the quick connector ring because of the inner pressure build-up (max 3kgf/cm²) and high engine room temperature

Fuel Distribution Assy. Compression Resistance

CONFIDENTIAL
ENTIRE PAGE
2003.10.14

■ Room Temperature



	Test Condition (Test Speed : 20mm/min)	Compression Strength (Crack Development)	Test Part	Remarks
1	Room Temp	39.5kgf		
2		33.5kgf (With Quick connector)		Nipple damage is difficult to detect with eyes but can be detected by flexing the nipple. (No crack means no nipple flex.)

※ Complete breaking strength under RT (Nipple part) : 43kgf. No nipple abnormality under compression strength of 30kgf.

Fuel Distribution Assy. Compression Resistance

CONFIDENTIAL
ENTIRE PAGE
2003.10.14

High Temperature (120°C)



	Test Condition (Test Speed : 20mm/min)	Compression Strength (Crack Development)	Test Part	Remarks
3	High Temp (120°C x 1hr)	1 st Cycle 17kgf 2nd Cycle 15kgf		•Only distortion with no crack appeared in the 1 st cycle at 17kgf. Crack developed in the 2 nd cycle at 15kgf.
4		23.5kgf		•Crack developed at lower compression strength compared to RT condition. •Crack developed while the nipple shape distorted.

※ No air leak'g from the distorted part under compression strength of 17kgf.

Fuel Distribution Assy. Compression Resistance Test


CONFIDENTIAL
ENTIRE PAGE
2003.10.14

■ Low Temperature (-40°C)

	Test Condition (Test Speed : 20mm/min)	Compression Strength (Crack Development)	Test Part	Remarks
5	Low Temp (-40°C x 1hr)	34.5kgf 40kgf (Quick connector installed)		<ul style="list-style-type: none"> •Crack developed at higher Compression strength than the strength at Room Temp. •Nipple shape distortion was the same as in RT.
6		56kgf		

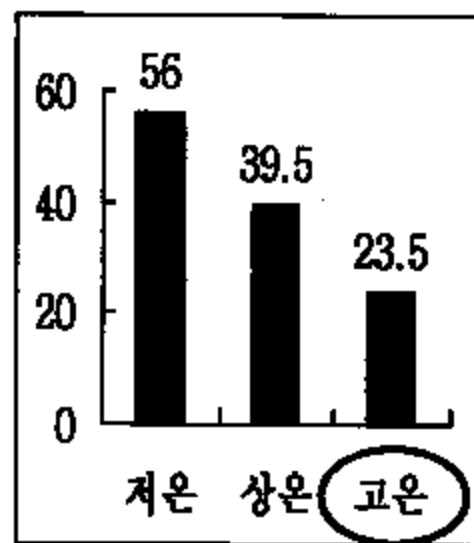
딜리버리 파이프 압축 강도 시험

■ 시험 방법

시험 기기	시험 목적	시험 조건
<ul style="list-style-type: none"> 한일튜브 보유 압축 강도 시험기 	<ul style="list-style-type: none"> 니플부에 크랙 발생 강도 측정 온도 조건 변화에 따른 강도 변화 측정 	<ul style="list-style-type: none"> 시험 속도 : 20mm/min 온도 조건 상온 / 고온(120℃) / 저온(-40℃) 하중 위치 니플 끝단부에서 10mm 떨어진 곳

■ 압축 강도 시험 결과

- ① 상온 압축 강도는 39.5kgf로 spec 25kgf 이상을 만족함.
- ② 상온 파단 강도는 43kgf 이며 파단 위치는 고프파 유사함.
- ③ 렉 커넥터 장착하여 상온에서 크랙 발생시킨 경우
=> 육안으로 크랙 확인은 어려우나 니플부 유동으로 알 수 있음.
- ④ 고온 압축강도 시험 결과
=> 상온 대비 적은 23.5kgf에서 크랙 발생.
=> 반복하중 시험시 1회 17kgf, 2회 15kgf의 적은하중에서 크랙 발생.
- ⑤ 저온 압축강도 시험 결과
=> 상온 대비 높은 56kgf에서 크랙 발생.



■ 결론

실차에서 탈거가 어려운 이유는 내압 (max 3kg/cm²)이 차있고 엔진 룸 온도가 올라가 렉 커넥터의 고무링이 팽창 상태로 있기 때문임.

딜리버리 파이프 압축 강도 시험

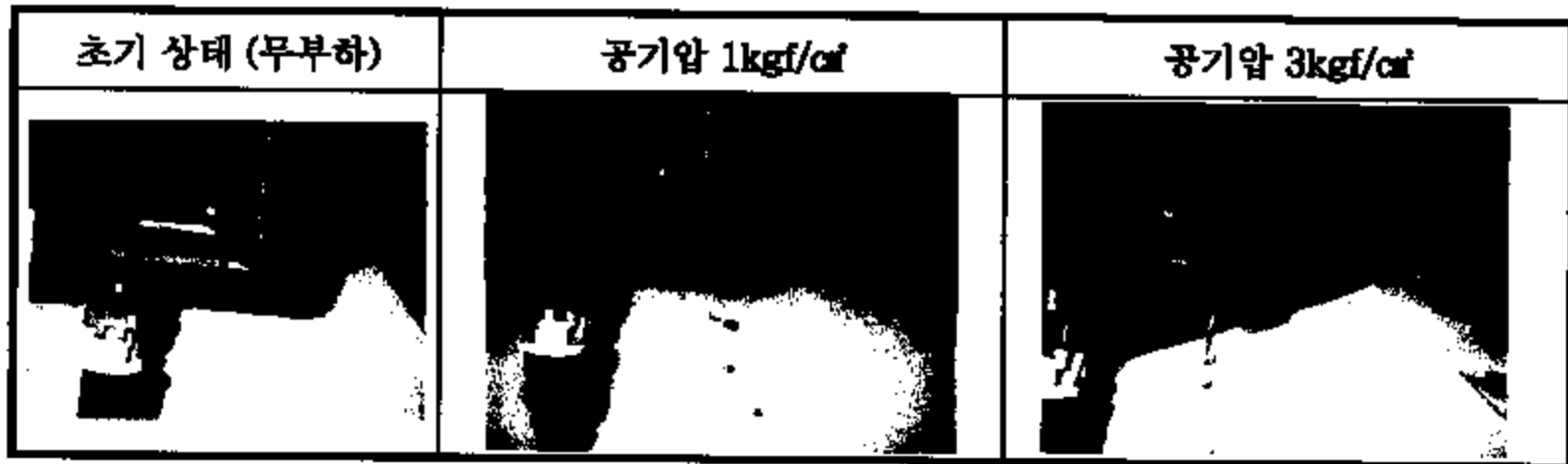
CONFIDENTIAL
ENTIRE PAGE

■ 크랙 발생품 leak'g 시험 결과

① air leak'g 시험

=> 공기압을 가하자마자 leak'g됨.

② 딜리버리 파이프에 물을 채우고 leak'g 되는 상황 파악.



=> 공기압을 가하자 물방울이 되어 떨어짐.

=> 튜브를 손으로 꼭 치는 순간 물이 분사됨.



=> 본 시험품 보다 미세 크랙인 경우는 연료가 스며 나오다가 크랙이 벌어지는 순간 연료가 분사될 수 있음.

■ 결론

실차에서 탈거가 어려운 이유는 내압 (max 3kgf/cm²)이 차있고 엔진 룸 온도가 올라가 펌 커넥터의 고무링이 팽창 상태로 있기 때문임.

딜리버리 파이프 압축 강도 시험 결과

■ 상온



	시험 조건 (시험 속도 : 20mm/min)	압축 강도 (크랙 발생)	시험품 사진	비고
1	상온	39.5kgf		
2		33.5kgf (크랙 커넥터 장착)		니플부 파손 유무는 육안으로 확인 어려우나 니플부 유동으로 알 수 있음. (크랙 없는 것은 니플부 유동이 없음)

* 상온 완전 파단 강도 (니플부 분리) : 43kgf, 압축강도 30kgf에서는 니플부 이상 없음.

딜리버리 파이프 압축 강도 시험

CONFIDENTIAL
ENTIRE PAGE
2003.10.14



▣ 고온 (120℃)

	시험 조건 (시험 속도 : 20mm/min)	압축 강도 (크랙 발생)	시험품 사진	비고
3	고온 (120℃ x 1hr)	1회 17kgf 2회 15kgf		<ul style="list-style-type: none"> •1회 17kgf에서 변형만 발생하고 크랙 발생 없고 2회 15kgf에서 크랙 발생
4		23.5kgf		<ul style="list-style-type: none"> •상은 대비 적은 압축 강도에서 크랙 발생 •니플부가 변형 가면서 크랙 발생

※ 압축강도 17kgf에서 변형품 air leak'g 않됨.

딜리버리 파이프 압축 강도 시험

▣ 저온 (-40℃)

	시험 조건 (시험 속도 : 20mm/min)	압축 강도 (크랙 발생)	시험품 사진	비고
5	저온 (-40℃ x 1hr)	34.5kgf 40kgf (크랙 커넥터 장착)		·상은 대비 큰 압축 강도 에서 크랙 발생
6		56kgf		·니플 형상 변형은 상은과 동일함.

**Appendix 5 to Question No. 8
Evaluation Status Report for Rio Engine Compartment Fire
(Report E)**

- a) Evaluation Status Report for Rio Engine Compartment Fire.
- b) October 2003.
- c) November 7, 2003.
- d) Dimensional and strength evaluation of Rio fuel distribution assembly returned by Kia by KMA dealers to Kia.
- e) Gasoline Engine Design Team 2, KMC R&D Center.
- f) Dimensional and strength measures were taken, which confirmed that the fuel intake nipple satisfied dimensional and strength specifications. Six fuel distribution assemblies were received and inspected. The repair orders for all six assemblies indicated concerns with fuel leakage and/or smell. The six assemblies were removed from model year 2001 and 2003 Kia Rio vehicles manufactured between June 8, 2000 and August 12, 2002. Each assembly was inspected for leakage, cracking and other damage, with special attention to the service valve and fuel intake nipple. In five of the fuel distribution assemblies, it was observed that the quick connector for the main fuel tube assembly was difficult or impossible to remove from the fuel intake tube. In the sixth, forced removal was suspected. A copy of KMC's report, and English translation thereof, are attached.

**CONFIDENTIAL
ENTIRE PAGE**

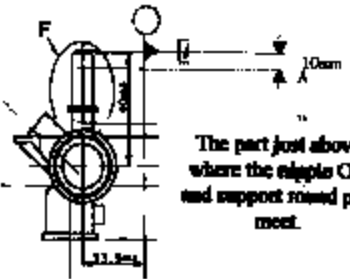
Evaluation Status Report For Rio Engine Compartment Fire

2003. 11. 07


Gasoline Engine Design Team 2

1-1. Detail Dimension of the fuel D/PIPE NIPPLE part

**CONFIDENTIAL
ENTIRE PAGE**

Attempt		SPEC	1	2	3	4	5	MX	Others
Test section									
A	O/D	$\Phi 7.89 \pm 0.06$	7.867	7.864	7.867	7.871	7.862	7.908 _{max.}	 <p>The part just above where the nipple OD and support raised part meet.</p>
	I/D	$\Phi 5.0 \pm 0.2$	5.069	5.06	5.062	5.058	5.058	5.143 _{min.}	
B	O/D	$\Phi 7.89 \pm 0.4$ General Tolerance	7.788	7.885	7.836	7.792	7.818	8.064 _{max.}	
	O/D	$\Phi 5.0 \pm 0.2$	5.068	5.061	5.064	5.057	5.059	5.143 _{min.}	







1-2. Strength evaluation results of the fuel D/PIPE NIPPLE part (Test Condition:

Attempt		SPEC	1	2	3	4	5	MX	Remarks
Test section									
A	25 kgf or more Room T		37	39	38	40	36	37	
B			39	38	38	37	40	37	

**Eval.
Result**

- All Nipple part dimensions satisfy Spec, and strength also satisfies Spec regardless of the loading direction.

2-1. Examination Description for Warranty Returned Parts (2003.10.30 Old part from Design Enhance

Team 3 No	R/O Sheet description	MY	VIN	Mileage (mile)	Mfg Date	Previous Repair History	Photo	Assessment
1	Fuel Smell Found fuel leak	03MY	KNADC12 503621153 0	7	'02.08.12	MAF		Service valve inlet broken NIPPLE slightly bent → Forced removal suspected
2	None	01MY	KNADC12 381604801 0	55712	'00.12.06	ALT.		Difficult to remove the fuel tube
3	None	01MY	KNADC12 301602010 5	36336	'00.09.09	OIL FILTER F/PUMP ASSY(2.4)		Fuel tube removal impossible (Outside coated by grease)
4	R/O SHEET None	01MY	KNADC12 331651427 8	34300	'00.06.08	-		Fuel tube removal impossible → Visible sign of forced removal exists
5	None	01MY	KNADC12 3X160795 34	43504	'01.03.30	OIL FILTER S_PlugCable		Fuel tube removal impossible
6	None	01MY	KNADC12 381604865 4	15300	'00.12.07	F/PUMP ASSY F/D_PIPE ASSY		Fuel tube removal impossible

2-2. Integrity and Strength Evaluation Results of the Warranty Returned Parts

No	Integrity Eval. Result			Strength Eval. Result (Rm Temp)			Strength Eval. Result (85°C X 1 Hr)			Remarks
	3bar	5bar	10bar	Used part	New part	MX(New part)	Used Part	New Part	MX(New Part)	
1	OK	OK	OK	37.0Kgf	43.0Kgf	39.3Kgf	-	-	-	
2	OK	OK	OK	34.5Kgf	42.5Kgf	42.3Kgf	-	-	-	
3	OK	OK	OK	35.0Kgf	41.5Kgf	40.5Kgf	-	-	-	
4	OK	OK	OK	-	-	-	28.5Kgf	37.0Kgf	37.3Kgf	
5	OK	OK	OK	-	-	-	30.0Kgf	40.0Kgf	38.1Kgf	
6	OK	OK	OK	-	-	-	29.5Kgf	38.0Kgf	36.5Kgf	

Evaluation Result

- Integrity and strength satisfied SPEC
- Difficult to remove Quick Connector from the Fuel Distributor Assembly

리오 엔진룸 화재관련 평가현황 보고

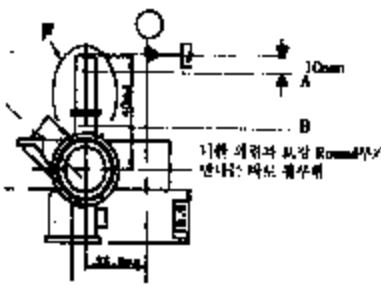
2003. 11. 07

가솔린엔진설계2팀

1. 연료 D/PIPE NIPPLE부 화재 관련 D/PIPE 강도 평가

CONFIDENTIAL
ENTIRE PAGE

1-1. 연료 D/PIPE NIPPLE부 상세 치수

측정부	시도	SPEC	1	2	3	4	5	MX	기타
			A	외경	$\Phi 7.89 \pm 0.06$	7.867	7.864		
		내경	$\Phi 5.0 \pm 0.2$	5.069	5.06	5.062	5.058	5.058	5.143
B	외경	$\Phi 7.89 \pm 0.4$ (일반공차)	7.788	7.885	7.836	7.792	7.818	8.121	 <p>이러한 외경과 내경 Round하지 않는다. 따로 정수화</p>
	내경	$\Phi 5.0 \pm 0.2$	5.068	5.061	5.064	5.057	5.059	5.143	

1-2. 연료 D/PIPE NIPPLE부 강도 평가 결과(시험조건 : 10mm/min)







측정부	시도	SPEC	1	2	3	4	5	MX	비고
			A	25kgf 이상 (상온)	37	39	38		
B	39	38	38		37	40	37		

평가
결과

- Nipple부 치수는 모두 Spec을 만족 하고 있으며, 강도 또한 하중 방향에 관계 없이 Spec을 만족함.

CONFIDENTIAL
ENTIRE PAGE

(2003.10.30 설계개선3명 으로부터 고품 접수)

No	R/O Sheet 내용	차량	차량 VIN	주행 거리 (mile)	생산일	장비이력	고품 사진	비고
1	연료 냄새/ 누유 발생	03MY	KNADC12 503621153 0	?	'02.08.12	MAP		서비스 벨브 앞입부 계경 NIPPLE 약간 휜 → 강제 탈거 추정
2	없음	01MY	KNADC12 381604801 0	55712	'00.12.06	ALT.		연료튜브 탈거 어려움
3	없음	01MY	KNADC12 301602010 5	36336	'00.09.09	OIL FILTER F/PUMP ASSY(2회)		연료튜브 탈거 불가 (외부에 윤활제 도포)
4	R/O SHEET 無	01MY	KNADC12 331651427 8	34300	'00.06.08	-		연료튜브 탈거 불가 → 강제 탈거 흔적有
5	없음	01MY	KNADC12 3X160795 34	43504	'01.03.30	OIL FILTER S_PlugCable		연료튜브 탈거 불가
6	없음	01MY	KNADC12 381604865 4	15300	'00.12.07	F/PUMP ASSY F/D_PIPE ASSY		연료튜브 탈거 불가

2-2. 추가 고품에 대한 기밀성 및 강도 평가 결과

No	기밀성 평가 결과			강도 평가 결과(상온)			강도 평가 결과(85℃ X 1 Hr)			비고
	3bar	5bar	10bar	고품	신품	MX(신품)	고품	신품	MX(신품)	
1	OK	OK	OK	37.0Kgf	43.0Kgf	39.3Kgf	-	-	-	
2	OK	OK	OK	34.5Kgf	42.5Kgf	42.3Kgf	-	-	-	
3	OK	OK	OK	35.0Kgf	41.5Kgf	40.5Kgf	-	-	-	
4	OK	OK	OK	-	-	-	28.5Kgf	37.0Kgf	37.3Kgf	
5	OK	OK	OK	-	-	-	30.0Kgf	40.0Kgf	38.1Kgf	
6	OK	OK	OK	-	-	-	29.5Kgf	38.0Kgf	36.5Kgf	

고품
평가 결과

- 기밀성 및 강도 평가 결과 SPEC을 만족함
- 입수한 고품 모두 QUICK CONN. 탈거 어려움

October 1, 2003

Attn: Dealer Principal

Kia Motors America is aware of and cooperating with the National Highway Traffic Safety Administration (NHTSA) review of potential fuel leaks in the engine compartment of some 2001 Kia Rio vehicles.

Both Kia and NHTSA have been investigating this issue. Fuel leakage in the presence of an ignition source could result in a fire. There have been no injuries reported to date. At this time, Kia is preparing a voluntary recall campaign of the affected vehicles and is in full compliance with federal government regulations pertaining to this recall campaign.

Only 2001 Rios that were manufactured from May 4, 2000 through June 1, 2001, are potentially affected. Owners of these vehicles will be notified by mail to bring their Rio to a Kia dealer for inspection of the Fuel Distributor and Fuel Connector Assemblies. If a defect is identified, the parts will be replaced at no charge to the customer. The exact mailing schedule has not yet been confirmed.

Should your staff receive consumer inquiries that cannot be addressed with the information above, please refer those customers directly to Kia by calling the Kia Consumer Assistance Center at 800.333.4Kia.

If you or a member of your staff receives any media inquiries regarding this campaign, please refer them to Kim Custer, KMA Director of Public Relations, at 949.470.7019.

Kia is committed to the safety of all its customers and their passengers. Thank you for your cooperation.

Sincerely,



Donald K. Pearce
Vice President, Parts & Service

Sorento Now Available with 5-Speed M/T

Beginning with the 2004 MY, Sorentos are available with a 5-speed manual transmission, both in 2- and 4-wheel drive versions. The addition of the 5-speed manual transmission version to the Sorento line-up will make it one of the few V6 equipped SUVs available with a manual transmission, and all that for less than \$20,000.

The 5-speed manual transmission will be available on the LX only. An optional Sport Package consisting of side step bars, alloy wheels, Michelin tires, fog lamps, leather-wrapped steering wheel, keyless remote and roof rack is available for those customers looking to add more value, comfort, style and appearance to their vehicle.

All 4-wheel drive versions of the 5-speed manual transmission Sorento will be equipped with the same part-time 4-wheel drive, shift on the fly system that the automatic transmission versions use.



'04 New Spectra

KMA's Product Planning and Product Quality Departments have been very busy over the past year, conducting numerous performance and quality evaluations for the all-new Kia Spectra. KMA personnel have been working closely with engineers and staff from various KMC departments to ensure that the new design will be ready for the U.S. market.

The four-door model is expected to debut at the Detroit Auto Show in January 2004, with a five-door model to follow a few months later. The new Spectra will offer more interior room, a longer wheelbase (2 inches), and increased width (0.6 inches) and height (2.2 inches). It will have a larger, more powerful engine, and more standard features than the current Spectra. The photo below shows a Spectra prototype, (well hidden behind KMA and KMC staff members), during a recent "ride-and-drive" event.



Inside this issue

- 2 TechLine Holiday Schedule, '04 Amanti Technology Course
- 3 Quick Disconnect Fuel Lines, Sedona A/C Charge
- 4-12 Technician Times Repair Tips Index Update '03
- 13 Campaign Summary '03, '04 Optima Trunk Ajar Light
- 14 SDN Driver's Seat Creaks, SOR Electronic Power Steering, External Filters on OPT Reman ATM Units



Technical Assistance Center Holiday Schedule

Published by the Kia Motors America, Inc. Technical Field Operations Department. The *Kia Technician Times* is a newsletter for the Kia dealership technician.

All rights reserved.

**Director,
Product Quality
Gordon Dickie**

★

**Executive
Coordinators
Charles Lee**

**Ernie Kim
Bruce Kim**

★

**Editor
Dianne Soeder**

★

**Desktop Publishing
Barbara Sullivan**

★

**Engineering
Support/Contributing
Writers**

**Tim Bass
Dan Betlan**

Alan Dow

Dale Johnson

Jeff Taylor

Neem van der Reest

David Wobst

The 2003 holiday season is quickly approaching and the Technical Assistance Center will be closed on some days, and open with a reduced staff on others. The 2003 TechLine Assistance Holiday schedule is as follows:

THANKSGIVING 2003	
Thursday	Friday
11/27/03	11/28/03
Thanksgiving	Holiday
CLOSED	CLOSED

CHRISTMAS 2003	
Wednesday	Thursday
12/24/03	12/25/03
Christmas Eve	Christmas Day
CLOSED	CLOSED

CHRISTMAS 2003 THROUGH NEW YEARS 2004				
Friday	Monday	Tuesday	Wednesday	Thursday
12/26/03	12/29/03	12/30/03	12/31/03	1/1/04
OPEN	OPEN	OPEN	OPEN	New Years
Four Staff Members On These Days				CLOSED
Holiday Hours: 6:30 a.m. - 3:30 p.m. PST				

2004 Amanti Technology Course

This 2-day, in-center course builds on the in-dealership material. This course is an intense 2-day performance-based course. Performance-based training means technicians must successfully demonstrate they understand the material covered in the course. Each day of the course ends with a performance assessment module. In order to receive credit for this class, the students must pass both performance assessments. Technicians completing both courses (2004 Amanti Technical Highlights Test and 2004 Amanti Technology) will achieve "Amanti Certification" status.

We highly recommend only Master Technicians OR best Master Technician Candidates attend the 2004 Amanti Technology course. This material is not designed for inexperienced technicians. Only 1 Master Technician OR Master Technician Candidate may attend from each dealer until after all dealers have had a chance to attend. At that time, additional Master Technicians or Master Technician Candidates may attend. Dealer seats have been pre-assigned. Contact your DPSM for your dealer's assigned time, classes began mid-September.

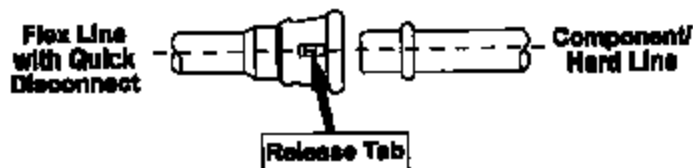
Quick Disconnect Fuel Lines

Starting with the '98 MY, newly introduced Kia models have been equipped with a Quick Disconnect style coupling to interconnect fuel lines. These couplings are designed to allow installation/removal without tools, and provided they are handled correctly, they will provide a durable and leak-free connection. However, KMA has become aware of a few cases where the couplings were damaged from use of pliers. Tools should not be used on these couplings because they will cause damage and render the coupling unfit for further use. Once the coupling is damaged, the fuel line must be replaced.

Please refer to the instructions/illustrations below for the correct way to connect and disconnect the couplings:

To disconnect:

1. Push the connector towards the component, then pull the release tabs away from the component and pull the fittings apart.



To connect:

1. Push the female quick disconnect fitting completely onto the male end.



2. Verify that the fitting is installed correctly by trying to pull it off without pulling the release tabs away from the fitting.

▲ WARNING

- **IF THE FITTING IS NOT COMPLETELY SEALED, FUEL COULD LEAK FROM THE CONNECTION AND IGNITE. THIS COULD RESULT IN SEVERE BURNS, DEATH, OR OTHER PERSONAL INJURY.**

▣ CAUTION

DO NOT USE PLIERS ON THE QUICK DISCONNECT FITTING. DAMAGE TO THE LOCK FEATURE COULD OCCUR.

▲ WARNING

- **VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN INJURY TO THOSE PERSONS OR TO OTHERS.**
- **THE KIA TECHNICIAN NEWSLETTER (KIA TECHNICIAN TIMES) IS INTENDED FOR USE BY PROFESSIONAL KIA AUTOMOTIVE TECHNICIANS ONLY. IT IS WRITTEN TO INFORM TECHNICIANS OF CONDITIONS THAT MAY OCCUR ON SOME VEHICLES. TRAINED KIA TECHNICIANS HAVE THE EQUIPMENT, TOOLS, SAFETY INSTRUCTIONS, PUBLICATIONS AND EXPERTISE TO PERFORM THE JOB CORRECTLY AND SAFELY.**

▣ CAUTION

VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN DAMAGE TO THE VEHICLE.

* NOTICE

- *The topics covered in this newsletter are designed to assist you with the diagnosis and repair of specific vehicle conditions. Just because a condition is described in this newsletter, do not assume that it applies to your vehicle, or that your vehicle will have that condition.*
- *In all cases, the procedures in the applicable Service Manual and/or Electrical Troubleshooting Manual should be performed first.*

Sedona A/C Charge

When servicing a Sedona A/C system, look closely at the under hood label for A/C charge. There are two specifications, one for Left Hand Drive, and one for Right Hand Drive. Some technicians have been using the larger number because the vehicle has rear A/C. All Sedonas have rear A/C, all North America vehicles have Left Hand Drive. Use the charge listed for LHD.



Technician Times Repair Tips Index Update '03

GENERAL INFORMATION

1996-1998 (SPG) 1995-1998 (SPA)	After Air Bag Deployment Parts Inspection/Replacement	1	2	3
1998 (SPG & SPA)	Rotary Knob Radios	1	2	3
1998 (SPG & SPA)	Low Fuel Warning Light	1	3	4
1996-1999 (SPG & SPA)	Air Bag DTC's	1	5	8
2000 (SPA, SPT & SPG)	Radio Spring Clip	3	2	5
2000 (SPA & SPT)	Air Bag DTC's for Pre-tensioner - SRS Systems	3	5	5
(All)	Remote Keyless Entry	5	2	3
(All)	Kia Vehicle After Airbag Deployment Inspection/Replacement	5	2	10
(All)	Memory Fuse Installation	5	3	6
(All)	Elimination of Audio Activation Code	6	4	3
(All)	Shorted Speaker Wires - No Sound	6	6	2
(OPT, SDN & SOR)	Sunroof Adjustment	5	6	4
(All)	Clockspring Installation	6	1	3
(All)	Audio Concerns	6	2	3
(All)	RKE Programming	6	4	5
2000 (SPG & SPA)	Paint Colors	2	3	4
(All)	Glass Spots/Contamination	6	3	2
2000 (SPA)	2000 MY ABS Codes	2	3	10
1995-1998 (SPG & SPA)	HLA Noise	1	3	3
1995-1999 (SPG) 1994-1999 (SPA)	Engine Short Block Replacement	2	2	3
(All)	Oil Consumption Guidelines	2	3	3
(All)	Engine Replacement Tips	4	4	5
SPG/SPA/SPT	Engine Valve Timing Interference	6	1	6
(All)	Kia Engine and Transmission Sealant	5	6	3
1998 (SPG & SPA)	Quick Disconnect Fuel Lines	1	2	3
1996-1998 (SPG) 1995.5-1998 (SPA)	Diagnostic Trouble Code P1624	1	3	3
1998 (SPG & SPA)	Intake Air Temperature Sensor	1	3	4
1998-1999 (SPG & SPA)	Throttle Position Sensor Availability and Information	2	2	3
1996-2000 (SPG & SPA)	Mass Air Flow Sensor	3	2	3
(All)	O2 Sensor Terminal/Contact Notes	4	3	4
(All)	V-6 Sensor Designations and Cylinder Numbering	4	8	3
(All)	DTC P0604 Information and Guidelines	5	1	6
(All)	DTCs Stored Without MIL and/or O/D Light On	5	4	4
(All)	Evaporative System Vent Filters	5	6	3
1998 (SPG & SPA)	Tire Brands	1	2	3
(All)	Windshield Washer Fluid	2	1	4
1994-1999 (SPA) 1995-1999 (SPG)	Retrieving Radio and Key Codes From the DCS System	2	1	4

Index Key: SPA = Sephia, SPT = Spectra, SPG = Sportage, OPT = Optima, SDN = Sedona, SOR = Sorento

GENERAL INFORMATION CONTINUED

1998-1999 (SPG & SPA)	ETM Revisions	2	3	3
2000 (SPG & SPA)	Model Changes	2	3	4
1998-2000 (SPG & SPA)	Service Manual/ETM Revisions	2	4	3
(All)	Stabilant 22A Sources	3	1	3
2000 (SPA, SPT & SPG)	Kesco Radio Change Information	3	2	2
(All)	Stabilant 22A Sources Update	3	6	4
2000-2001	New Scan Tool Card	3	6	6
(All)	kdealer.net TSB Search	4	3	2
(All)	Kia Technical Assistance Center Guideline	4	3	3
(All)	kdealer.net Update	4	3	4
(All)	Hi-Scan Pro Software Program Update	4	5	3
(All)	kiauniversity.com Website Launch	4	6	4
2002-2003 (SDN & SOR)	Trailer Hitch	5	5	5
(All)	New TechLine Database	6	2	2
(All)	PDI & Tire Pressure Adjustment	6	2	4
(All)	FMVSS Label Change	6	3	3
(All)	Hankook/Kumho Tire Distribution Centers	6	3	3
(All)	KMA TechLine Update	6	3	4
(All)	Stabilant 22 Source Update	6	4	3
(All)	Kia Audio Diagnostic Worksheet	6	4	6
(All)	1998-2001 A/C Kit Application Information	4	4	2
(All)	A/C Compressor Noise After Start Up	4	4	3
(All)	Windshield Defogging	4	6	6
(All)	A/C Lubricant Guidelines	6	2	5
1995-1998 (SPG) 1995.5-1998 (SPA)	Vehicle Pulls to One Side	1	3	3
1998-1999 (SPG & SPA)	Battery Specifications	2	1	4
(All)	Battery Service	2	6	3
(All)	Charging System Diagnosis	4	6	4
(All)	Battery Testing Guidelines	5	1	4-5
(All)	Battery Tester	6	2	4
(All)	Static Current Draw Testing	6	4	4
1995-2000 (All)	Automatic Transmission Tester	3	3	3
2000 (SPA, SPT & RIO)	ATF Change	3	4	5
1996-2001 (All)	Automatic Transmission Tester Update	3	4	6
After 5/00(SPA/SPT/RIO)	ATF Update	3	5	4
2000-2001 (RIO, SPT, SPA, OPT)	SP-III ATF Availability	3	6	4
(All)	A/T Cooler Flushing Information	4	2	2
(All)	Reman A/T Fluid Specs. Change	6	2	2
(All)	Kia Engine and Transmission Sealant	5	6	3
All	Pre-shipment Preparation of A/T Cores	6	3	5
(All)	Reman A/T Fluid Specs. Change	6	2	2
(All)	Kia Engine and Transmission Sealant	5	6	3
All	Pre-shipment Preparation of A/T Cores	6	3	5

SEPHIA/SPECTRA REPAIR TIPS

1998	Key Cutting	1	1	9
1998	Key Cutting	1	3	8
1998-1999	Windshield Wiper Link	2	1	9
1999	Dome Light Change	2	2	8
1998-1999	Seat Belt Warning Lamp	2	2	8
1998-2000	Overheating-Cooling Fan Fuse	3	1	6
1998-2000	Turn Signal Diagnosis	3	2	5
1998-2000	Cooling Fan Fuse Update	3	2	8
2001	Switchable "Memory" Fuse	3	5	3
1998-2001	CHMSL Housing Distortion (4 Door)	4	4	8
2002	Spectra Engine/Condenser Fan Control	5	2	5
1998	Outside Door Handle Clip	1	2	8
1998	Water Leakage	1	3	8
1998	Glove Box Latch	1	4	9
1998-1999	Water Leakage Rear Passenger Compartment	2	1	8
2000-2001	Ground Effects	3	3	8
1999-2000	Windshield Trim Molding	3	3	10
2001	Seat Belt Change	3	3	10
1998-2000	Body Side Molding Interference	3	4	4
2001	Front Door Latch Changes	4	2	4
2000-2002	Spectra 5-Door Rear Hatch Striker	6	2	6
1995-1997	Brake Vibration/Pulsation	1	2	10
1998	Sephia (with ABS) Rattling Noise	1	2	12
1994-2000	Brake Pads	2	2	10
1998-1999	Rear Brake Adjustment	2	3	7
1994-2000	Brake Pads	2	3	8
2001	Brake System	3	3	9
1998-2000	Brake Pad Wear Diagnosis	3	4	4
1998-2001	Brake Adjuster Changes	4	3	4
1994-2000	Improved Brake Rotors and Pads	5	1	7
1997	HLA Noise	1	1	9
1998	Heater Pipe	1	2	13
1998-2000	Exhaust Coupling Changes	3	3	8
2000	TBD Engine Oil Jets	3	4	5
2000	Headgasket Change	3	6	4
2001	Pre-silencer Changes	4	1	4
1998-2002	Water Pump	4	4	6
2000-2002	Sephia/Spectra Pre-Silencer	5	4	6
1998-1997	DTCs P0440 & P0455	1	1	9
1995-1997	DTC P0170 Ground Improvement	1	1	10
1994-1997	Base Idle Adjustment	1	2	11
1998	EGR Harness Chafing Damage	1	4	8
1998-1999	Onboard Refueling Vapor Recovery	1	5	13
1995-1997	1.6 DOHC DTC P0170	1	5	13
1998-1999	Intermittent Stalling	1	5	14
1998-1999	Refueling Concerns	2	2	9
1998-1999	Hard Start Update	2	2	10

SEPHIA/SPECTRA REPAIR TIPS CONTINUED

1998-1999	Hard Start New A/T Flexplate	2	3	7
1996-1997	Emission Recall	2	3	8
1996-1997	Evap Hose/Pipe Diagram Clarification	2	4	2
1998-1999	Fuel Pump Connector Repair Kit	2	4	5
2000	Evaporative Emission System	2	4	10
1998-1999	Fuel Pump Connector Recall	3	1	5
2000	DTC P0480 Update	3	1	5
1998-2000	Control Unit Ground Connections	3	1	8
2000	DTC P0128	3	2	8
2000	Cold Engine Hard Start	3	2	8
2000	ECM Identification	3	3	7
2000	New Fuel Pump Unit Connections	3	3	9
2001	Heated Leak Detection Pump	4	1	4
2001-2002	Leak Detection Pump Heater Operation	4	5	4
2002	'02MY New Style O2 Sensors	4	5	4
2002	'02 Spectra P0121 Code	5	2	6
2002	'02 Spectra ECM Data	5	2	6
2000-2002	2000 & Later Sephia/Spectra Evap Testing	5	2	9
2002	Spectra Evap Test Procedures for Scan Tool	6	3	6
2002-2003	DTC P0128 (Thermostat Error) In '02 & '03 Spectra	6	2	6
1998	Sephia (with ABS) Space Saver Spare Tire	1	2	12
1998	Carpet Color Change	1	3	8
1998-1999	A/C Evaporator Noise	1	4	9
1999	Air Conditioner Compressor	2	2	8
1998-1999	A/C Expansion Valve Reminder	2	3	8
1998-1999	A/C Switch and Fresh/Recirc Connector Swap	2	6	6
2002	Spectra A/C Electrical Troubleshooting Guide	5	3	4
2002	Spectra A/C Defrost Logic	6	4	5
2002	Spectra Temperature Door Actuator Link	6	1	4
1998	Rear Shock Clunking/Squeaking	1	1	10
2000	Kumho Tire Change	3	2	8
2003	'03 Spectra 4Dr Alloy Wheel Center Caps	6	4	4
1998-1999	Power Steering Noise	2	3	9
1999	Intermittent No Start	1	2	13
1998-1999	Starter Circuit Update	1	5	15-18
1998-1999	Starter Circuit Update	1	6	5
1998-2000	'98-'00MY Sephia Battery Cable Warning	6	1	4
1995-1998	Automatic Transaxle Fluid Level	1	1	10
1994-1997	Automatic Transaxle Shipping Pin	1	2	10
1995-1997	Transaxle Range Switch Water Corrosion	1	2	9
1998	A/T Sephia DTC P0740	1	4	9
1995-2000	Remanufactured A/T Program-Serial No info.	2	6	2
1995-2000	Automatic Transmission Inhibitor Switch	2	6	5
1995-2000	Remanufactured A/T Program Update	3	1	5
1995-2000	Remanufactured A/T Program Update	3	2	8

SEPHIA/SPECTRA REPAIR TIPS CONTINUED

All	Remanufactured A/T Fluid	3	6	4
1995-2001	Remanufactured A/T Program Update	4	3	5
1995-2002	Remanufactured A/T Program Update	4	5	5
After 10/17/00	Sephia/Spectra & Rio TCM Changes	4	6	5
1998-2000	Sephia/Spectra TCM Data	5	1	7
2002	Spectra Speedometer	5	4	5

SPORTAGE REPAIR TIPS

1998	Airbag Codes	1	1	7
1998	Door Locks/Alarm	1	2	5
1998-1999	Airbag System	1	3	6
1995-1999	Poor Radio Reception	1	3	7
1998	Rear Door Lock Logic Change	1	3	7
1998	2-Door Convertible Power Window Switches	1	4	5
1998	Engine Compartment Fuse/Relay Box	1	4	5
1998	2-Door Window Regulator	1	4	6
1998-1999	3 Possible Misconnections in Dashboard	1	6	3
1998-1999	C233, C228, C234 Connectors	1	6	3
1997-1999	Theft Deterrent Quick Diagnosis	1	6	4
1999	Fuse Box	2	2	4
2000	Harness Soldered Splice	2	4	6
1998-2000	Remote Keyless Entry Programming	3	1	4
2001	Relocated Fuses	3	5	4
2001	New Style Key Blank	3	5	6
2001	Sportage Limited Radio Code	3	5	6
2001	Sportage Rear Wiper	4	1	4
2001	Rear Window Regulator	4	5	5
2001-2002	Sportage Rear Window Regulator Update	5	2	4

1998	EX Two-Tone Color Combinations	1	2	5
1998	Front End Creaking Noise	1	2	6
1998	Front End Creaking Noise Update	1	3	7
1999	2-Door Convertible Canvas Top Noise	1	4	6
Prior to 5/11/98	Rear Hatch	1	4	7
1998-1999	Spare Tire Carrier Icing	2	1	5
1998-1999	Rear Hatch Stay Dampers	2	2	4
1995-1998	Hood Latch Improvement	2	2	5
1999	Extractor Vent Locations	2	2	6
1999	Spare Tire Release Cable	2	2	7
1995-1999	Roof Rack Noise	2	2	7
1999	Two Door Canvas Top Booming Noise	2	5	2
1999	EX Woodgrain Trim	2	6	4
2000	Convertible Top Bow Tie-Down Straps	3	3	5
1995-2002	Sportage Front Window Failure to Close at Freeway Speed	5	1	6

1998-2000	ABS Noise	3	3	5
After 11/99	Brake Pressure Differential Switch Deleted	3	5	6
2001	ABS System Vendor Change	4	2	5

1998	Hydraulic Lash Adjuster Noise	1	1	5
1995-2000	Fan Clutch	2	2	6

SPORTAGE REPAIR TIPS CONTINUED

2000	Oil Cooler	3	3	5
2001	Engine Cover	3	6	2
2000-2002	Sportage Thermostat Housing	5	2	4
2002	Sportage Silencer Design Change	5	2	4
1997	DTC P0400	1	1	4
1997	P0101 & P0750 Connector Upgrade	1	1	6
1998-1998	P0441, P0440 Evap Malfunction	1	2	7
Prior to 5/25/98	Rough Idle/Stalling	1	3	5
1997	DTC P0400 Update	1	3	6
1997	DTC P0101, P0750 Update	1	4	5
Prior to 5/25/98	Rough Idle/Stalling Update	1	4	5
1995-1998	Rough Idle	1	5	8
1997-1999	Fuel Tank Rust	1	5	11
1997-1999	Rough Idle	1	5	11
1998-1999	P0133 and P0138 Repair	2	3	6
2001	ORVR System	3	6	2
2001	Sportage New DTCs	4	2	4
2001	Thermostat Monitoring Update	4	3	5
2002	Incorrect DTC Readout: P013A or P013	5	1	6
1998	A/C Update	1	5	10
1998-1999	A/C Evaporator Case Water Leakage	2	4	8
1995-2000	A/C Cooling Performance	3	3	6
2001	HVAC Mode Control Switch	3	4	6
1998-2002	HVAC Blower Motor	4	6	5
(All)	Rear Wheel Bearing	1	3	5
1998-1999	Four Wheel Drive Vacuum Hub Field Fix	2	1	5
1998-1999	Front Hub Seals - Update	2	2	5
1998-1999	4 W/D Control Vacuum Line	2	4	9
1998-1999	4 Wheel Drive Hub and ABS Sensor	2	6	4
1995-2000	Front Hub Bearing Nut Tool	3	1	4
1995-1997	4 W/D Steering Knuckles	3	3	6
1995-2000	Wheel Bearing Adjustment	3	3	6
1995-2001	Power Steering Belt Adjusting Tool	3	6	3
1998	Clutch Release Bearing Noise	1	1	8
1995-1998	Transfer Case Shifting	1	2	5
1998	Clutch Release Bearing Noise	1	3	5
1998	Clutch Release Bearing Noise Update	1	4	6
1995-1999	Automatic Transmission Operation - Cold	2	2	7
1997-2000	2 Wheel Drive Take-Off Shudder	2	4	6
1998-2000	Unwanted Downshifts in A/T	2	4	7
2001	New CV Shaft Dust Shield Available	4	2	5
RIO REPAIR TIPS				
Body/Electrical				
2001	Low Fuel Indicator Light	3	6	5
2001	Air Bag - Code 58	3	6	5

RIO REPAIR TIPS CONTINUED

2001	A-Pillar Trim Molding Clips	3	4	5
2001	Child Seat Tether Anchor	3	4	5
2001	Door Mirror Boot	3	4	6
2001	Door Wind Noise	4	1	5
2001	Rio Cinco Damper Stays	4	6	6
2001-2002	Rio Rear Brake Noise	5	5	4
2001	Cam Carrier Sealing	4	1	5
2001	Cam Carrier Sealing Correction	4	2	4
2001	Oil Seepage from PVC Valve	4	4	6
2001-2002	Rio 1.6L Idle Vibration	6	2	6
2001	Misfire DTC's Linked to Flexplate Deviations	4	4	7
2001-2002	Rio ECM DTC Revisions	5	3	5
2003	'03 Rio Ignition System	6	2	7
(All)	Rio PCV & Vent Air Hose Connections	6	2	7
2003	'03 Rio Refrigerant Capacity	6	2	7
2003	Rio HVAC System Blows Cold Air Only	6	4	4
2001	14" Alloy Wheel Option	3	6	5
2001	Strut Rod Bushing	4	1	5
2001	Rear Suspension Noise	4	2	4
2001-2002	Rio Front Wheel Bearing Preload	5	3	3
2001	P0740 Codes	3	4	5
After 8/00	TCM Change	3	5	6
After 10/17/00	Rio/Sephia/Spectra TCM Changes	4	6	5
OPTIMA REPAIR TIPS				
(All)	4-Cyl Optima False Temp. Gauge Readings	6	2	8
2001	Programming RKE Transmitters	4	1	6
2001	Optima Sub Key	4	1	6
2001	Radio Information	4	1	8
2001	Security System Improvements	4	2	6
2001	Power Antenna Mast Replacement	4	4	10
2001	Fuel Level Sending Unit Changes	4	6	6
2001-2002	RKE Programming	5	1	10
2001-2002	Optima Window Regulators	5	6	4
2003	Changes in Optima SE Alarm Logic for '03	6	2	5
2003	Optima Fuel Filler Door	6	1	5
2001	Front License Plate Mounting	3	6	6
2001	Door Window Protective Strips	4	1	7
2001	Child Seat Anchor	4	1	9
2001	Parking Brake & Cup Holder Lid Interference	4	2	5
2001	Spare Tire Hold-Down	4	2	6
2001	Water Intrusion	4	3	6
2001	Front Door Glass Run Changes	4	3	6

OPTIMA REPAIR TIPS CONTINUED

2001-2002	Rear Brake Changes	4	6	6
2002	New ABS System for Optima	5	2	7
2001	Rough Idle 4 Cylinder	4	1	7
2001	V8 HLA Noise	4	1	9
2001	Engine/Trans Oil Filter Clarification	4	4	10
2001	ORVR System	4	1	10
2001	'01 Optima 4 Cylinder DTC P0128	5	2	8
2001-2002	Optima ECM & Reprogramming Update	5	3	5
2003	2003MY Optima Evaporative Vent Filter	6	2	9
2002	SDN/OPT 2002MY Running Changes	4	5	6
2001	Temperature Control Noise	4	1	8
2003	'03 Optima Equipped With Air Quality System	5	6	4
2001-2002	Optima Rear Hub & Bearing Assembly (Non ABS)	5	2	6
2001	Replacement Battery	4	1	9
2002-2003	Optima/Sedona Charging System Update	6	2	10
2001	A/T Erratic Shift	4	1	8
2001	A/T Drive Plate Installation Direction	4	2	6
2001	A/T Fluid Filter Deleted	4	2	6
2001	A/T Fluid Filter Deletion Update	4	3	6
(All)	Optima/Sedona ATM Diagnosis	6	2	9
SEDONA REPAIR TIPS				
2002	Remote Keyless Entry Programming	4	4	8
2002	Cassette Radio/Lockout Code	4	4	8
2002	Passenger Compartment Fuse Box	4	4	9
2002	Door Lock Function	4	5	7
2002	Engine Cooling Fan	4	5	7
2003	Sedona AV System	5	1	8
2002	Sedona ACU Change	5	2	8
2002	Sedona RKE	5	3	6
2002	Sedona Battery Discharge	5	3	6
2002	3rd Row Floor Mat	4	4	7
2002	Roof Rack Wind Noise	4	4	8
2002	SDN LX Rear Window Latch Improvements	4	5	6
2002	Sedona LX With Unwired Fog Lights	6	1	6
After 11/13/01	Sedona Cup Holder Improvements	5	1	8
2002	Sedona Double Hinged Seat	5	2	8
2002	Sedona Roof Rack Installation	5	2	8
2002	Sedona Windshield	6	3	8
2002-2003	Sedona Sliding Door Adjustment	6	3	8
Engine				
2002	Camshaft & Cam Gear Designations	5	1	9
2002	Sedona PVC Valve & Cylinder Head Cover	5	2	7
2002	Sedona Spark Plug Interval Update	5	2	8
2002	Sedona Drive Belt Squeal	6	4	5

SEDONA REPAIR TIPS CONTINUED

2002	Cold Start Hesitation	4	5	6
2002	RPM Limiters	5	1	10
2002	Sedona Oxygen Sensor Codes	5	4	6
2002	SDN/OPT 2002MY Running Changes	4	5	6
2002	A/C Refrigerant Charge	4	4	9
2002	A/C and Recirc Button Indicator Lights	4	5	7
2002	A/C Indicator Lamp Operation-Defrost Mode	5	1	10
2001-2002	Sedona A/C Compressor	6	4	6
2002	Sedona A/C Refrigerant Leak	5	5	4
2002-2003	A/C Noise In Sedona	6	3	7
2002-2003	Sedona Rear A/C Noise	6	3	6
2003	Sedona Refrigerant Capacity	6	4	4
2002-2003	Optima/Sedona Charging System Update	6	2	10
2003	Adding Fluid To Sedona A/T	6	1	6
(AM)	Optima/Sedona ATM Diagnosis	6	2	9
SORENTO REPAIR TIPS				
2003	Sorento Overhead Console & FATC Display Indicator	5	5	5
2003	Sorento Compass Declination	5	6	6
2003	Sorento Rear Defogger Fuse	6	1	5
2003	Sorento Seat Belt Buckle Wire	6	1	6
2003	Sorento Delphi 6-Disc CD Audio	6	2	10
2003	Sorento RKE Programming	6	3	8
2003	Sorento Sunroof Blinding	6	3	9
2003	Brake Pedal Vibration ABS Equipped Sorento	6	2	10
2003	Sorento Radiator Hose Clamp Interference	6	1	6
2003	Sorento Evaporative Canister Accessibility	5	6	6
2003	Sorento Fuel Pressure Check Info and Update	6	3	10
2003	Sorento Highlights	6	4	6
2003	Sorento Lower Control Arm Bushing Inspection	5	6	5
2001-2002	Sorento Steering Wheel Rattle	6	3	5
2003	Replacement Battery	6	5	5
2003	Sorento Transfer Case Fluid Level	5	6	6
2003	Sorento Driveline Vibration	5	6	6
2003	Sorento Rear Differential Fluid Capacity	6	1	6
2003	Sorento Limited-Slip Rear Differential	6	3	10

Kia Campaign Summary '03

Campaign 001	Speed Sensor	'94 Sephia	Aug-94
Campaign 002	Oil Seal Retainer Nut Torque Rear Axle Bearing	'96 Sportage	Mar-95
Campaign 003	Owner Notification Vehicle Emission Control Information Label	'95 Sephia	Jun-96
Campaign 004	Accelerator Pedal	'96 Sportage	Jul-96
Campaign 005	Engine Control Module (ECM) Replacement	'97 Sportage	May-97
Campaign 006	Rear Hatch Door Unlock System Modification	'97 Sportage	Feb-98
Campaign 007	Brake Pipe Clearance Inspection	'98, '99 Sportage	Oct-98
Campaign 008	Evaporative Fuel Vapor Hose Replacement	'96, '97 Sephia	Jul-99
Campaign 009	Front Hub Seals	'98, '99 Sportage	Aug-99
Campaign 010	OBD Information Label	'98-'99 Sephia, Sportage	Aug-99
Campaign 011	Catalytic Converter Replacement	'96 Sportage	Oct-99
Campaign 012	Windshield Wiper Link Replacement	'98, '99 Sephia	Nov-99
Campaign 013	Wire Harness Fuel Pump Connectors	'98, '99 Sephia	Dec-99
Campaign 014	Engine Wire Harness C123/C124 Connectors	'97, '98, '99 Sportage	Feb-00
Campaign 015	ORVR Valve Replacement	'98, '99 Sephia	Oct-00
Campaign 016	Manifold Catalytic Converter Replacement	'98 Sportage	Sep-00
Campaign 017	Owner Notification Campaign Sportage Owners Manual	'00 Sportage	Aug-00
Campaign 018	Automatic Transmission Cooler Hose	'01 Rio	Oct-00
Campaign 019	Timing Belt Cover	'01 Optima	Mar-01
Campaign 020	Side Air Bag Wire Harness	'01 Optima	May-01
Campaign 021	Recall Campaign: Crankshaft Position Sensor	'01-'02 Optima	Mar-03
Campaign 022	Sportage Manifold Catalytic Converter Replacement	'99 Sportage	Oct-01
Campaign 023	Recall Campaign: Seat Belt Buckle Anchor Bolts	'02 Sedona	Feb-03
Campaign 024	Recall Campaign: Hazard Switch	'98 Sephia	Aug-02
Campaign 025	Service Campaign: Battery Cable Inspection	'98-'00 Sephia	Sep-02
Campaign 026	Service Campaign: Spectra ORVR Valve	'02-'03 Spectra	May-03
Campaign 027	Recall Campaign: Front Seat Belt Buckle	'95-'98 Sephia, Sportage	Dec-02
Campaign 028	Service Campaign: Optima Oxygen Sensors	'01 Optima	Mar-03
Campaign 029	Service Campaign: Seat Belt Buckle Wire Harness	'03 Sorento	Jan-03
Campaign 030	Recall Campaign: Seat Strikers	'02 Sedona	Apr-03
Campaign 031	Service Campaign: Sorento Hood Anti-Corrosion Treatment	'03 Sorento	May-03
Campaign 032	Safety Recall: Sedona ABS Control Module Reprogram	'03 Sedona	May-03
Campaign 033	Service Campaign: Optima A/C Receiver-Drier	'02-'03 Optima	Sep-03

'04MY Optima Trunk Ajar Light

Due to the elimination of the diode in the trunk light power circuit, the trunk ajar light will be illuminated at key on if the memory fuse (shunt in passenger compartment fuse box) has not been installed. After the memory fuse is installed, the system will operate normally.

TSB Update

TSBs Issued in September & October 2003:

- Campaign 033, Service Campaign: Optima A/C Receiver-Drier
- Engine 013 (Revised), Rio 1.6L Hard Start

Sedona Driver's Seat Creaks

KMA has received some reports on Sedonas where there is a creak noise coming from the driver's seat. The conditions under which this would occur are as follows:

While sitting in the driver's seat, a creak noise could be heard while: A) the driver moves in the seat or B) while accelerating or decelerating.

Typically this is caused by the right rear height adjustment linkage (pivot point) under the driver's seat. The height adjustment is a scissor-type mechanism with a shoulder bolt as its pivot point. The pivot point and shoulder bolt may creak when A and/or B conditions are met.

If you encounter this concern as described above, remove the shoulder bolt, apply a small amount of grease or other high grade lubricant to the shoulder bolt and pivot point, and then re-install & tighten the shoulder bolt. Verify that repair has eliminated the creaking noise. If unresolved, lubricate other pivot points and moving parts as required.



Pivot Point and Innr Bolt That Causes the Creaking Noise

Sorento Electronic Power Steering

When diagnosing a steering concern on a Sorento with Electronic Power Steering, start by checking for diagnostic trouble codes in the EPS system. EPS trouble codes will not turn on any malfunction indicator light. Plug the Hi-Scan Pro into the under hood DLC using the red adapter, select ELEC. POWER STEERING, select DIAGNOSTIC TROUBLE CODES. The following DTCs exist for EPS:

- C1001: ECU (EPS control unit)
- C1011: Battery voltage (as detected by EPS) below 10 volt

- C1012: Accel/Decel excessive (VSS signal erratic or intermittent)
- C1017: Solenoid open or short (to power or ground)
- C1014: Warning lamp circuit (not used in Sorento)

In addition to DTC retrieval, EPS diagnostic's "current data" screen offers monitoring and graphic displaying of vehicle speed, solenoid current and battery voltage to enable you to detect any erratic signal behavior or excessive fluctuations.

External Filters on Optima Reman ATM Units

KMA has received questions regarding external fluid filters on remanufactured Optima automatic transmissions. ATM units installed in early-production 2001 MY Optima models (10/1/2000 - 12/31/2001) were equipped with an external fluid filter. Beginning in January 2001, the external fluid filter was phased out. Because both types of cores (with and without external filter) are entering the remanufacturing process, dealers may receive either type of unit when ordering any of the remanufactured units listed in the table below. Please note that the table lists two different part numbers for each engine size, based on production date. These part numbers are not interchangeable, due to internal differences that are not related to the external fluid filter. There are no functional differences or issues of compatibility between ATM units, based solely on whether or not they are equipped with an external fluid filter.

Engine	Production Date	OE P/N	Reman P/N
2.4L I-4	10/1/00 - 1/1/01	45000 39940	45000 39940R 45000 39940RCA
2.4L I-4	1/1/01 -	45000 39941	45000 39941R 45000 39941RCA
2.5L V-6	10/1/00 - 1/1/01	45000 39980	45000 39980 45000 39980RCA
2.5L V-6	1/1/01 - 6/1/01	45000 39981	45000 39981R 45000 39981RCA

Type Here



Make every mile count.

Fold Here

ATTN: TECHNICAL FIELD OPERATIONS

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 13514 IRVINE, CA

POSTAGE WILL BE PAID BY THE ADDRESSEE

KIA MOTORS AMERICA INC
PO BOX 52410
IRVINE CA 92619-9927



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



P/N: UN030 P8 032E



The New Amanti is Launched

Del Mar, Calif., More than 70 automotive journalists, representing more than 100 publications converged in Del Mar the week of November 17th for the launch of Kia's all-new Amanti premium sedan.



During the event, two "waves" of journalists from various locations across the U.S. gathered for a presentation of the Amanti in the vicinity of San Diego. Then, to experience the new vehicle's features and capabilities firsthand, they participated in a morning drive through sunny Southern California's wine country. After a brief stop for lunch, the route led them back to the starting point along the Pacific Coast.

The journalists were impressed with the Amanti, and with Kia's ongoing efforts to create a larger presence in the U.S. market, with a broader range of products that offer quality, value and safety for American consumers.

The Amanti will offer more than the buyer expects, including a level of sophistication and a range of safety features usually found at the higher end of the market, but at a lower-than-expected price.

New Parts & Service Mission Statement

In an effort to continue pursuing Kia's corporate objective to become a Tier 1 company, Kia Motors America Parts and Service Departments have recently developed the following Parts and Service Department Mission Statement:

Deliver "Best in Class" ownership experience and increase brand loyalty by providing quality products, processes, and people to support the entire Kia network in order to achieve profitable growth in the U.S. market.



Now that the year is coming to a close, all of us in Kia's Service Department want to thank you for your efforts during the past year to help us strive for our goal to "fix it right the first time."

Your hard work is starting to pay off, as evidenced by our accomplishments this year. According to J.D. Powers & Associates:

- Kia is the 2nd most improved nameplate when compared to 2002 2nd Quarter IQS.
- Kia has achieved a 51% overall improvement since 1998, while the industry averaged only a 26% improvement.

Thanks again for your effort and support. "We wish you and your families a joyful holiday season!"

Inside this issue

2. KU Technical Training, 2003.5 Spectra Tech News Training
3. KU FIRST Workshop Launched, Knock Sensor Torque, Technician Holiday Schedule
4. New Amanti Pre-Delivery Forms & Certification Tests, Amanti Key Duplication Procedure, SQR Ambient Temperature Display
5. Quick Connect Fuel Line Tool, Optima Security System
6. Sedona Trailer Hitch Concerns, Sorento Computer Diagnostics, Sedona Fuel Gauge Sending Unit



Published by the Kia Motors America, Inc. Technical Field Operations Department. The *Kia Technician Times* is a newsletter for the Kia dealership technician. All rights reserved. Director, Product Quality Gordon Dickie

★
Executive Coordinators

Charles Lee
Ernie Kim
Bruce Kim

★
Editor

Dianne Soeder

★
Desktop Publishing
Barbara Sullivan

★
Engineering Support/Contributing
Writers

Tim Bass
Dan Betian
Paul Dashkowitz
Greg Ling
Ken Livrari
Douglas Redman
Steven Strain
Jeff Taylor
Neem van der Roost
Pat Vazzano

Kia University Technical Training

Following are some recent changes to Technical Training Courses and Tests offered by Kia University (KU).

Introduction to Hi-Scan Pro

Earlier this year a new scan tool web course was introduced: *Introduction to Hi-Scan Pro (IHSP)*. The IHSP web course and test take the place of the outdated Hi-Scan Pro Basic (HSPB) self-study materials, instructor-led course and online test. The IHSP course teaches technicians the basics of Hi-Scan Pro operation. This course is available 24/7 on KU, and provides familiarization on the use of the tool for diagnostics and ECU reprogramming.

Diagnosing with Hi-Scan Pro

Last quarter, KU introduced the next level of scan tool training with the new instructor-led *Diagnosing with Hi-Scan Pro (DHSP)* course. DHSP provides technicians with higher level Hi-Scan Pro use as a core component of the diagnostic process. This performance-based training course goes into greater detail on the operations and functions of the Hi-Scan Pro and how those functions accelerate diagnosis of customer concerns. DHSP is an intensive 1-day course filled with hands-on activities and practice. Prerequisite: Introduction to Hi-Scan Pro

Bypass Tests

KU has recently introduced two by-pass tests. The *A/C Diagnosis By-Pass Test* provides technicians with extensive A/C experience and Kia A/C experts a way to get credit for the A/C course without attending the 1-day course. Take the online test, and if you pass, you'll receive credit in the KU system for the course.

Don't have time to attend 3 days of training and you've got a lot of electrical experience? Try taking the *Automotive Electrical By-Pass Test* online. This test is not easy – roughly 40% of all the technicians that take the test pass it. If you have plenty of electrical diagnostic experience and Kia product knowledge take the test. If you find you are uncomfortable with the questions, maybe it is better for you, your dealership and your customers if you attend the instructor-led *Automotive Electric* course.

For both tests, you are allowed one attempt every 30-day period to pass each test. If you score 80% or higher you will receive credit equivalence for either the one-day A/C Diagnosis course or the 3-day Automotive Electrical course.

New Technician Introduction to Kia

KU website has a self-study technical training course for new Kia service technicians. The goal of this course is to ensure that new Kia service technicians receive proper orientation to the tools and resources available from Kia to assist them in diagnosing and fixing vehicles right the first time. The course is available at www.kiauniversity.com, see your Service Manager if you need help signing on. New service technicians should take this course ASAP to learn about the service resources available. This course is a prerequisite for all Kia technical training courses.

2004.5 Spectra Technical Training

Kia University (KU) is developing a new service technical training course for the 2004.5 MY Spectra for Kia dealership service technicians. The goal of this course is to ensure that Kia service technicians receive training on the new systems and features for the 2004.5 Spectra in order to properly diagnose and service the vehicle. New product features and systems include a new engine with variable valve timing, air bags, HVAC, etc. The training covers information and hands-on practice on system operation, component location and operation, diagnostics, and technician tips. This course has been designed to be informative, interesting, and motivational to support Kia's fix it right the first time (FIRFT) and customer satisfaction objectives.

The 2004.5 Spectra service technical training course will be taught as a performance-based, 1-day instructor-led training course in the regional training centers and at remote locations beginning 1/04. For more information, go online to KU or talk to your Service Manager or DPSM.

KU FIRFT Workshops Launched

On November 11th KU started a series of 34 Fix It Right First Time (FIRFT) Service Management Workshops across the country. The purpose of these workshops is to raise customer service satisfaction scores (KSI/ID Powers). Letters with program details were sent to all Service Managers; encouraging them to attend.

During the workshop, Service Managers will assess current ratings and receive training and tips to develop an "action plan" to improve it. Three to six months after the action plan has been implemented the DPSM will review it with the Service Manager to evaluate how the action plan has improved KSI scores.

The 1-day workshop is from 8:00 - 5:00. All Service Managers are encouraged to attend and bring a Service Advisor, if they wish.

Knock Sensor Torque

When replacing or diagnosing a knock sensor, make sure to torque it carefully. Knock sensors are very sensitive to tightening torque. Too tight and the sensor will be too sensitive; too loose and the sensor will not be sensitive enough. Torque knock sensors to 15-18 lb-ft (20-25 Nm).

▲ WARNING

- **VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN INJURY TO THOSE PERSONS OR TO OTHERS.**
- **THE KIA TECHNICIAN NEWSLETTER (KIA TECHNICIAN TIMES) IS INTENDED FOR USE BY PROFESSIONAL KIA AUTOMOTIVE TECHNICIANS ONLY. IT IS WRITTEN TO INFORM TECHNICIANS OF CONDITIONS THAT MAY OCCUR ON SOME VEHICLES. TRAINED KIA TECHNICIANS HAVE THE EQUIPMENT, TOOLS, SAFETY INSTRUCTIONS, PUBLICATIONS AND EXPERTISE TO PERFORM THE JOB CORRECTLY AND SAFELY.**

▤ CAUTION

VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN DAMAGE TO THE VEHICLE.

* NOTICE

- *The topics covered in this newsletter are designed to assist you with the diagnosis and repair of specific vehicle conditions. Just because a condition is described in this newsletter, do not assume that it applies to your vehicle, or that your vehicle will have that condition.*
- *In all cases, the procedures in the applicable Service Manual and/or Electrical Troubleshooting Manual should be performed first.*

Techline Holiday Schedule

CHRISTMAS 2003 THROUGH NEW YEARS 2004							
Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
12/24/03	12/25/03	12/26/03	12/28/03	12/30/03	12/31/03	1/1/04	1/2/04
Christmas Eve CLOSED	Christmas Day CLOSED	OPEN	OPEN	OPEN	OPEN	New Years CLOSED	OPEN
Four Staff Members On OPEN Days							
Holiday Hours: 6:30 a.m. - 3:30 p.m. PST							

New Amanti Pre-Delivery Forms/Certification Tests

There are many new features on the Amanti that need special attention during PDI. The new Amanti Pre-Delivery Inspection Form directs anyone performing the PDI to focus on several key systems and features of the vehicle. The Amanti PDI folder includes the Customer Delivery Worksheet. Your dealer Sales Consultants will use this Amanti-specific worksheet to give the customer the best possible vehicle delivery. An initial supply of the new forms will be provided. Starting January 2nd, 2004, Kia will be launching the Pre-Delivery Inspection Certification Tests for Technicians and Detail Specialists. This is an opportunity for dealerships to be certified in the Pre-Delivery Inspection process. A quality Pre-Delivery Inspection is our way of giving the Kia Customer a concern-free vehicle at time of delivery.

Amanti Key Duplication Procedure

Amanti is equipped with a high security key which cannot be duplicated using standard key cutting machines. Currently, KMA is developing a process that uses an outside vendor to duplicate Amanti keys.

Effective immediately and until further notice the Amanti key duplication process is as follows:

OPTION ONE

Original key IS available.

1. To confirm vehicle ownership, dealer **MUST** compare customer identification with dealer records, vehicle registration, title, or lastly call Techline at 1 800 494-4542.
2. Dealer must have Amanti key blank trace cut by a local locksmith. Generally, if a locksmith can duplicate (trace cut) Lexus or Mazda high security keys, they will also be able to trace cut Amanti keys. If local locksmith is not available then use **OPTION TWO** which is to order a new key through Techline.
3. After key is received by dealer it must be programmed to the vehicle using Kia scan tool.

OPTION TWO

Original key **IS NOT** available.

1. To confirm vehicle ownership, dealer **MUST** compare customer identification with dealer records, vehicle registration, title, or lastly call Techline.
2. Dealer calls Techline at 1 800 494-4542 and provides the following required information:
 - Dealer name, dealer code, dealer contact, dealer service department phone number and address.
 - Customer name.
 - VIN, key code, and if master or sub-key (valet) is needed.
3. Required information is forwarded to KMC the same day it is received. Key(s) will be sent from KMC to KMA corporate office, and forwarded to requesting dealer via overnight delivery. Approximately five (5) days are required for this process.
4. After key is received by dealer it must be programmed to the vehicle using Kia scan tool.

Sorento Ambient Temperature Display

Some Sorento models have been built with the wrong multimeter installed in the overhead console. If you encounter a Sorento with FATC that also shows ambient temperature in the overhead console or a Sorento with manual A/C that does not show ambient temperature in the overhead console, replace the multimeter in the overhead console. The current Sorento Parts Catalog lists the two multimeters incorrectly. The correct part numbers are: with FATC - 940A0 3E010, with manual A/C - 940A0 3E000.

Quick Connect Fuel Line Tool

A new special tool is being provided to aid in the removal of the quick connect fuel lines used on Kia vehicles, particularly Rio fuel rails. Use of the new tool will make it easier to remove the fuel line so you run less risk of cracking the fuel inlet nipple on the fuel rail. Use the following procedure to disconnect the fuel lines.

1. Push fuel line towards fitting. (Release pressure in line first by cranking with fuel pump relay or fuse removed.)



2. Install tool onto fuel line release tabs.
3. Pull gently on tool and pull fuel line off from fitting.
4. Remove tool from fuel line.
5. To reconnect fuel line, push line onto fitting until a click is felt. Pull gently to test, check for leaks when starting vehicle.



▲ WARNING

Use caution when working under the hood of a Rio vehicle not to exert pressure on the fuel line from the fuel rail to the bulkhead. Cracking of the fuel rail inlet could result causing a fuel leak which could ignite causing burns, death, or other personal injury.

Optima Security System

When attempting to diagnose an Optima that will not set the alarm, please consider the input signals required before the system will "arm" itself. Typically door locks will operate normally, and you will see the hazard lights flash when unlocking with the RKE but not when locking with the RKE. Be aware that the ETACS will not arm the alarm unless all doors, hood and trunk are detected as closed. First check the door ajar input by setting the dome light to the door position and shutting all doors. If the dome light shuts off, then the door switch inputs are OK and the hood or trunk inputs are suspect. Before attempting to pin test at the ETACS, check that the rubber bumper on the hood that contacts the hood switch is in place. Without the bumper in place, the ETACS will think the hood is open and will not arm the alarm.

Note: The new Amanti has the same style hood switch.



Sedona Trailer Hitch Concerns

Two occasional concerns have recently surfaced regarding the Sedona trailer hitch, due to production variances:

- Spare tire carrier contacts hitch
- Exhaust contacts hitch

To resolve these concerns, a revised hitch should arrive sometime in early spring. It will have a larger exhaust tube opening (4" to 6") and will be positioned 1/2" further back from the spare tire carrier. Until the revised hitch will be available, please perform the following prior to the vehicle leaving the retailer:

1. The spare tire carrier should be inspected for clearance to the hitch. When accessing the spare tire, if the spare tire carrier contacts the hitch proceed as follows:
 - a. Ensure the support assembly is completely released from the carrier.
 - b. Loosen hitch bolts and ensure the hitch is positioned at the most rearward point of the frame rail.
 - c. Place a slight amount of pressure, with hands or jack handle, to carrier/tire.
 - d. If none of the above resolves the concern, replace trailer hitch and re-inspect.
2. The tail pipe assembly should be inspected for clearance to the hitch exhaust tube. If the tail pipe contacts the exhaust tube proceed as follows:
 - a. Loosen hitch bolts and ensure the tail pipe is positioned in the center of the exhaust tube.
 - b. Slightly heat the tail pipe, at the bend just past the main silencer flange, and reposition in the center of the exhaust tube.

CAUTION

Do not grind on or heat the trailer hitch; this will cause the structural integrity of the hitch to be compromised and also voids the warranty.

Sorento Compass Diagnosis

When diagnosing a compass that does not change direction, or when performing a position (bearing) correction on a Sorento compass (Sorento Technical Highlights, Body Electrical pg. 17), be aware that the compass requires a Vehicle Speed Sensor (VSS) input to initiate the correction. If the "DRT" indicator keeps flashing after two or more complete 360 degree turns at 12.5 MPH or less, check for VSS input at pin 2 of C-05 at the multi-meter. VSS input can be checked by back-probing between pin 2 of C-05 and ground with a volt meter and driving very slowly, or by jacking up a rear wheel and turning it by hand with the ignition key ON. Voltage should switch up and down from 0 to 7-8 volts.

Sedona Fuel Gauge Sending Unit

As of 3/21/03 production, Sedona vehicles have a new fuel gauge sending unit and instrument cluster. The earlier sending units (P/N 0K54C 60 960) have three wires and operate the low fuel warning light. The new sending units (0K52Y 60 960) have two wires and the low fuel warning light is operated by the cluster. The resistance of the new sending unit has also been changed making the two non-interchangeable. The new fuel gauge sending units and clusters are available, but as of this writing the complete fuel module assembly is only available for the earlier model. You can install this fuel module in the newer vehicles, but will have to transfer the fuel gauge sending unit.

P/N (Sending Unit)	Production Date	Resistance Empty	Resistance Full
0K54C 60 960	4/30/01 - 3/21/03	109Ω	3.3Ω
0K52Y 60 960	3/21/03 -	211Ω	9Ω



Tape Here



Make every mile count.

Fold Here

ATTN: TECHNICAL FIELD OPERATIONS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 13514 IRVINE, CA

POSTAGE WILL BE PAID BY THE ADDRESSEE

KIA MOTORS AMERICA INC
PO BOX 52410
IRVINE CA 92619-9927

P/N: UN030 PS 032F



EA03-015

HYUNDAI 1/13/04 RESPONSE

APPENDIX 3

MY 2001

KIA RIO AND RIO CINCO



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K238460

01/08/2004 11:45:36 AM

Case Details

Title: Fire-Hill

VIN: KNADC123718506250

Priority: Priority

Case Type Level1: Complaint

Owner: Angel Romo

Mileage: 80000

Severity: Medium

Case Type Level2: Fire

Owner Email: aromo@kiausa.com

Status: Closed

Case Type Level3: Not Applicable

Contact Details

Name: James R Hill

Phone: (804) 443-8497

Address1: PO Box 1018

Address2:

City: Dunneville

Alt Phone:

State: VA

Fax:

Zip: 22484

Dealer Details

Code: VA011

Name: Chemer Kia

Case History

*** PHONE LOG 10/28/2003 12:18:58 PM (Local Time) CHamilton Action Type:

Caller states:

1. My veh caught fire
2. The police dept and fire dept and Progressive all said that it was not our fault
3. Want to know what Kia may be willing to do to help us out, since this was caused by the car. Dont know what caused it

Wtr states:

1. Updated contact info (recall open SC018--did not advise customer)
2. Requested and obtained accident report
3. Requested copies of Police report, front, side and rear photos of the veh
4. Provided Irvine address, case number, 620 Fax number
5. Will forward all info to appropriated personnel here at Kia for review

*** NOTES 10/28/2003 12:21:29 PM (Local Time) CHamilton Action Type: Manager review

Caller that provided accident report as Mrs Hill, co owner with James Hill

*** CASE DISPATCHED 10/28/2003 12:22:00 PM (Local Time) CHamilton
from WIP default to Queue National CA.

*** PHONE LOG 10/28/2003 05:25:31 PM (Local Time) SRaad Action Type: Incoming call

Caller stated

1. My name is Doug and I am with Progressive insurance calling concerning case K238460

Wtr stated

1. Case Mgr is Carrie and she has gone home for the evening
2. Would you like to leave a message

Caller stated

1. No may I just get her extension

Wtr provided Carrie's ext

*** PHONE LOG 10/29/2003 12:18:35 PM (Local Time) CHamilton Action Type: Incoming call

VM received states:

1. Doug from Progressive k238460
2. Will call you again

Case History

*** PHONE LOG 10/29/2003 12:20:11 PM (Local Time) CHamilton Action Type: Incoming call
VM received states:

1. Doug from Progressive, calling re James and Denise Hill
2. Need an e mail address where I can send photos of the veh
3. 434-244-8884 or 800-224-4499, claim #031224434

*** PHONE LOG 10/29/2003 12:22:23 PM (Local Time) CHamilton Action Type: Outgoing call
Wtr LVM for WSpencer requesting e mail address to provide for photos

*** PHONE LOG 10/29/2003 02:18:42 PM (Local Time) CHamilton Action Type: Incoming call
VM received from RCA WSpencer states OK to give e mail WSpencer@idsusa.com to send photos

*** PHONE LOG 10/29/2003 02:18:50 PM (Local Time) CHamilton Action Type: Outgoing call
Wtr called Doug at Progressive, provided WSpencer@idsusa.com to send photos

Doug states:

1. Are there any other similar reportings for this issue, this veh

Wtr states:

1. Wtr only collects info, forwards to appropriate personnel
2. Wtr not aware of any info like that

*** CASE ACCEPTED 10/29/2003 03:40:17 PM (Local Time) WSpencer
from Queue National CA to WP ACCIDENTS.

*** PHONE LOG 11/03/2003 05:08:09 AM (Local Time) ERutz Action Type: Incoming call

CALLER STATED

1. I CALLED LAST WEEK.
2. I HAVE NOT HEARD ANYTHING BACK FROM KIA.

WRITER STATED

1. THE INFO WAS FORWARD TO THE APPROPRIATE PERSONAL FOR REVIEW.
2. KIA WILL REVIEW FILE AND CONTACT THE CUSTOMER BACK, IF NECESSARY.
3. CALLER THANKED WRT FOR THE INFO

*** PHONE LOG 11/03/2003 01:13:41 PM (Local Time) CHamilton Action Type: Incoming call
Caller Doug with Progressive Insurance states:

1. Wanted to check on this
2. I e mailed Mr Wayne Spencer on the 28th

Wtr states:

1. This has been forwarded to WSpencer
2. He will compile all info, then may be several weeks before will hear anything
3. Wtr will add notes to case, WSpencer will get notified you have called

***PHONE LOG 11/04/2003 07:54:52 AM (Local Time) WSpencer Action Type: Outgoing call
writer called Doug from the insurance company and left a detailed vtm stating

1. have not received any email from him
2. left email address
3. advised him to label the email - Hill Fire Pictures - on the subject line
4. writer left 800# for further contact

*** NOTES 11/04/2003 08:35:05 AM (Local Time) WSpencer Action Type: Manager review
NCA RECEIVED FIRE PIC8 FROM THE INSURANCE CO.

FILE CURRENTLY UNDER REVIEW WITH LEGAL DSPT

*** PHONE LOG 11/06/2003 06:58:37 AM (Local Time) BGauldri Action Type: Incoming call
customer stated:

1. It has been weeks since Kia contacted.
2. have not heard from anyone.
3. thanked writer.

writer stated:

1. customer spoke with case mgr 10/28/03 at 1:10 PM.
2. case has gone to appropriate dept.
3. customer may check with the insurance company.
4. call has been documented.

*** NOTES 11/12/2003 10:55:41 AM (Local Time) ARomo Action Type: Manager review
NCA reviewed case, photos with legal.

Per legal:

*** Privileged Information Redacted - Attorney-Client Communications ***

Case History

NCA to dispatch case to region for denial.

*** CASE DISPATCHED 11/12/2003 10:59:55 AM (Local Time) ARomo from WIP FIRE to Queue Eastern Region.

*** CASE ACCEPTED 11/13/2003 12:28:24 PM (Local Time) TBeam from Queue Eastern Region to WIP default.

*** NOTES 11/24/2003 01:26:59 PM (Local Time) TBeam Action Type: Manager review
par legal...please allow the wr to review prior to sending.

Thanks *** Privileged Information Redacted - Attorney-Client Communication ***

*** CASE DISPATCHED 11/24/2003 01:27:10 PM (Local Time) TBeam from WIP default to Queue East - Service 01.

*** PHONE LOG 11/25/2003 02:48:38 PM (Local Time) BReed Action Type: Incoming call
Caller stated

1. Calling in regards to my accident
2. Have not received any determination as of yet

Wr investigated and stated

1. I do see that it has been forwarded to the regional level for response
2. You should be receiving letter shortly

Caller thanked wr for assistance

*** CASE ACCEPTED 11/26/2003 07:08:28 AM (Local Time) MVTall from Queue East - Service 01 to WIP New Case Calls (4).

*** PHONE LOG 12/02/2003 12:21:10 PM (Local Time) ABagoody Action Type: Incoming call
Customer (Denise Hill, wife) stated:

1. Have not received a response
2. would like to know the current status

Writer stated:

1. apologized for the delay
2. advised cust to hold (cust agreed)
3. writer called ERCA & Michael V. stated:
 - a. was not aware of this case
 - b. will contact cust
 - c. advise cust this case is still under review
4. will document comments
5. advised cust of the info given by the region
6. Jca is still reviewing cust file

*** CASE CLOSE 12/02/2003 08:00:22 PM (Local Time) MVTall Resolution Code = Please Specify.
A Denial Letter is being sent to the cust on this date after first confirming final letter with ERCAM, Tim Beam, letter # 7002 0000 0004 7085 8560

*** CASE REOPENED 12/03/2003 01:37:13 PM (Local Time) MVTall with Condition of Open and Status of Working.

*** NOTES 12/04/2003 06:09:30 AM (Local Time) MVTall Action Type: Manager review
After reviewing case with ERCAM Tim Beam, it has been concluded that Eastern Region should not be sending a "Denial Letter" to the cust. Re-dispatching case back to National.

*** CASE DISPATCHED 12/04/2003 06:09:40 AM (Local Time) MVTall from WIP Letters - (2) to Queue Eastern Region.

*** CASE ACCEPTED 12/04/2003 06:23:10 AM (Local Time) MVTall from Queue Eastern Region to WIP New Case Calls (11).

*** CASE DISPATCHED 12/04/2003 08:23:27 AM (Local Time) MVTall from WIP New Case Calls (11) to Queue National CA.

*** CASE ACCEPTED 12/05/2003 08:37:34 AM (Local Time) ARomo from Queue National CA to WIP FIRE.

*** NOTES 12/05/2003 09:18:26 AM (Local Time) ARomo Action Type: Manager review
Letter drafted
Writer will review with legal.

*** NOTES 12/09/2003 08:07:59 AM (Local Time) ARomo Action Type: Manager review
NCA reviewed letter with legal.

Case History

Legal made corrections
Per legal ok to send.

*** NOTES 12/09/2003 09:18:55 AM (Local Time) A/Romo Action Type: Manager review
Letter sent on this date.
Scanned letter into file.
No further action needed.

*** CASE CLOSE 12/09/2003 09:18:48 AM (Local Time) A/Romo Resolution Code = Please Specify.

*** CASE REOPENED 12/18/2003 07:40:49 AM (Local Time) A/Romo
with Condition of Open and Status of Working.

*** PHONE LOG 12/18/2003 07:43:08 AM (Local Time) A/Romo Action Type: Incoming call
Writer received message from Denise Hill:
1. ok that she received letter from NCA
2. ok that she would like to discuss further
3. ok that she will pursue this further (attorney)
4. customer left file number as well as telephone number (804)443-8487.

*** NOTES 12/18/2003 10:48:42 AM (Local Time) A/Romo Action Type: Manager review
Writer contacted customer back.
writer left message:
1. reiterating the information in the letter
2. advising that at this point, IGa will take no further action.
3. writer left name, case number as well as direct line and invited customer to call back with any further questions or comments
4. writer also advised that if customer feels that they have to take other measures, this is customer's right as a consumer.
Writer disconnected.

*** STATUS CHANGE 12/18/2003 10:48:42 AM (Local Time) A/Romo from status Working to status Pending Cust. Action

*** NOTES 12/18/2003 03:29:06 PM (Local Time) A/Romo Action Type: Manager review
Writer received message from customer stating:
1. feels that they were not treated to fair.
2. did not sabotage, set fire to their vehicle
3. customer serviced vehicle himself
4. states that writer does not have to call back
5. states that she will contact T.V stations and attorney.

Writer is closing out file.
No further action needed at this time.

*** CASE GLOBE 12/18/2003 03:29:18 PM (Local Time) A/Romo Resolution Code = Please Specify.

Attachments to Case:

File Name
K236480.pdf
K236460a.pdf

Location
\\capube\Clarity\Of\GA_Attachments\K236480.pdf
\\capube\Clarity\Of\GA_Attachments\K236460a.pdf

*****End Case Report K236480 *****



Kia Motors America, Inc.
Corporate Office
9801 Miraflores Blvd.
P.O. Box 33910
Irvine, CA 92619-3410
(419) 470-7000 • Fax (419) 470-3800

December 9, 2003

James Hill
PO BOX 1013
Dunnsville, VA 22434

Re: 2001 Kia Rio
VIN: KNADC123716506250
Case #: X236460

Dear Mr. Hill:

Thank you for your recent correspondence regarding your Kia Rio. We have reviewed your comments and regret the circumstances that prompted you to call us.

Kia has carefully reviewed the photos you have sent us as well as the description of the incident. Our records indicate that at the time of the incident your vehicle had 80,000 plus miles and that you have never had any repairs under warranty at our dealership. You indicated that your mechanic, Jimmy Coleman, was driving the vehicle when the fire occurred. Since we have no records of any maintenance or product issues with this vehicle prior to this date and the photos provided are inconclusive we are declining your request for assistance.

Kia will take no further action in this matter at this time. If you have additional information you wish to be considered, please forward it to me at the above address. Thank you for your courtesy and cooperation.

Sincerely,

Angel Rodon
National Consumer Affairs

Accident Report

Case K236460

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

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

Guy the from the mechanic shop 804-443-8829 Jimmy Coleman—he is the owner of the shop—dont think it has a name, where he works on cars on the side

4. What is the Age of the Driver?

<Driver's Age>

I guess late 40s

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

<DATE> and <TIME>

Around 5-5:30 PM on October 12, 2008

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

<ROAD WEATHER CONDITIONS>

Clear and sunny, no traffic

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

I guess like normal speed 55, something like that

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

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>

He was driving the veh on Route 17 South about 12 miles from Tappahannock VA, in Center Cross VA. Was heading north. 55 Miles per hour, said that the car made a "pop" noise. He said that a passenger in another veh to his right was pointing to him, like something wrong. He pulled over, saw smoke coming from under hood, and walked off to make a phone call. He did not open hood, knew that was not a good idea. He saw smoke coming from under the hood, then as he walked away the car burst into flames. He called the Center Cross Fire Dept and the Essex County Police dept. Police took a report, they did not give us anything.

car was totaled, insurance company said it was not our fault it burned up.

13. Were the Police Contacted?

Yes

14. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

Essex County Police dept--will send the Police report in, do not have a copy right now

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

unknown

16. Was the Insurance Company Contacted?

Yes. <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>
Progressive, claim # is 031624434
Bell Gazebook 1-800-876-8014

17. Have You Settled With the Insurance Company?

Yes

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

Towed

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

Progressive took it, they can tell you where it is at

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>

We have been making payments for 3 years. The insurance company paid a portion of the amount we owed but we still owe balance of \$1300. Would like KIA to pay that off. We also would like some help at the time we go back to buy another veh. thought maybe KIA would help us out by knocking some off the price. We were going to go back to the same place to buy another veh Cherner KIA VAQ11.

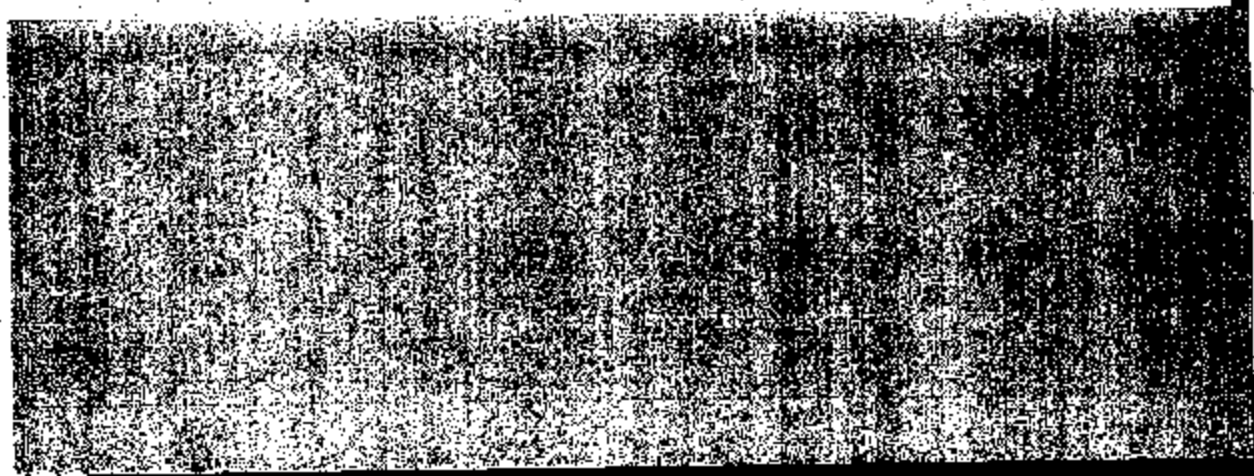
25. Have you reviewed the airbag section of the owners manual?

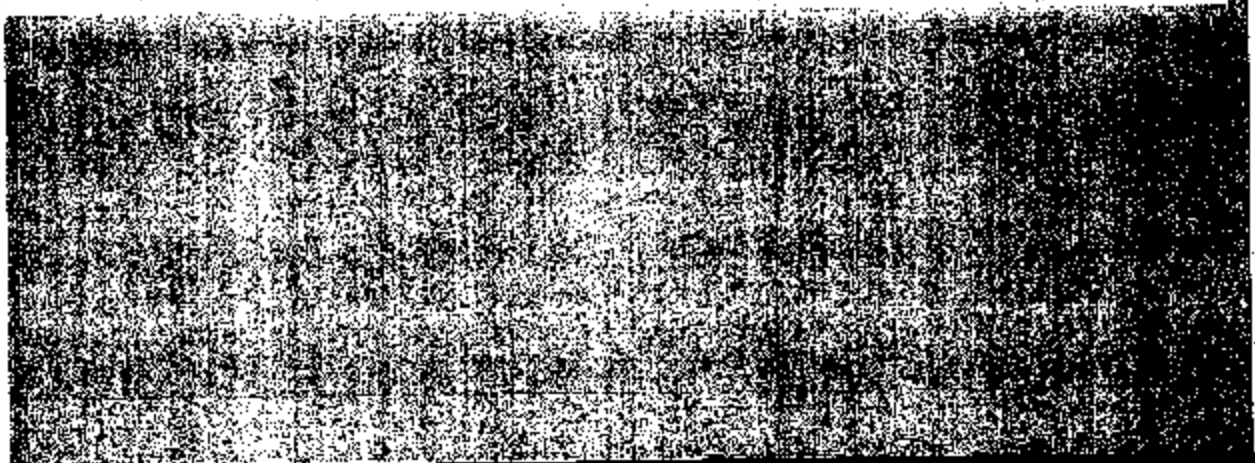
Yes - in order to consider your request, we will need you to provide us with copies of:

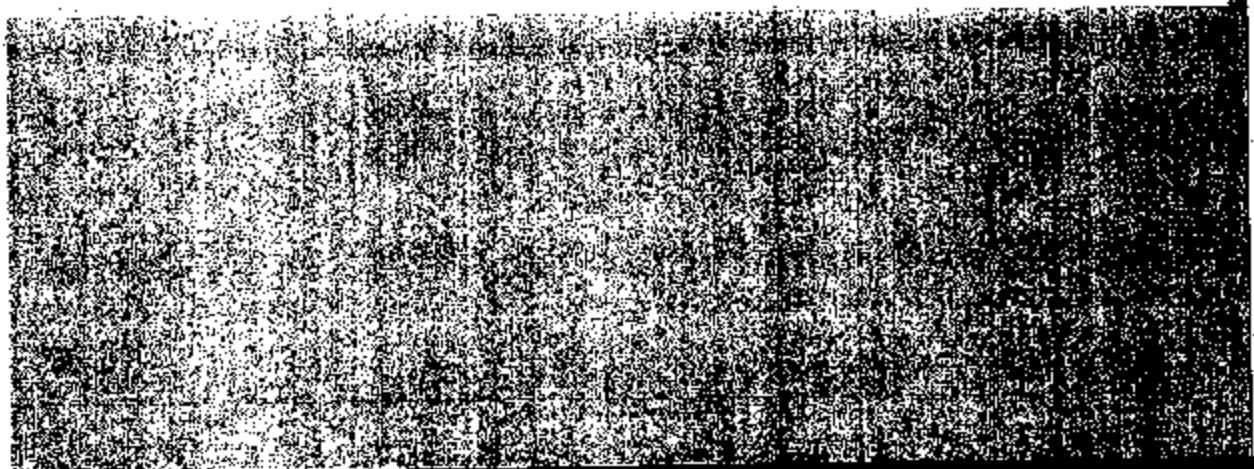
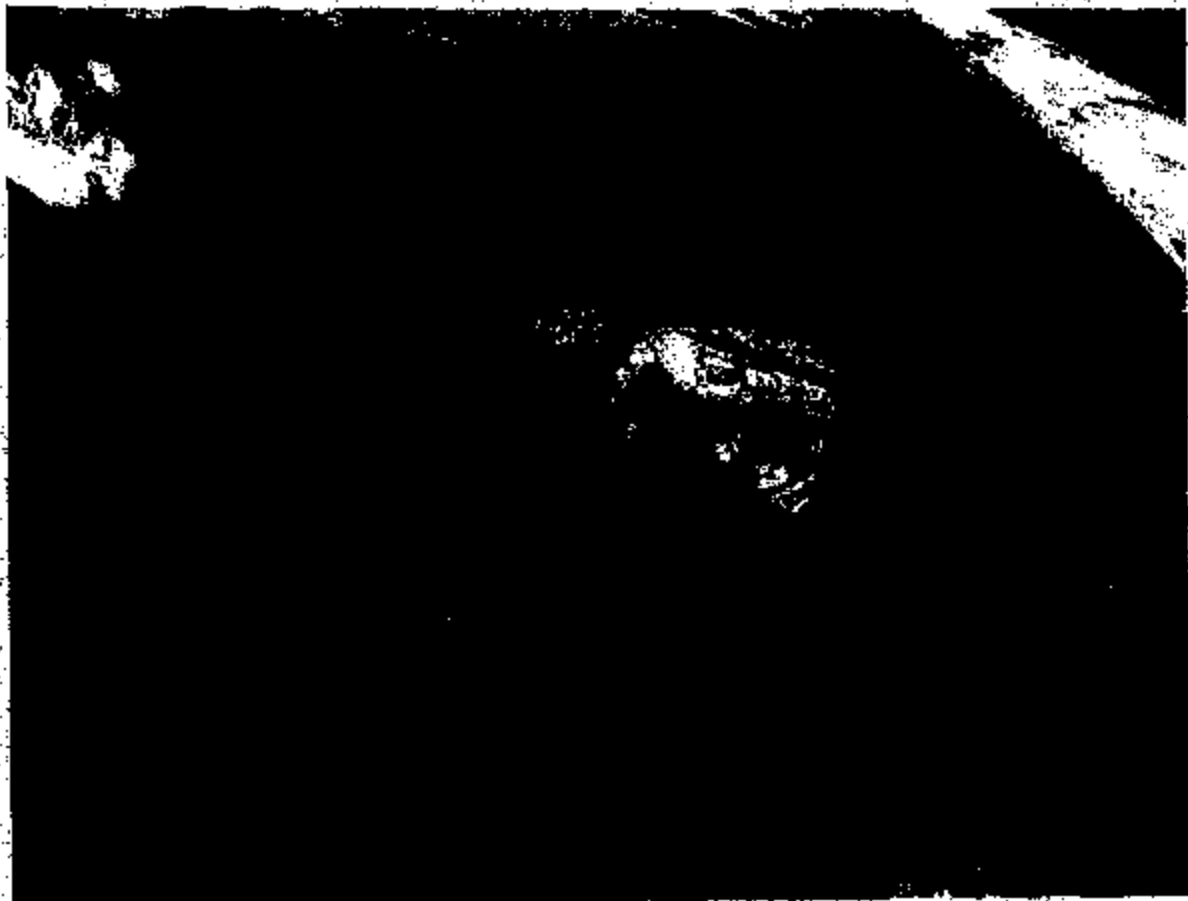
I. Copy of Police Report (if available)

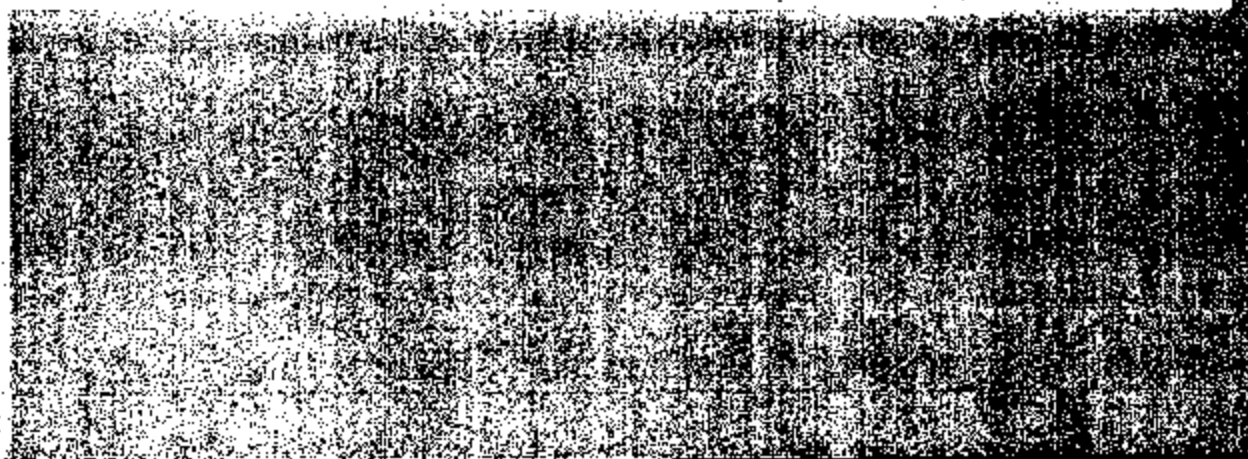
II. Pictures of vehicle (front, rear and side views)

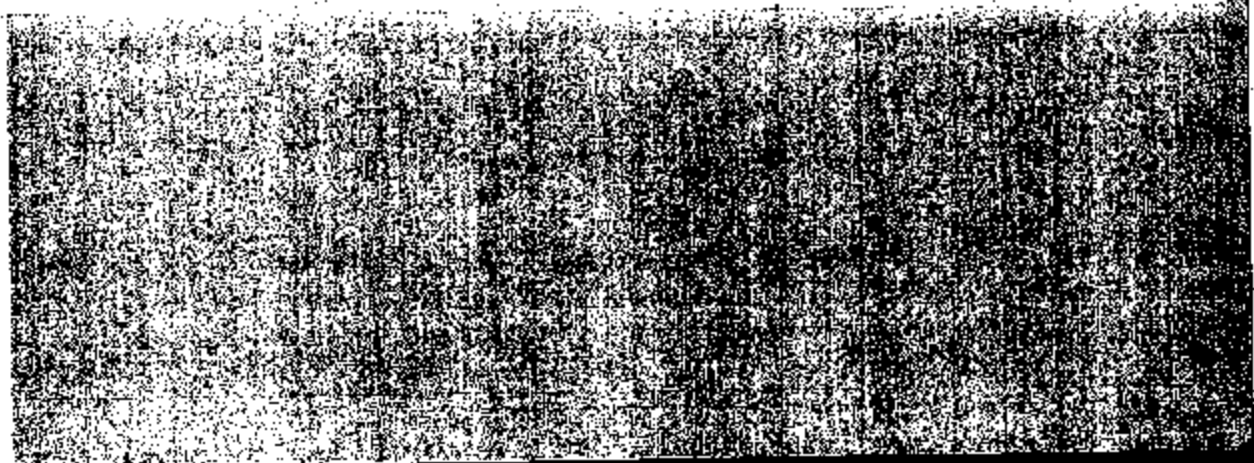
Not Applicable

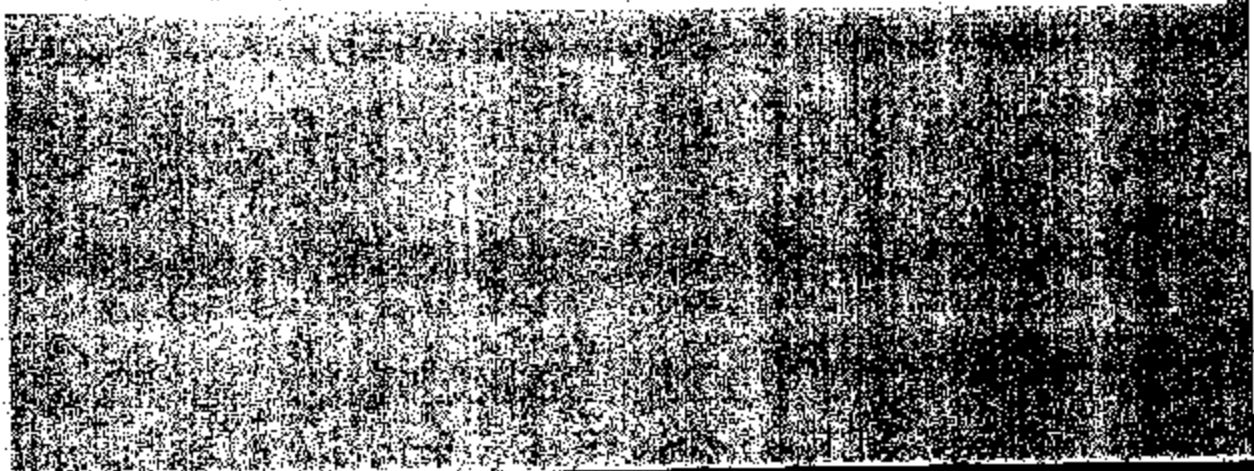


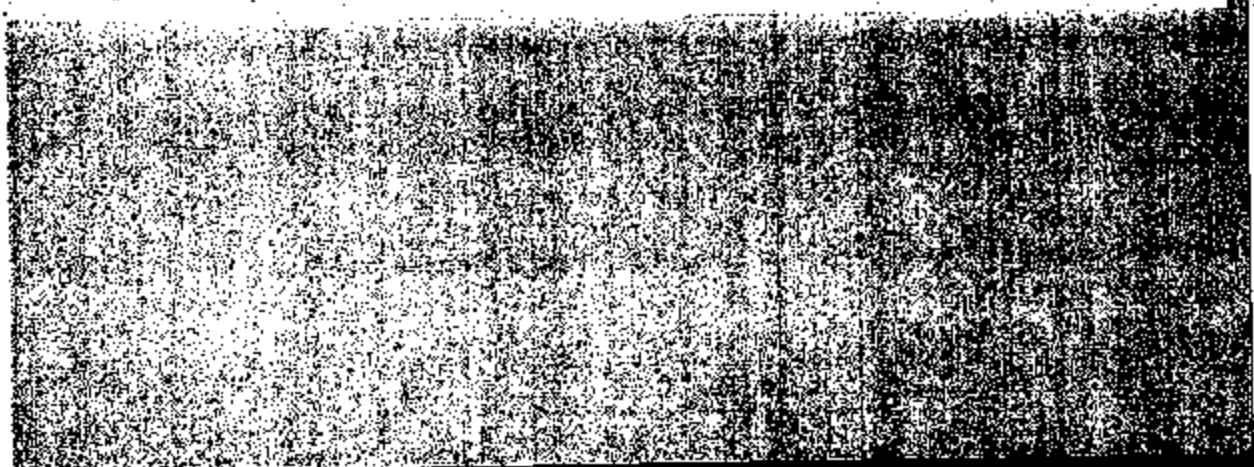


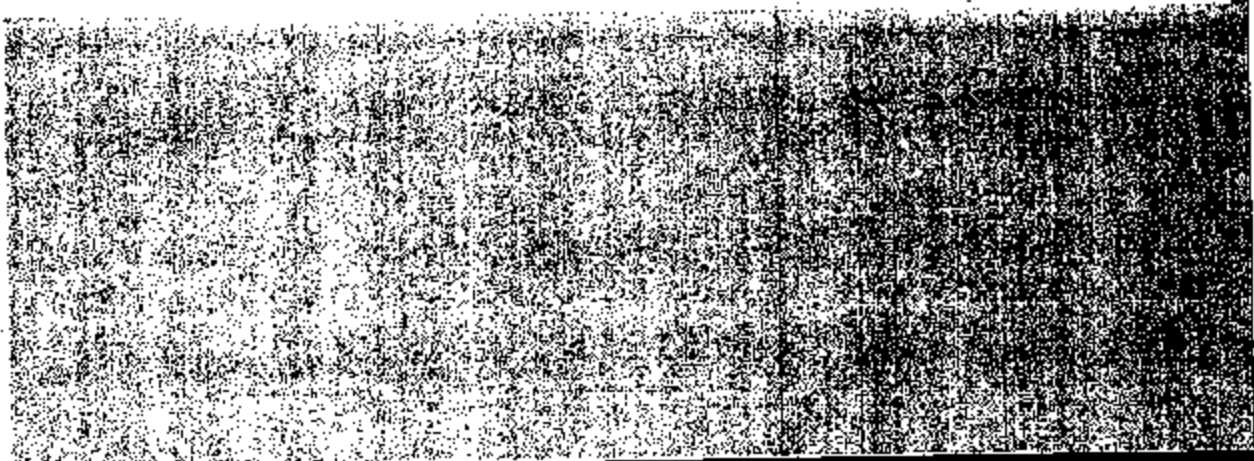


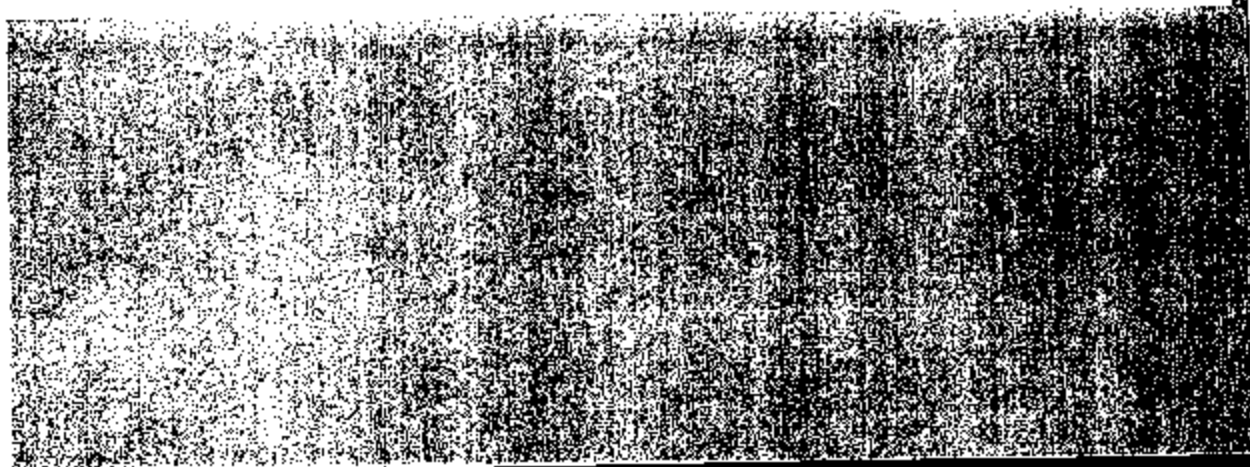


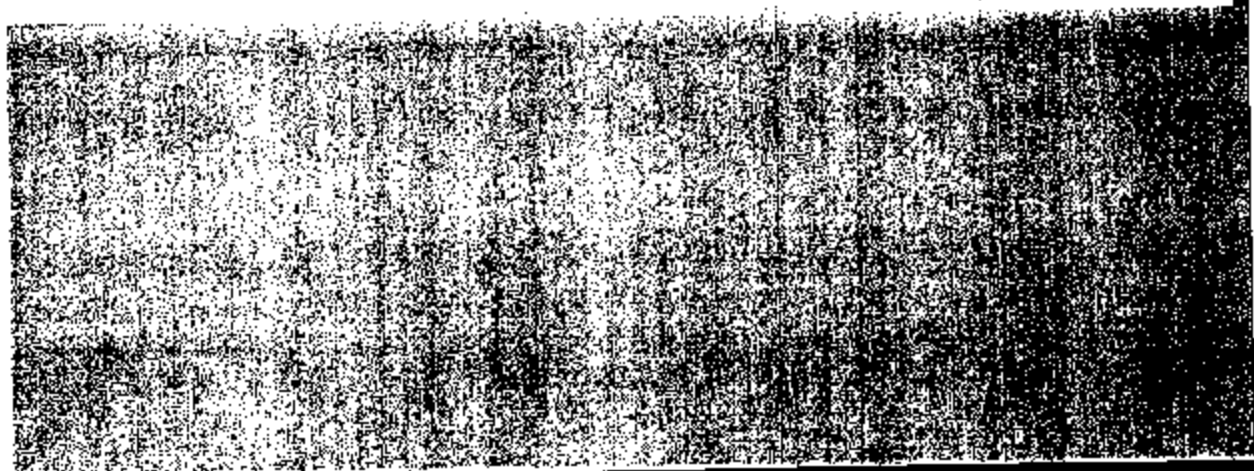


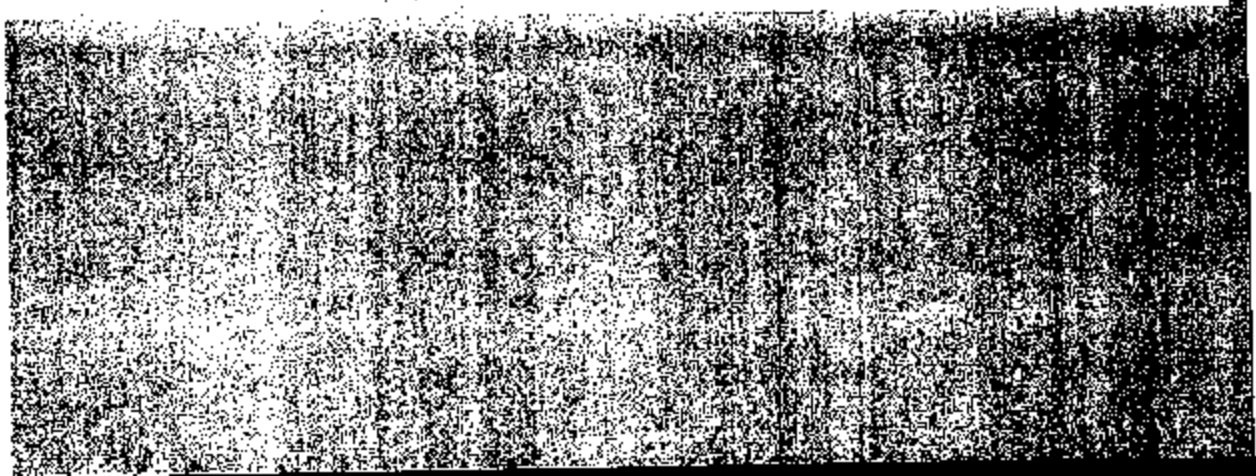


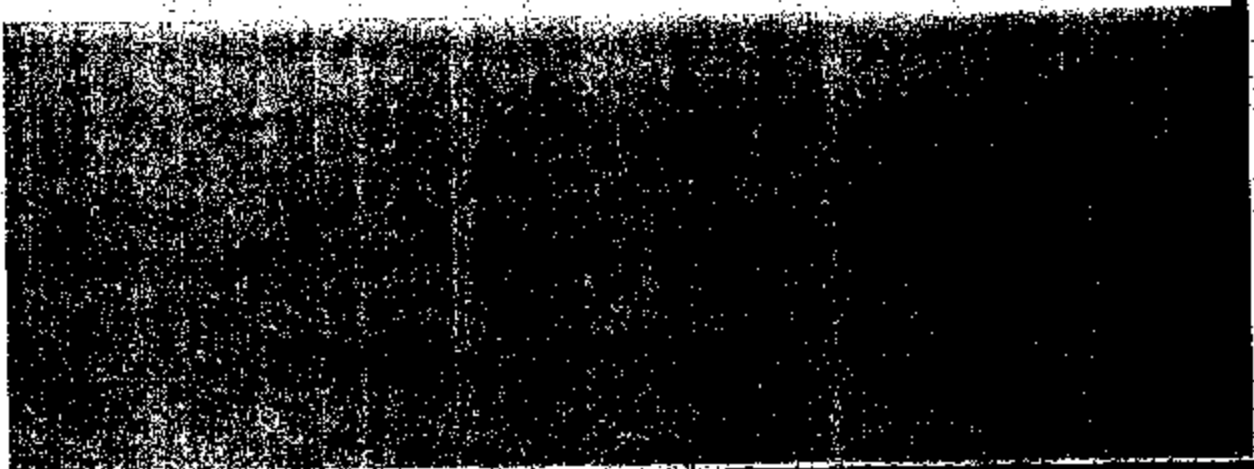


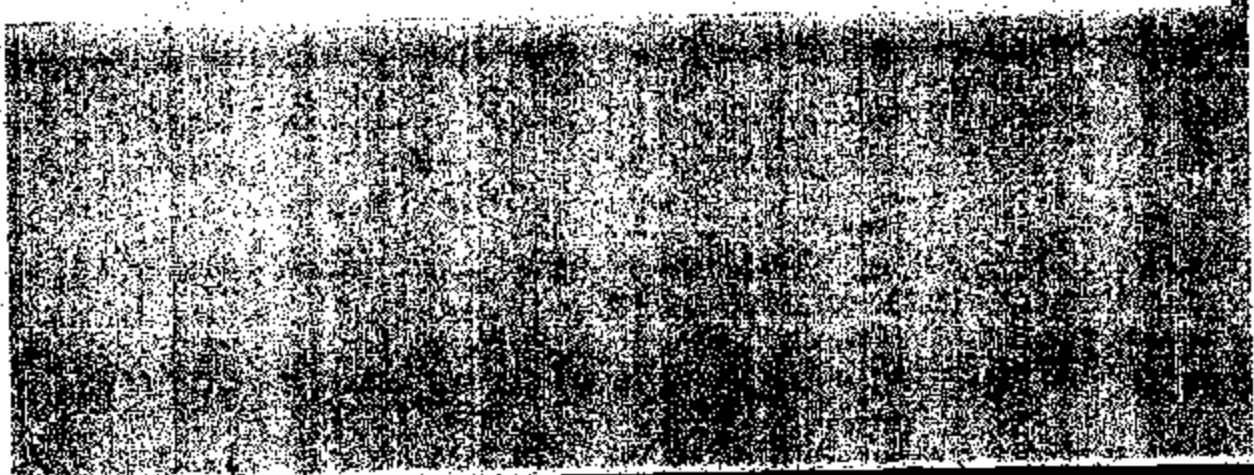
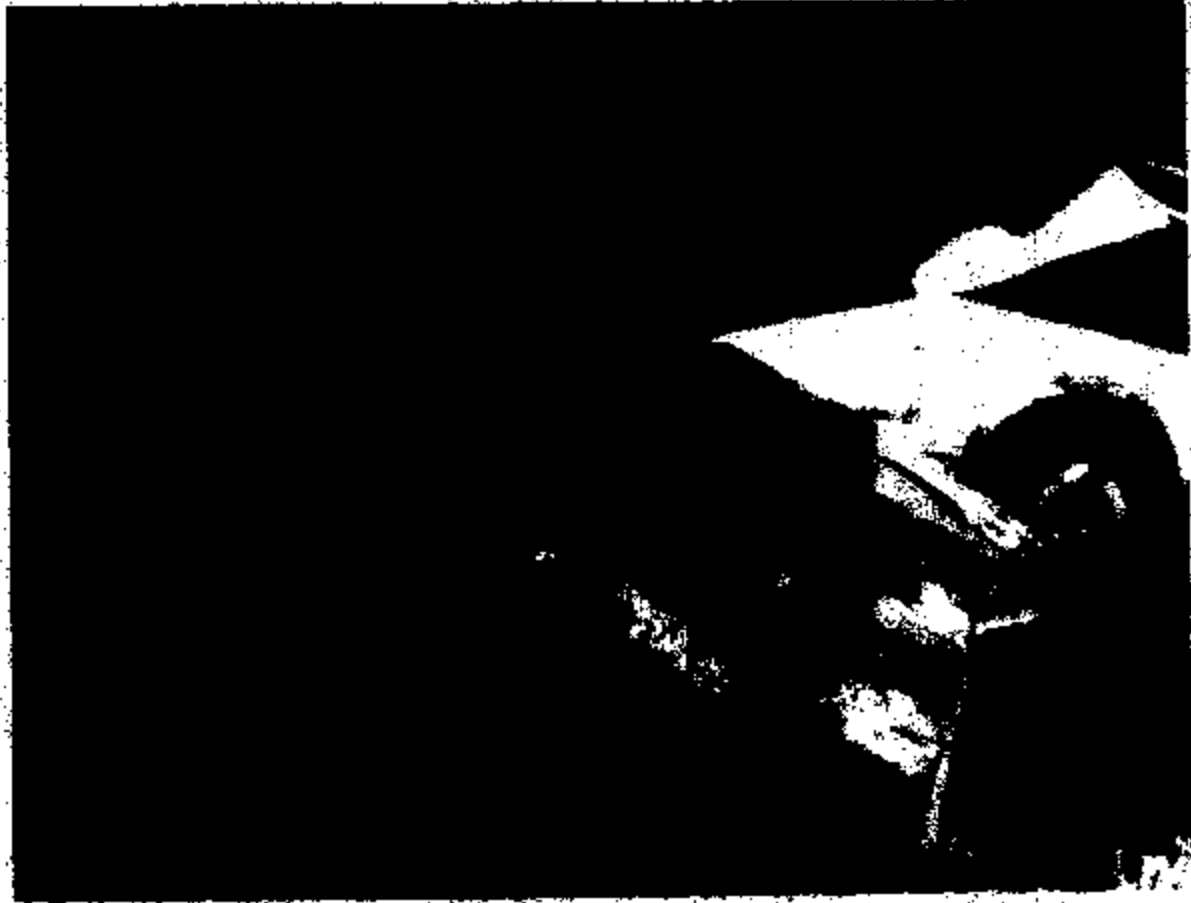


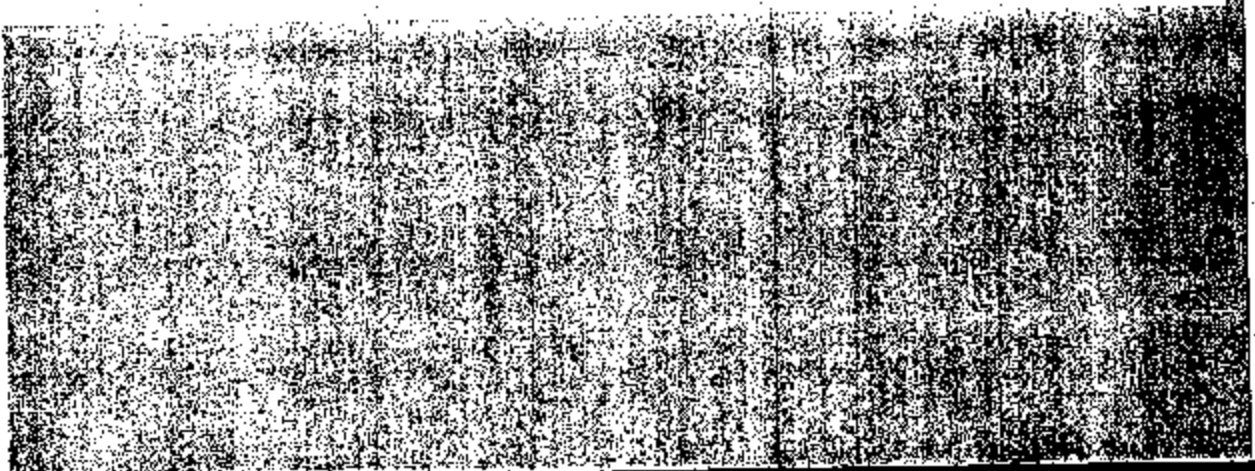


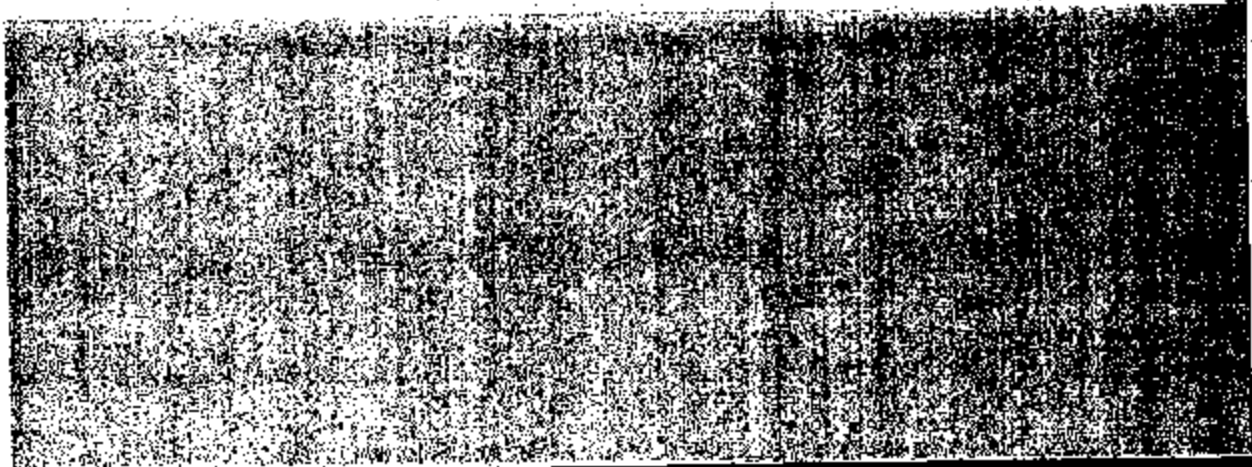


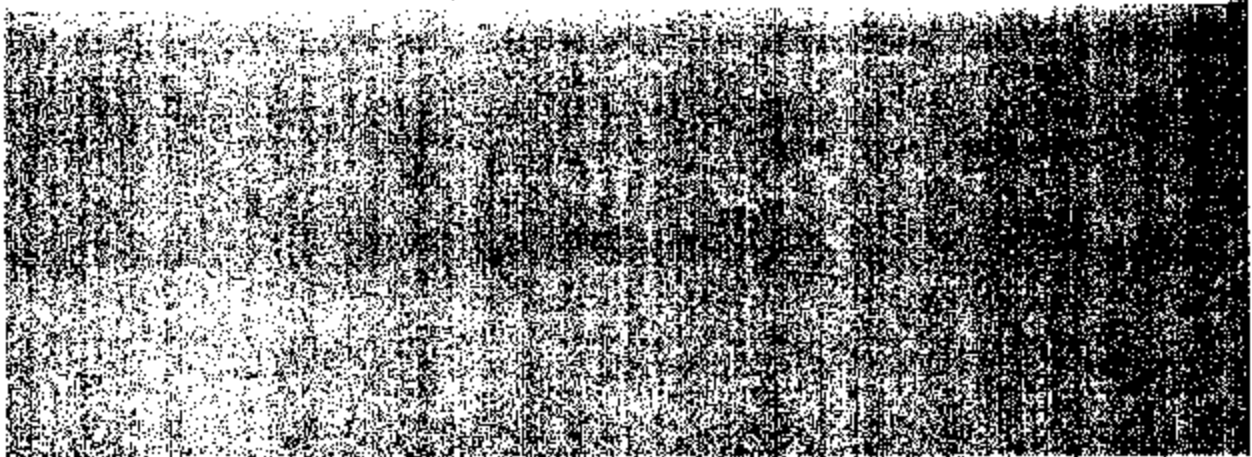


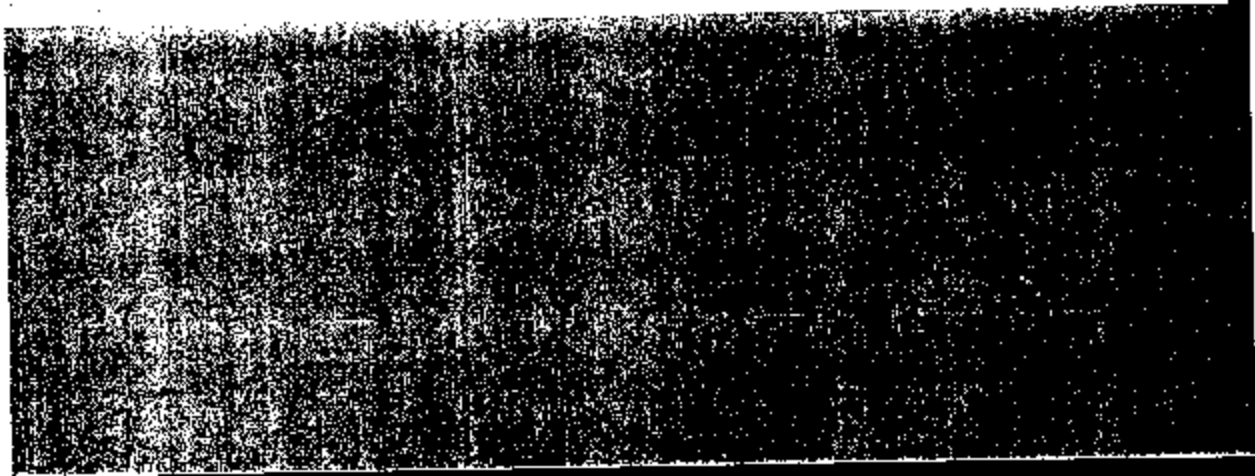
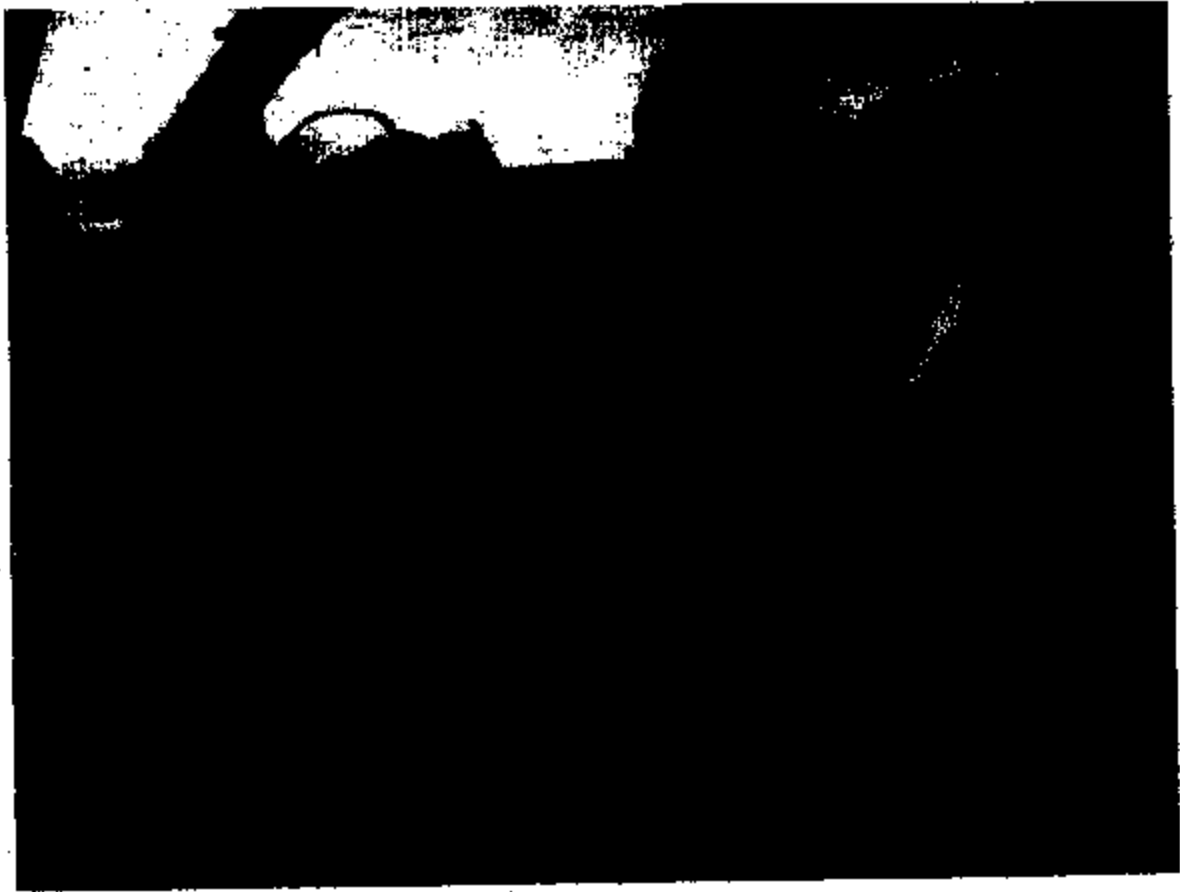












Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K100843

01/08/2004 11:45:04 AM

Case Details

Title: veh caught fire/ Richmond (916)485-7388 -(916)944-8492

VIN: KNADC123219827412

Mileage: 57800

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: Carmichael

State: CA

Zip: [REDACTED]

Dealer Details

Code: CA103

Name: Folsom Lake K&S

Case History

*** PHONE LOG 07/15/2003 01:49:44 PM (Local Time) BGAudin Action Type:

customer stated:

- 1.veh at CA103.
- 2.2 weeks ago noise coming out of engine.
- 3.was determined engine needed replaced.
- 4.rec'd veh back Thursday.
- 5.yesterday the engine caught on fire at gas station.
- 6.there was electrical fire.
- 7.towed to CA103 and said alternator wire burnt up.
- 8.received free rental veh.
- 9.if this happens again.
- 10.want the dr to make use everything is being done to repair.
- 11.otherwise will have to pursue wanting another veh.

writer stated:

- 1.regret customer had this experience.
- 2.will c dealer and check on issue.
- 3.when research completed, will c customer.

writer old SM Don:

- 1.left message with Dawn in service to have SM Don c

writer old RA NDejano:

- 1.found DPBMRDarling II and was to c office VM.
- 2.advised of customer's concern.
- 3.will attempt to obtain fire report from customer.
- 4.will send to National and e-mail RA

*** PHONE LOG 07/15/2003 02:12:18 PM (Local Time) BGAudin Action Type: Incoming call

writer contacted customer back at work #:

- 1.customer available to talk.
- 2.writer ask if customer would complete a fire report at this time.
- 3.documented the customer's request.
- 4.customer may send any pictures of the interior of the engine to KMA if wished.

customer stated:

- 1.want another veh if this is not repaired correctly.
- 2.this occurred because the engine was not installed correctly.
- 3.will answer question for fire report.
- 4.may send pictures.

Case History

*** CASE DISPATCHED 07/16/2003 02:12:59 PM (Local Time) B Gaudin
from WIP default to Queue National CA.

*** NOTES 07/16/2003 02:43:04 PM (Local Time) N Degamo Action Type: Manager review
Writer reviewed case w/ Legal.
Per EDiaz, legal requests that the veh be inspected before any repairs are made.

*** PHONE LOG 07/16/2003 02:47:13 PM (Local Time) N Degamo Action Type: Outgoing call
Writer called CA103 and spoke to SM-Don
SM-Don states:

1. the veh was towed here last night, we have not yet diagnosed the veh
2. there is no fire damage to the veh from what i can see, only the plug to the alternator is melted
3. the cust greatly exaggerated the amount of fire damage
4. there is no damage to the hood, or evidence of major fire being extinguished
5. the cust said the fire stopped when they closed the hood.

Writer advised SM-Don

1. our legal dept wants to have the veh inspected before any repairs are made
2. i will contact DPBM-RD to advise of case, and either myself or DPBM will contact you further

SM-Don states:

1. i will wait for your contact before repairing the veh

*** PHONE LOG 07/16/2003 02:50:57 PM (Local Time) N Degamo Action Type: Outgoing call
Writer called DPBM (DPBM out sick today) and left a detailed vmt: advising of the case and requesting a callback.

*** PHONE LOG 07/16/2003 03:18:10 PM (Local Time) N Degamo Action Type: Incoming call
Writer spoke w/ DPBM.
DPBM will perform PIR tomorrow afternoon 7/17/03 and take pic of veh

*** CASE ACCEPTED 07/17/2003 07:17:53 AM (Local Time) W Spencer
from Queue National CA to WIP ACCIDENTS.

*** CASE DISPATCHED 07/17/2003 08:42:41 AM (Local Time) W Spencer
from WIP ACCIDENTS to Queue Western Region.

*** CASE ACCEPTED 07/17/2003 08:48:02 AM (Local Time) N Degamo
from Queue Western Region to WIP WED4 - RICK.

*** STATUS CHANGE 07/17/2003 08:48:17 AM (Local Time) N Degamo from status Working to status Pending DPBM Action

*** PHONE LOG 07/18/2003 05:32:43 PM (Local Time) N Degamo Action Type: Incoming call
Writer spoke w/ DPBM.
Veh is not in a clear position for inspection.
Dir avo area is full
DPBM will go to dir on 7/22/03 when dir is able to move veh

*** PHONE LOG 07/22/2003 05:17:36 PM (Local Time) N Degamo Action Type: Outgoing call
Writer called DPBM
Per DPBM, dir repaired veh over the weekend.
Fire was due to dir leaving battery ground wire loose after engine replacement.
Writer to advise Legal of above notes.

*** CASE CLOSE 07/22/2003 06:18:11 PM (Local Time) N Degamo Resolution Code = Information Taken.
veh repaired prior to inspection

*****End Case Report K180843 *****

Accident Report

Case K190843

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

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

yes, [REDACTED]

4. What is the Age of the Driver?

<Driver's Age>

[REDACTED]

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

<DATE> and <TIME>

7/15/03, at approximately 8:15 8:30 PST

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

<ROAD WEATHER CONDITIONS>

warm dry evening

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

Just pulled into gas station at stop.

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

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>

" I pulled into a gas station and stopped at pump with fiancée pulling in behind in own veh. Just as I was leaving the veh. fiancée screamed and found smoke coming from under hood; as if veh over heated, Fiancée [REDACTED] went up to the front of veh. I was standing by front driver's side front tire. Fiancée screamed veh on fire after smelling the burnt electrical air (has 2 1/2 years of mechanic school and she identified smell). I got back in veh and started up, put in reverse and back up to safety 10 feet and stopped veh. Turned ignition off and found Temp gage said veh not registering hot. The hood was blister by fiancée and facing front of veh on left of engine by firewall was thick black smoke coming out area with flames. This was ARCO Gas Station at corner of Cypress ave and Martinez Ave in Carmichael CA" stated [REDACTED] " Later veh did not start and was pushed to safety. .

Owner did 911, but no answer. At that time opened hood again and found fire out. Called for a tow and was taken to Kia-dealer . "

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

Kia's cert and did not notice name of towing company.

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>

"I am requesting Kia make sure understanding concern, happened 3 days after new engine installed. If this happens again want to be put into another veh. Stressed to owner dirship and to GM do not feel safe about driving the veh." stated Brian Richmond

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:

- I. Copy of Police Report (if available)
- II. Pictures of vehicle (front, rear and side views)

No

1/08/04
12:24:33
wd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
1/20/01

VIN No : KNADC123216527412

Model . . 31201
Series . RIO

In Service Date:

<u>Repair Date</u>	<u>W Dealer T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/01/03	W CA103	13837	1	02 Engine Sub Assy, (Lc 21102R00	ENGINE ASSY-SUB K0AB2 02 100	37624
5/30/02	W CA103	04686	1	02 Drive Airbag Module 56910RPO	WIRING ASSY-FRONT 8K32A 67 010A	18370

Bottom

F3=Exit

F11=Show Detail



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K167482

01/05/2004 11:44:42 AM

Case Details

Title: POWERS - PIR 5/20/03

VIN: KNADC123918033780

Priority: Management Special

Case Type Level1: Complaint

Owner: [REDACTED]

Mileage: 0

Severity: Urgent

Case Type Level2: Fire

Owner Email: [REDACTED]

Status: Closed

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City: Parma

Alt Phone:

State: OH

Fax:

Zip: [REDACTED]

Dealer Details

Code: OH008

Name: Bob Morris Kia

Case History

*** PHONE LOG 05/20/2003 01:28:08 PM (Local Time) NDEGAMO Action Type:
Received email forwarded from KMC noted as Presidential - Customer states

*** EMAIL IN 05/20/2003 01:28:43 PM (Local Time) NDEGAMO Action Type:

—Original Message—
Sent: Tuesday, May 20, 2003 11:43 AM
To: Degamo, Nino
Subject: FW: 2001 Kia Rio - URGENT

Nino
Please make this a management special. Since the customer is stating that her vehicle caught on fire and that it is at the dealership right now I believe we should get the region involved ASAP. They should get as much information from the dealership regarding the fire (including if this vehicle has any aftermarket parts on it) and the regional CA staff should also take an accident report, even though the customer states that they were driving when the car caught fire.

Thanks
Marge
—Original Message—
Sent: Monday, May 19, 2003 4:33 PM
To: Wlz Marge
Subject: FW: 2001 Kia Rio - URGENT

Hi Marge

Trust that life is fine and sunny on your side of the pond. Just to brighten your day, here's the latest from Seoul

Best

Steve

Steve Bowen

Tel: +82-2-3484-8571
Fax: +82-2-3484-8545
Cell: +82-18-328-0298
stavebowen@kia.co.kr

Case History

—Original Message—
Sent: Tuesday, May 20, 2003 2:24 AM
To: ?????
Subject: 2001 Kia Rio - URGENT!

Mr. Bowen,

This morning I drove my 2001 Kia Rio to drop my 5 month old daughter at the sitter's house and myself to work. I noticed a vibration, shortly after that my check engine light came on. When I called my dealership, Bob Morris Kia in Cleveland, OH, the service department secretary said the earliest appointment was Thursday, and she could not promise a loaner. Now this is a problem. My boyfriend and I both work full-time and like I mentioned earlier have a 5 month old daughter. I made the appointment and figured out a complicated car situation for them. My boyfriend works for Tires Kingdom and took my car with him to look at it more before the appointment Thursday. He made it a few miles from home when it began to smoke. He pulled into a parking lot, lifted the hood, and saw a fire. He attempted to put the fire out himself. We called the roadside assistance to tow it to the Bob Morris dealership. My boyfriend went with the car, the gentleman there said, they would take a look at it. Again they told him there was no loaner available. Now this is not the first service problem with this car, but I will not bother you with that. I am sick to my stomach to think I almost had my daughter in this car. A car that is 2 years old and I forgot to mention only has about 30,000 miles on it it should not catch on fire. I thought maybe someone would do something to attempt to smooth this over. I called the dealership and asked the name of the manager, his name is Devin Eddes. When he came on the phone, he had me speak to Mark the service manager. Mark said he planned on looking at the car by 5-3:30 this afternoon. I asked Mark what his plan was for getting me a loaner car. He said "we have none, but I plan on getting you're car back by today." Now this was at 12:30 this afternoon, no one will even look at it until three hours later and I'll have it back today? I asked if he'd seen or heard of this because I don't believe that a car that caught on fire will be fixed in a day, and not a full day at that. I can't be more furious than I am. I don't think a rebuilt engine is what I'm looking for. In that amount of time I assume that is there plan. Was there any kind of recall I was not notified about? I think you should think about a brand new vehicle, because I know I'm thinking about calling Carl Munday. This is totally unacceptable. All of our lives were in danger. How quickly could I have pulled this vehicle over safely, and taken my daughter out of her car seat to safety. How would you feel if this was your family? Please contact me as soon as possible. My home number is [REDACTED] or you may e-mail me back at [REDACTED]

Sincerely,
[REDACTED]

*** NOTES 05/20/2003 01:30:58 PM (Local Time) NDagano Action Type: Manager review
Case dispatched to region for handling (Please note above email from MW102)

Region: Please note this is a MB-Precedental case.

*** CASE DISPATCHED 05/20/2003 01:31:08 PM (Local Time) NDagano
from WIP in progress to Queue Central Region.

*** CASE ACCEPTED 05/20/2003 02:07:44 PM (Local Time) DWojciechowski
from Queue Central Region to WIP GE02 - Cleveland.

*** PHONE LOG 05/20/2003 02:12:09 PM (Local Time) DWojciechowski Action Type: Incoming call
WTR LVM FOR DP8M SALVADOR:

1. ADVISED OF FIR
 2. REQ INSPECTION ASAP
 3. WTR WILL VERIFY THAT VEH IS AT DLR
- DP8M ADVISED:
1. WILL BE AT DLR ON 5/23/03
2. DP8M TO INSPECT VEH ON 5/23/03
WTR TO CONTACT DLR TO VERIFY LOCATION

*** PHONE LOG 05/20/2003 02:18:14 PM (Local Time) DWojciechowski Action Type: Outgoing call
WTR CONTACTED MARKVOH008:

1. VERIFIED VEH IS AT DLR
 2. ADVISED THAT DP8M SALVADOR WILL INSPECT VEH ON 5/23/03
- DLR ADVISED:
1. DLR TO NOT TOUCH VEH UNTIL DP8M ARRIVES

*** PHONE LOG 05/20/2003 02:20:30 PM (Local Time) DWojciechowski Action Type: Outgoing call
WTR ATTEMPTED TO CONTACT CUST AT HOME # PROVIDED IN EMAIL.....BUSY

*** PHONE LOG 05/27/2003 10:38:35 AM (Local Time) BRaed Action Type: Incoming call
Caller stated

1. His name was [REDACTED]
2. He was driving veh when the engine caught fire
3. Had the veh towed to Bob Morris Kia
4. The Svc Dept at the dealership is kind of telling me that it will not be covered by the warranty

Wtr stated

1. Let me call Bob Morris Kia and see what the situation is

*** PHONE LOG 05/27/2003 11:03:30 AM (Local Time) BRaed Action Type: Incoming call
Wtr called and spoke to Svc Mgr Mark at Bob Morris Kia who stated

1. He is familiar with the veh for [REDACTED] (he has been dealing with her boyfriend [REDACTED])
2. He was requested by DP8M John Salvador not to touch the veh because he would be there Friday 5/23/03 to inspect the veh and take pictures

Case History

3. DPBM John was there on Friday and did take pictures

*** PHONE LOG 05/27/2003 12:11:42 PM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED PHONE CALL FROM MIKE CORDIET, STATE FARM INSURANCE AGENT.
MIKE STATED:
1. CAN I SPEAK WITH JOHN SALVADOR?
2. WHERE DO I SUBMIT FOR SUBROGATION WITH KIA AT?

WRITER STATED:
1. CAN FORWARD A REQUEST FOR JOHN SALVADOR TO CALL YOU BACK.
2. PROVIDED IRVINE ADDRESS.

MIKE STATED:
1. THANKS.

*** NOTES 05/27/2003 12:14:53 PM (Local Time) WNoonan Action Type: Manager review
MIKE CORDIET'S CALL BACK NUMBER IS 740-884-4852.

*** PHONE LOG 05/27/2003 12:18:25 PM (Local Time) WNoonan Action Type: Incoming call
WRITER PHONED JOHN SALVADOR, DPBM, AND LEFT VM.
WRITER STATED:
1. MIKE CORDIET FROM STATED FARM INSURANCE REQUESTS CALL BACK.
2. PROVIDED CASE NUMBER AND PHONE NUMBER FOR REACH INSURANCE AGENT.
3. LEFT NAME AND EXTENSION FOR CALL BACK.

*** CASE CLOSE 05/29/2003 07:14:57 AM (Local Time) DWojciechowski Resolution Code = Please Specify.

*** CASE REOPENED 05/29/2003 07:14:47 AM (Local Time) DWojciechowski
with Condition of Open and Status of Working.

*** EMAIL IN 05/28/2003 08:21:15 AM (Local Time) WSPENCER Action Type:

-----Original Message-----
Sent: Wednesday, May 28, 2003 8:11 AM
To: Spencer, Wayne
Subject: FW: 2001 Kia Rio - URGENT!

Wayne
Please handle since Nino is in Training today. I believe there is a case on this already.
Thanks,
Marge

-----Original Message-----
Sent: Tuesday, May 27, 2003 5:49 PM
To: Wix, Marge
Subject: FW: 2001 Kia Rio - URGENT!

Steve Bowen

Tel: +62-2-3434-6571
Fax: +62-2-3434-6545
Cell: +62-16-325-0208
stevebowen@kia.co.kr

-----Original Message-----
Sent: Wednesday, May 28, 2003 12:54 AM
To: ???
Subject: RE: 2001 Kia Rio - URGENT!

Mr. Bowen,
I am writing to you because you are my only contact at the corporate office.
Someone from you company went to my dealership on Friday and claim this
is not covered under my warranty. This is unacceptable. They claim the car
was not maintained. Well, I happen to know for a fact the car was always
maintained. I did not take it to their service department, first because I
always have trouble with them, and second because my boyfriend works on it
at work on his free time. The car is two years old and only has 30,000
miles on it, I believe that fits into my 10 year 100,000 mile warranty. Our
lives were in danger and I will not take this lightly. I suggest your
company doesn't either.

Case History

>From: "Steve Bowen" <stevbowen@kia.co.kr>
>To: [REDACTED]
>Subject: RE: 2001 Kia Rio - URGENT!
>Date: Tue, 20 May 2003 08:35:02 +0900

>Dear [REDACTED]
>
>Thank you for your mail. I regret that you have had problems with your Kia
>Rio.

>Unfortunately, there is little I can do directly to address your issue from
>here in Seoul. All our activities in the United States are handled by our
>U.S. subsidiary, Kia Motors America. You can contact them through their
>website at www.kia.com <<http://www.kia.com>> or at

>Kia Motors America
>3801 Midlands Blvd
>P.O. Box 82410
>Irvine, CA 92618-2410

>Tel: 1-800-535-4542
>Fax: 1-949-470-2812

>I have forwarded your mail to our customer service division in Irvine and
>you should be hearing from them directly.

>Once again, I am sorry you have had this problem. I hope that we will be
>able to resolve the issue to your complete satisfaction.

>Regards

>Steve Bowen

>Deputy General Manager
>Head of International PR
>Support Support Team
>Kia Motors Corporation

>Tel: +82-2-3464-6571
>Fax: +82-2-3464-8845
>Cell: +82-15-325-0298
>stevbowen@kia.co.kr

>----- Original Message -----

>From: [REDACTED] <[REDACTED]@[REDACTED].com>
>Sent: Tuesday, May 20, 2003 2:24 AM
>To: ?????
>Subject: 2001 Kia Rio - URGENT!

>Mr. Bowen,
> This morning I drove my 2001 Kia Rio to drop my 5 month old daughter
>at
>the sitter's house and myself to work. I noticed a vibration, shortly
>after
>that my check engine light came on. When I called my dealership, Bob
>Morris
>Kia in Cleveland, OH, the service department secretary said the earliest
>appointment was Thursday, and she could not promise a loaner. Now this, is
>the problem. My boyfriend and I both work full-time and like I mentioned
>earlier have a 5 month old daughter. I made the appointment and figured
>out
>a complicated car situation for them. My boyfriend works for The Kingdom
>and took my car with him to look at it more before the appointment
>Thursday.
>He made it a few miles from home when it began to smoke. He pulled into a
>parking lot, filled the hood, and saw a fire. He attempted to put the fire
>out himself. We called the roadside assistance to tow it to the Bob Morris
>dealership. My boyfriend went with the car, the policeman there said, they
>would take a look at it. Again they told him there was no loaner
>available.
>Now this is not the best service problem with this car, but I will not
>bother you with that. I am sick to my stomach to think I almost had my

Case History

>daughter in this car. A car that is 2 years old and I forgot to mention
>only has about 30,000 miles on it it should not catch on fire. I thought
>maybe someone would do something to attempt to smooth this over. I called
>the dealership and asked the name of the manager, his name is Devin Eddie.
>When he came on the phone, he had me speak to Mark the service manager.
>Mark said he planned on looking at the car by 3-3:30 this afternoon. I
>asked Mark what his plan was for getting me a loaner car. He said "we have
>none, but I plan on getting you're car back by today." Now this was at
>12:00 this afternoon, no one will even look at it until three hours later
>and I'll have it back today? I asked if he'd seen or heard of this because
>I don't believe that a car that caught on fire will be fixed in a day, and
>not a full day at that. I can't be more furious than I am. I don't think
>rebuild engine is what I'm looking for. In that amount of time I assume
>that is there plan. Was there any kind of recall I was not notified about?
>I think you should think about a brand new vehicle, because I know I'm
>thinking about calling Carl Monday. This is totally unacceptable. All of
>our lives were in danger. How quickly could I have pulled this vehicle
>over
>safely, and taken my daughter out of her car seat to safety. How would you
>feel if this was your family? Please contact me as soon as possible. My
>home number is [REDACTED] or you may e-mail me back at
>[REDACTED]

>Sincerely,
>[REDACTED]

Help STOP SPAM with the new MSN 8 and get 2 months FREE!
<http://clm.msn.com/?page=features/jun08mail>

*** NOTES 05/28/2003 09:36:13 AM (Local Time) WSpencer Action Type: Manager review
Customer sent e-mail to Korea voicing concerns
e-mail was forwarded to NCA as a Management Special

Case is active

*** PHONE LOG 05/28/2003 09:41:55 AM (Local Time) DWojciechowski Action Type: Incoming call
WTR RCVD CALL FROM DPBM SALVADOR;
1. DPBM TO EMAIL PIR TO WTR BY END OF BUSINESS ON 5/29/03

*** CASE CLOSE 05/29/2003 07:48:33 AM (Local Time) DWojciechowski Resolution Code = Mailed Literature.
PIR FWD TO NCA THIS DATE

*** CASE REOPENED 05/06/2003 09:11:22 AM (Local Time) PMazur
with Condition of Open and Status of Working.

*** PHONE LOG 05/06/2003 09:24:23 AM (Local Time) PMazur Action Type: Incoming call
customer states (boyfriend Jaime Malachin)
1. this vehicle has been at the dealership for 3 weeks and no one is working on vehicle
2. the dealership is being bought out
3. tech not working on anything because they do not know if the have a job
4. I want this vehicle towed to a different dealership and worked on
- I want Kia to pay for the bill
- I do not feel safe having this dealership work on vehicle

Writer states

1. sorry for the situation
2. let me call the dealership

Writer called dealership and left message with Jim (covering service dept) for either Mike or Libby to call writer back

Writer to customer

Customer states

1. have been trying to get ahold of Mike for 3 days
2. do not feel safe having dealership work on vehicle
3. dealership is saying an animal chewed threw a wire and thats what caused problem
4. I either want
- the dealership to start working on vehicle
- or kia to pay for a tow to have it taken to another dealership and worked on

Case History

- I will be contacting a lawyer if this is not solved

Writer states:

1. sorry for the situation
2. writer will follow up with dealership and inquire as to dealership not working on car
3. is customer wants another dealership to work on vehicle then that is a customer pay issue for the tow truck
4. as soon as I hear back from dealership on why they are not working on vehicle writer will call customer back

*** NOTES 06/06/2003 09:44:40 AM (Local Time) NDegamo Action Type: Manager review

NGA sent email to CRGA to inquire about PIR. (NGA has not rec'd PIR yet)

Writer was advised that PIR was forwarded directly to Legal - NGA to research if Legal has rec'd PIR from region.

*** CASE YANKED 06/06/2003 09:58:29 AM (Local Time) NDegamo

Yanked by NDegamo into WIPbin in progress.

*** PHONE LOG 06/06/2003 10:06:24 AM (Local Time) PWaszur Action Type: Incoming call

Libby states:

1. State Farm sent out 4 people to look at vehicle over 3 weeks
2. we were waiting to see what they would pay for before starting work
3. I will check to see what the estimated time frame is for repairs

Writer states:

1. Thank you

*** PHONE LOG 06/06/2003 10:14:05 AM (Local Time) PWaszur Action Type: Outgoing call

writer called dealership and left vm stating

1. State Farm just completed paperwork day before yesterday
2. the estimate has been forwarded to Libby (who is the new GM)
3. they can start working on vehicle
4. any other question please call writer back.

*** NOTES 06/06/2003 11:25:37 AM (Local Time) NDegamo Action Type: Manager review

Writer notes Legal has PIR.

Case dispatched to legal for PIR decision.

*** STATUS CHANGE 06/06/2003 11:26:37 AM (Local Time) NDegamo from status Working to status Pending Legal

*** CASE DISPATCHED 06/06/2003 11:25:41 AM (Local Time) NDegamo

from WIP In progress to Queue Legal.

*** CASE YANKED 06/18/2003 04:19:14 PM (Local Time) MCameron

Yanked by MCameron into WIPbin default.

*** PHONE LOG 06/18/2003 04:20:39 PM (Local Time) MCameron Action Type: Outgoing call

Writer phoned customer to inquire as to the status of repairs. Cust stated that the dealer just rec'd the parts to repair the veh this week & they are supposed to be completing the repairs. Writer advised that writer will phone dealer to fu as to the status of repairs.

*** NOTES 06/18/2003 04:21:00 PM (Local Time) MCameron Action Type: Manager review

*** PHONE LOG 06/25/2003 12:37:30 PM (Local Time) MCameron Action Type: Outgoing call

Writer contacted dealership personnel & confirmed that repairs have already begun & nearly complete.

*** CASE CLOSE 06/26/2003 12:37:36 PM (Local Time) MCameron Resolution Code = Information Taken.

*****End Case Report K167452 *****

1/08/04

12:24:08

wad079

VIN No : KNADC123916033760

Warranty Service Department
WARRANTY HISTORY INQUIRY

In Service Date:

DIASE
KIAPROD
12/16/00

Model . . 31201
Series . RIO

<u>Repair Date</u>	<u>W Dealer T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/15/02	W OH009	05005	1	93480KIT	SRC ASSY	22997
10/15/02	W OH009	05005	2	Door Window Regulate	OK30C 66 126	22997
10/15/02	W OH009	05005	3	82400R00	REG. POWER WINDOW, LH	22997
10/15/02	W OH009	05005	3	Door Window Regulate	OK30A 59 560A	22997
10/15/02	W OH009	05005	1	82400R00	SRC ASSY	22997
10/15/02	W OH009	05005	1	05 Clock Spring Assy, R	OK30C 66 126	22997
10/15/02	W OH009	05005	3	93490R00	SRC ASSY	22997
10/15/02	W OH009	05005	3	05 Door Window Regulate	OK30C 66 126	22997
				82400R00	OK30C 66 126	22997

Bottom

F3=Exit

F11>Show Detail



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K186632

01/08/2004 11:44:10 AM

Case Details

TIME: FIRE / FARRAG

VIN: KNADC123915046693

Priority: Non-Priority

Case Type Level1: Complaint

Owner: [REDACTED]

Mileage: 33000

Severity: Low

Case Type Level2: Fire

Owner Email: [REDACTED]

Status: Closed

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address: [REDACTED]

Address2:

City: PENSACOLA

Alt Phone:

State: FL

Fax:

Zip: [REDACTED]

Dealer Details

Code:

Name:

Case History

*** PHONE LOG 04/21/2003 08:53:45 AM (Local Time) WNoonan Action Type: CUSTOMER STATED:
 1. MY VEHICLE CAUGHT FIRE WHILE MY FRIEND WAS DRIVING IT UP TO THE STORE.
 2. IT PROBABLY HAD A SHORT IN THE WIRING SYSTEM

WRITER STATED:
 1. SORRY TO HEAR YOUR VEHICLE CAUGHT FIRE.
 2. WRITER TOOK ACCIDENT REPORT.

CUSTOMER STATED:
 1. MY INSURANCE SAID THAT THEY WOULD CONTACT YOU.
 2. THEY TOLD ME TO CALL YOU AS WELL.

WRITER STATED:
 1. PROVIDED CASE NUMBER, NAME, AND EXTENSION.
 2. WILL FORWARD THE ACCIDENT REPORT TO CORRECT OFFICE FOR REVIEW.

CUSTOMER STATED:
 1. THANKS.

*** CASE DISPATCHED 04/21/2003 08:54:02 AM (Local Time) WNoonan from WIP Open to Queue National CA.

*** CASE ACCEPTED 04/21/2003 08:08:50 AM (Local Time) NDegamo from Queue National CA to WIP in progress.

*** NOTES 04/21/2003 08:07:43 AM (Local Time) NDegamo Action Type: Manager review
 NCA reviewed case.
 Case dispatched to Legal for review & determination if inspection is needed and who will inspect the veh.

*** CASE DISPATCHED 04/21/2003 08:07:51 AM (Local Time) NDegamo from WIP in progress to Queue Legal.

*** PHONE LOG 04/23/2003 02:18:14 PM (Local Time) WNoonan Action Type: Incoming call
 WRITER RECEIVED VM FROM CUSTOMER.

CUSTOMER STATED:
 1. PHONE NUMBER IS 850-435-4783.
 2. WOULD LIKE SOMEONE TO GET IN TOUCH WITH ME TO LET ME KNOW WHAT IS GOING ON.

*** PHONE LOG 04/23/2003 08:50:34 AM (Local Time) CLauech Action Type: Incoming call

Case History

CUST CALLED TO ADVISE:

1. MY INS CO DOES NOT WANT KIA TO CALL THEM
2. WANT SOMEONE TO CALL ME
3. WANTED THIS DOCUMENTED
4. HAVE KIA CALL ME AT [REDACTED]

*** PHONE LOG 04/23/2003 10:01:22 AM (Local Time) Clausch Action Type: Incoming call

CUST ADVISED:

1. THE VEH IS AT A TOW YARD & ACCRUING DAILY FEES
2. WANT KIA TO KNOW THAT THEY ARE RESPONSIBLE FOR THESE FEES
3. DID NOT CARRY COPM OR COLL ON THE VEH TO PAY FOR THIS HAPPENING

WRITER ADVISED CUST

1. SUGG THAT THE CUST HAVE THE VEH TAKEN TO A PLACE WHERE THERE ARE NO FEES
2. ULTIMATELY, THE CUST IS RESPONSIBLE FOR THE STORAGE FEES ON THE VEH
3. THIS IS NOT A KIA RESPONSIBILITY
4. IF THE CUST HAS THE VEH MOVED DUE TO THE FEES, PLEASE NOTIFY KIA
5. KIA DOES NOT HAVE INSPECTION FACILITIES IN ALL TOWNS IN THE U.S., THIS HAS TO BE ARRANGED & MAY TAKE A WHILE
6. THIS CASE IS AT THE LEGAL DEPT LEVEL AT THIS POINT BEING REVIEWED FOR DETERMINATION OF
7. WHAT PROCEDURE TO TAKE NEXT

*** PHONE LOG 04/30/2003 10:22:27 AM (Local Time) WNoonan Action Type: Incoming call

CUSTOMER STATED:

1. DID SOMEONE THERE CALL ME?
2. MY SON SAID THAT SOMEONE FROM KIA CALLED.

WRITER STATED:

1. NO, I DO NOT SHOW THAT ANYONE FROM THIS OFFICE HAS CALLED YOU.
2. THE INFORMATION IS AT THE LEGAL OFFICE FOR REVIEW.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 05/06/2003 06:46:17 AM (Local Time) SLarez Action Type: Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES:

1. I NEED TO KNOW WHAT IS GOING ON WITH THIS SITUATION
2. I NEED A CAR OR I NEED THIS TO GET RESOLVED ASAP.
3. THE PLACE WHERE THE STATE TROOPER TOWED THE CAR IS CALLING ME BECAUSE I AM GETTING CHARGED.
4. I HAVE TO PAY FOR RIDES TO WORK.
5. I NEED SOMETHING DONE.

WRITER STATES:

1. I AM BORRY ABOUT THE SITUATION
2. I WILL UPDATE THE FILE.
3. IT IS STILL PENDING REVIEW.

CUSTOMER STATES:

1. THIS IS TAKING TOO LONG.
2. LET ME SPEAK TO YOUR SUPERVISOR.

WRITER STATES:

1. I CAN ASSIST YOU WITH THE SITUATION
2. THERE IS NOTHING TO TELL YOU AS OF NOW BECAUSE IT IS STILL PENDING REVIEW.
3. I WILL FOLLOW UP WITH THE SITUATION AND THEN GET BACK TO YOU.

CUSTOMER STATES:

1. I WOULD LIKE YOUR EXTENSION.

WRITER GAVE NAME AND EXTENSION.

*** CASE ACCEPTED 05/08/2003 01:31:53 PM (Local Time) BNakamura
from Queue Legal to WIP default.

*** NOTES 05/08/2003 01:33:16 PM (Local Time) BNakamura Action Type: Manager review
Discussed case with supervisor. Please have the region schedule a DPSM to go out and photograph the damage to the vehicle. Please forward the photographs back to the legal department for review and recommendation re: further handling.

*** CASE DISPATCHED 05/08/2003 01:33:21 PM (Local Time) BNakamura
from WIP default to Queue National CA.

*** CASE ACCEPTED 05/08/2003 02:23:03 PM (Local Time) NDejamo
from Queue National CA to WIP in progress.

*** NOTES 05/08/2003 02:23:27 PM (Local Time) NDejamo Action Type: Manager review

Case History

Case dispatched to region to have DPBM photograph veh.
Please see above notes from Legal.

*** CASE DISPATCHED 05/09/2003 02:23:35 PM (Local Time) NDegeimo
from WIP in progress to Queue Southern Region.

*** CASE ACCEPTED 05/07/2003 04:52:53 AM (Local Time) PMorris
from Queue Southern Region to WIP Dist 11.

*** PHONE LOG 05/07/2003 07:14:27 AM (Local Time) PMorris Action Type: Outgoing call
Writer called customer and asked currently where the vehicle is at
customer said it is at
Matchett
125 Van Pelt Lane
Parascola, FL 32005
PH# 950-477-9574
Writer thanked customer

Writer called Matchett
Rep said vehicle is there and we can inspect it
they are open from 8-5 M-F
They are off of Highway 29
Writer thanked Rep

*** NOTES 05/07/2003 07:14:36 AM (Local Time) PMorris Action Type: Facsimile sent
Writer faxed info to DPBM

*** PHONE LOG 05/15/2003 06:57:40 AM (Local Time) PMorris Action Type: Incoming call
Writer received VM from Chris
Chris said he spoke with customer
customer was wanting update and will call back later

*** PHONE LOG 05/16/2003 01:58:48 PM (Local Time) PMorris Action Type: Incoming call
Writer received call from customer
customer said that vehicle is still in storage and she does not have the money to pay for it
Writer told customer to settle with her insurance company
customer said that insurance company said for her to settle with Kia
Writer told her that she needs to take care of everything because no action will be taken until a decision will be made
customer asked where the status of her case was at
Writer told her that DPBM is waiting on pics to develop
customer hung up

*** PHONE LOG 05/22/2003 09:35:22 AM (Local Time) PMorris Action Type: Incoming call
Writer received message from customer

Writer called customer and left a message
writer told customer that we are waiting on package from inspector
writer said to call back if you have any further questions

*** PHONE LOG 05/23/2003 07:58:01 AM (Local Time) PMorris Action Type: Incoming call
Writer received call from DPBM
DPBM said that vehicle has a rebuilt title
DPBM is going to go and take pictures of the rebuilt sticker on the vehicle
DPBM asked writer to call FL and find out for sure what the status of the title is

Writer called 850-485-3881
Writer asked if vehicle was rebuilt
FL rep said it was
Writer thanked rep

*** PHONE LOG 05/28/2003 08:07:32 AM (Local Time) PMorris Action Type: Incoming call
Writer received call from customer
customer was wondering what the status of her claim was
Writer told customer that the investigator was still compiling information
Writer told customer to continue as if we were to provide no assistance
customer thanked writer and hung up

*** PHONE LOG 05/28/2003 08:16:20 AM (Local Time) CJHamilton Action Type: Incoming call
Caller states:
1. Can you tell me if there have been any updates on my case K158832
2. Is there anyone over this Perry—he is not giving me any satisfaction
Wtr states:

Case History

1. Most recent notes in case from 5/25 indicate RCAA Perry Morris spoke with customer and advised investigation continues and advised caller to proceed as if no assistance will be provided
 2. Suggested caller speak to RCAA Perry re this issue as well as who his supervisor may be--we cannot provide that info
 3. Accident is being handled by the appropriate personnel
 4. Offered to place caller on hold and contact RCAA Perry Morris
- Caller states:
1. NO, I will call someone else

*** PHONE LOG 06/09/2003 08:40:40 AM (Local Time) PMorris Action Type: Incoming call

Writer received call from customer
customer said that her vehicle is going to be sold and she was wondering why that is happening and if we authorized it
Writer told customer that we did not have you vehicle sold it is not out properly so we can not do anything like that
Writer asked customer if she settled with her insurance
customer said she is not going to
customer said that she talked with the person who is storing her vehicle and they said they are going to sell it on the 10th
writer asked customer if she authorized this
customer said no and they guy said she was supposed to receive a certified letter
customer said she did not receive the letter
writer told customer if the storage was not paid for they can sell the vehicle to make up for the loss they made by you not paying you bill
writer told customer that at this time we are still waiting on the report from the DPSM and when we get it we will forward it for review
but as for now continue to proceed with your life as if there was not any assistance provided from KMA
customer said she was upset and did not know what to do
writer told customer to contact the company holding her vehicle and find out why they are selling it
writer thanked customer

*** NOTES 06/12/2003 08:02:02 AM (Local Time) PMorris Action Type: Correspondence rec.

Writer received Package from DPSM

*** NOTES 06/12/2003 08:18:25 AM (Local Time) PMorris Action Type: Correspondence sent

Writer sent PIR to NCA Legal

*** STATUS CHANGE 06/12/2003 08:21:57 AM (Local Time) NDegamo from status Working to status Pending Paperwork

*** NOTES 06/16/2003 10:27:45 AM (Local Time) NDegamo Action Type: Manager review

Received PIR from region

Case Dispatch - Documents forward to the Legal Department for review

*** STATUS CHANGE 06/16/2003 10:27:46 AM (Local Time) NDegamo from status Pending Paperwork to status Pending Legal

*** CASE DISPATCHED 06/16/2003 10:27:57 AM (Local Time) NDegamo
from WIP in progress to Queue Legal.

*** CASE YANKED 06/16/2003 10:47:32 AM (Local Time) NDegamo
Yanked by NDegamo into WIPbit in progress.

*** NOTES 06/18/2003 10:51:47 AM (Local Time) NDegamo Action Type: Manager review

NCA reviewed PIR w/ Legal.

Per EDiaz, Legal recommends:

*** Privileged Information Redacted - Attorney-Client Communication***

Case dispatched back to region for denial

*** STATUS CHANGE 06/19/2003 10:51:48 AM (Local Time) NDegamo from status Pending Legal to status Working

*** CASE DISPATCHED 06/19/2003 10:52:04 AM (Local Time) NDegamo
from WIP in progress to Queue Southern Region.

*** CASE ACCEPTED 06/20/2003 04:44:45 AM (Local Time) PMorris
from Queue Southern Region to WIP Dial 11.

*** NOTES 06/20/2003 05:41:40 AM (Local Time) PMorris Action Type: Correspondence sent
Writer sent denial letter to customer

*** CASE CLOSE 06/20/2003 05:44:40 AM (Local Time) PMorris Resolution Code = No Assistance Prov..

*** CASE REOPENED 06/25/2003 07:02:14 AM (Local Time) PMorris
with Condition of Open and Status of Working.

*** PHONE LOG 06/25/2003 07:08:28 AM (Local Time) PMorris Action Type: Incoming call

Writer received call from customer
customer said she misplaced the letter we sent to her
customer asked if we could send another letter to her
Writer told customer to hold on while I get the file
Writer told customer that we can do that

Case History

*** NOTE# 06/25/2003 07:10:00 AM (Local Time) PMorris Action Type: Manager review
Writer sent copy of letter to customer

*** CASE CLOSE 06/25/2003 07:17:11 AM (Local Time) PMorris Resolution Code = Information Given.

*** CASE REOPENED 09/02/2003 11:34:58 AM (Local Time) MCMcCameron
with Condition of Open and Status of Working.

*** CASE CLOSE 09/02/2003 11:35:06 AM (Local Time) MCMcCameron Resolution Code = Please Specify.

*****End Case Report K159932 *****

Accident Report

Case K156632

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

2. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

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

4. What is the Age of the Driver?

<Driver's Age>

42

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

<DATE> and <TIME>

4/20/08 1:46 PM

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

<ROAD CONDITIONS>

NICE

7. Describe the Weather Conditions at the Time of the Accident?

<WEATHER CONDITIONS>

NICE

8. What Speed was the Vehicle Travelling?

<VEHICLE SPEED>

DID NOT GO OVER 25 MPH ON TRIP TO THE STORE - VEHICLE WAS STOPPED AT A LIGHT WHEN THE FIRE WAS NOTICED BY THE DRIVER.

9. Were any Other Vehicles Involved in the Accident?

No

10. Were There Any Injuries?

No

13. Describe the Incident in Detail

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

PARKED AT A REDLIGHT. THE CAR WAS ON FIRE ON THE BOTTOM OF THE ENGINE. PEOPLE HAD TO TELL HIM THAT THE CAR WAS ON FIRE AND HE JUMPED OUT. THE FIRE DEPARTMENT HAD COME AND PUT OUT THE VEHICLE. THE WHOLE VEHICLE BURND DOWN.

14. Were the Police Contacted?

Yes

15. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

CASE NUMBER 08-39-06362-09 / FLORIDA STATE HIGHWAY PATROLL / JESSE F. HUNT PENSACOLA DISTRICT

16. What is the Police Report Number?

<POLICE REPORT NUMBER>

17. Was the Insurance Company Contacted?

Yes, Name, Address, and Phone of Insurance Company, Policy #, and Claim #

CASH REGISTER / 4499 N. PALAFOX ST. PENSACOLA, FL 32506 / 850-432-2274. POLICY FLCR162011177

16. Have You Settled With the Insurance Company?

No

Accident Report Case K150022

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

Towed

20. Where is the Vehicle Now?

<VEHICLE LOCATION>

MAPCHETT'S PAINT AND BODY / 125 VAN PETL LANE, PENSACOLA, FL 32506 / 850-477-8574 / FAX 850-478-0077

21. Have Any Repairs Been Completed?

<DESCRIBE REPAIRS>

NO

22. Were Parties Wearing Seatbelts?

No

23. Did the Airbag(s) Deploy?

No

24. Are you Requesting any Resolution?

<RESOLUTION SOUGHT>

THE VEHICLE CAUGHT FIRE ON ITS OWN. IT WAS PART OF THE WIRING THAT CAUSED IT TO CATCH FIRE.

1/08/04
12:28:38
ws6079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIANE
KIAPROD
3/06/01

VIN No : KNADC123916045889

Model . . 31202
Series . RIO

In Service Date:

<u>Repair Date</u>	<u>W Dealer T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
5/02/02	W FL062	18191	1	03 Fuel Tank Cap Assy, 31010R00	CAP-FILTER OK33A 42 250	18829
11/05/01	W FL062	14463	1	03 Bulb, R&R, One Side 18653R00	BULB OK2AB 51 D27	5234

Bottom

F3=Exit

F11>Show Detail

Consumer Assistance Center Case Report

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED

Printed By: EDiaz

Case Number - K160620

01/08/2004 12:18:37 PM

Case Details

Title: Subrogation - Accident - Magallon

VIN: 1NADG123816056888

Priority: Priority

Case Type Level1: Legal

Owner: [REDACTED]

Mileage: 22000

Severity: High

Case Type Level2: Subrogation

Owner Email: [REDACTED]

Status: Working

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City: Eagle Rock

Alt Phone:

State: CA

Fax:

Zip: [REDACTED]

Dealer Details

Code:

Name:

Case History

*** PHONE LOG 03/31/2003 10:36:09 AM (Local Time) CBarrera Action Type:

*** PHONE LOG 03/31/2003 11:10:29 AM (Local Time) CBarrera Action Type: Incoming call

caller is Steve Alexander from 21st Century Insurance:

1. I need your address
2. I want to send you a demand letter, including photos of car
3. we find veh. had engine failure that caused fire
4. you need to call me first if they want to inspect the car
5. [REDACTED] Claim No. 1752763-01

writer advised:

1. I will forward info. you provided on for review
2. gave Irvine address

*** CASE DISPATCHED 03/31/2003 11:22:42 AM (Local Time) CBarrera
from WIP default to Queue National CA.

*** CASE ACCEPTED 03/31/2003 03:21:09 PM (Local Time) NDegamo
from Queue National CA to WIP in progress.

*** NOTES 03/31/2003 03:21:32 PM (Local Time) NDegamo Action Type: Manager review
NQA reviewed case.
Case closed pending receipt of subrogation demand letter from ins company.

*** CASE CLOSE 03/31/2003 03:22:05 PM (Local Time) NDegamo Resolution Code = Information Given.
wanted Irvine mailing address to mail subrogation demand letter.

*** CASE REOPENED 04/03/2003 02:13:56 PM (Local Time) NDegamo
with Condition of Open and Status of Working.

*** NOTES 04/03/2003 02:16:25 PM (Local Time) NDegamo Action Type: Manager review
Rpt'd subrogation demand letter from 21st century insurance.

writer states:

1. We are enclosing documentation of our subrogation claim for your consideration and payment
2. Our insured suffered an engine fire resulting in the total loss of the veh

Case Dispatch - Letter forward to legal for review

*** CASE PRIORITY CHANGED 04/03/2003 02:31:24 PM (Local Time) NDegamo

Case History

from priority Non-Priority to priority Priority

*** CASE DISPATCHED 04/03/2003 02:31:32 PM (Local Time) NDeGamo
from WIP in progress to Queue Legal.

*** PHONE LOG 05/05/2003 02:19:49 PM (Local Time) SLarez Action Type: incoming call
STEVEN ALEXANDER FROM INS CO. CALLED IN.
STEVEN STATES.

1. WE HAVE SENT SOME SUBROGATION PAPERS AND WE HAVE NOT HEARD A RESPONSE.
2. I WOULD LIKE TO KNOW WHAT THE STATUS IS.

WRITER STATES.

1. IT IS IN THE PROCESS OF BEING REVIEWED.

STEVEN STATES.

1. IT HAS BEEN A LONG TIME
2. CAN YOU REFER ME TO THE APPROPRIATE PEOPLE.

WRITER STATES.

1. LET ME DO SOME RESEARCH AND I WILL RETURN THE CALL.

STEVEN ALEXANDER STATES.

1. MY DIRECT NUMBER IS 816-719-5233
2. REFERENCE CLAIM NUMBER 1752763-01

*** PHONE LOG 05/05/2003 02:42:31 PM (Local Time) SLarez Action Type: incoming call
NINO CALLED WRITER BACK (CALLED BACK TO FOLLOW UP ON OTHER CASE)
NINO STATES.

1. I NOTICED YOU DOCUMENTED THIS CASE ALSO
2. I WILL ALSO BRING THIS TO THE ATTENTION OF THE LEGAL DEPARTMENT

*** NOTES 06/09/2003 10:20:38 AM (Local Time) NDeGamo Action Type: Manager review
Rec'd letter from 21st cent ins

1. Please bring us up to date as to the status of this matter
2. Enclosed is a copy of our insured's rental bill, in addition to our original subrogation demand

Letter forwarded to Legal for review.

*** PHONE LOG 06/12/2003 09:24:37 PM (Local Time) WNoorian Action Type: incoming call
WRITER RECEIVED PHONE CALL FROM STEVE ALEXANDER, 21ST CENTURY INSURANCE.
STEVE STATED:

1. WE HAVE GIVEN KIA PAPERWORK FOR SUBROGATION A LONG TIME AGO AND HAVE HEARD NOTHING ABOUT IT.
2. IS THERE SOMEONE THERE (YOUR SUPERVISOR) I CAN SPEAK TO ABOUT THIS?

WRITER STATED:

1. WILL FORWARD REQUEST FOR HIM TO CONTACT YOU.

STEVE STATED:

1. I TRIED THAT OVER A MONTH AGO AND I HAVE NOT GOTTEN ANY RESPONSE.
2. IF YOU CANT HELP ME, I'LL NEED TO SPEAK WITH YOUR SUPERVISOR.

WRITER STATED:

1. PROVIDED 1-800-225-3163 NUMBER.
2. ADVISED STEVE THAT NINO DEGAMO WAS WORKING ON THE CASE.
3. PROVIDED EXTENSION NUMBER.

STEVE STATED:

1. THANKS

*** CASE ACCEPTED 07/10/2003 02:15:38 PM (Local Time) BNakamura
from Queue Legal to WIP default.

*****End Case Report K150926*****

Accident Report

Case K150826

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

2. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

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

4. What is the Age of the Driver?

<Driver's Age>

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

<DATE> and <TIME>

03/02/03 @ 8:30PM

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

<ROAD CONDITIONS>

Not sure

7. Describe the Weather Conditions at the Time of the Accident?

<WEATHER CONDITIONS>

Not sure

8. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

Not sure

9. Were any Other Vehicles Involved in the Accident?

No

10. Were There Any Injuries?

No

13. Describe the Incident in Detail

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

Traveling on Eagle Rock Blvd at intersection with Yosemite St in Eagle Rock, CA. Customer was driving and noticed smoke from under car, he pulled over and the entire engine compartment was engulfed in flames. The whole front end was burned out.

14. Were the Police Contacted?

No

17. Was the Insurance Company Contacted?

Yes, Name, Address, and Phone of Insurance Company, Policy #, and Claim #

21st Century Insurance POB 4438 Woodland Hills, CA 91365. Claim No. 1782783-01, Contact Steve Alexander, 818-719-5233

18. Have You Settled With the Insurance Company?

Yes

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

Towed

20. Where is the Vehicle Now?

<VEHICLE LOCATION>

Vehicle is in N. Hollywood, CA. Will not disclose location at this point until we are contacted by KGe for inspection. We don't want anyone looking at it without our consent.

21. Have Any Repairs Been Completed?

<DESCRIBE REPAIRS>

No, car is a total loss.

22. Were Parties Wearing Seatbelts?

Yes

23. Did the Airbag(s) Deploy?

No

24. Are you Requesting any Resolution?

<RESOLUTION SOUGHT>

We will be sending KGe a demand letter. We feel veh. had mechanical problem that caused fire and we wish to get reimbursed by KGe for our loss.

Accident Report

Case K150826

Report Details

1. Do You Own the Vehicle?
Yes

1/08/04
12:26:51
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
0/00/00

VIN No : KNADC123616058938

Model . .
Series .

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W Dealer</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair</u>	<u>Labor</u>	<u>Code</u>	<u>Causal</u>	<u>Part</u>	<u>Mileage</u>
------------------------------	---------------------------------	--------------------------------	------------	---------------	--------------	-------------	---------------	-------------	----------------

F3=Exit
History For VIN Enter Is Not Found On File

F11=Show Detail

+



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K100199

01/08/2004 12:02:58 PM

Case Details

Title: ENGLE - REPAIRS 11/10/03 PIR 8/16/03 - HARD FILE

VIN: KNADC123016024252

Mileage: 47000

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: FTR

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: Hammond

State: IN

Zip: [REDACTED]

Dealer Details

Code: IN001

Name: Thomas Kia of Highland

Case History

*** PHONE LOG 09/20/2002 05:15:18 AM (Local Time) DUnderwood Action Type:

CALLER STATED:

1. VEHICLE IS AT William Kia of South Chicago
2. ENGINE HAS BLOWN
3. William Kia of South Chicago IS ASKING ME FOR RECEIPTS OF OIL CHANGES AND A NOTARIZED LETTER FROM MY MECHANIC
4. THEY REFUSE TO GIVE ME RENTAL
5. I CHANGED THE OIL EVERY 3K MILES
6. NO REASON THIS SHOULD HAVE HAPPENED

WRITER STATED:

1. THANKS FOR CALLING KIA
2. APOLOGIZED FOR ANY INCONVENIENCE
3. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
4. KCC IS TO ASSIST IN MANUFACTURER WARRANTY REPAIRS AND SUPPORTS THE MANUFACTURER WARRANTY
5. RENTALS ARE NOT A PROVISION UNDER THE WARRANTY AND IS UP TO DEALER TO ASSIST YOU WITH A RENTAL. RECOMMEND SPEAKING TO SVC MGR. REFERRED TO PAGE 8 OF OWNERS MANUAL
6. WILL CALL DEALERSHIP AND RESEARCH MATTER

CALLER STATED:

1. THANKS

*** PHONE LOG 09/20/2002 08:42:20 AM (Local Time) DUnderwood Action Type: Incoming call

WRITER STATED:

1. CALLED William Kia of South Chicago
2. SPOKE TO JUAN, IN SVC

JUAN STATED:

1. VEHICLE NEEDS ENGINE
2. CRANK SHAFT, PULLEY DAMAGE
3. EXPLAINED TO CALLER THAT KIA WILL STAND BEHIND WARRANTY BUT MAINTENANCE RECEIPTS AREA NEEDED
4. CALLER MUST PROVE MAINTENANCE HAS BEEN DONE

WRITER STATED:

1. THANKS

*** PHONE LOG 09/20/2002 11:01:48 AM (Local Time) DUnderwood Action Type: Outgoing call

WRITER STATED:

1. PHONED CALLER BACK
2. LEFT VM

Case History

3. SPONSOR TO JIAN @ SVC
4. VEHICLE NEEDS ENGINE
5. CRANK SHAFT, PULLEY DAMAGE
6. EXPLAINED TO CALLER THAT KIA WILL STAND BEHIND WARRANTY BUT MAINTENANCE RECEIPTS ARE NEEDED
7. CALLER MUST PROVE MAINTENANCE HAS BEEN DONE
8. TAKE MAINTENANCE RECEIPTS TO SVC DEPARTMENT
9. THANKS FOR CALLING KIA AND FEEL FREE TO CALL BACK WITH FUTURE CONCERNS

*** CASE CLOSE 08/20/2003 11:02:00 AM (Local Time) DUnderwood Resolution Code = Information Given, State = Open.
INFORMATION GIVEN

*** CASE REOPENED 08/21/2003 09:51:28 AM (Local Time) MEstrella
with Condition of Open and Status of Working.

*** PHONE LOG 08/21/2003 10:00:14 AM (Local Time) MEstrella Action Type: Incoming call
CALLER STATED: DAVID METZGER

1. WE HAD ENGINE PROBLEMS LAST YEAR AROUND THIS TIME
2. THAT TIME THERE WAS SOME ENGINE DAMAGE AND WE PROVIDED RECORDS AND THEY PUT A NEW ENGINE
3. THIS TIME THE CAR CAUGHT ON FIRE AT HOME
4. MY GIRLFRIEND () DROVE IT TO WORK, AND THEN HOME AND IT HAD BEEN SITTING FOR 2 HOURS WHEN THE NEIGHBOR KNOCKED ON THE DOOR THAT HER CAR WAS ON FIRE
5. NEED TO KNOW WHERE WE CAN SEND THE FIRE DEPT REPORT AND WHAT TO DO FROM HERE

WRITER STATES:

1. APOLOGIZE FOR SITUATION
2. NEED TO TAKE AN ACCIDENT/FIRE REPORT AND CAN FORWARD ON TO THE APPROPRIATE DEPT FOR REVIEW

*** PHONE LOG 08/21/2003 10:47:24 AM (Local Time) MEstrella Action Type: Incoming call
AFTER FIRE/ACCIDENT REPORT GIVEN

WRITER STATED:

1. SAYS HE IS THE, SOON TO BE, STEP FATHER TO ()
2. SAYS HE WILL SEND FIRE DEPT. REPORT TO KIA ADDRESS PROVIDED
3. SAYS () DOES NOT HAVE A PHONE - CAN LEAVE HER A MESSAGE AT ()
OR CONTACT HIM AT ()
4. SAYS THAT () ONLY HAS LIABILITY INSURANCE SO THEY HAVE NOT CONTACTED THE INSURANCE COMPANY BECAUSE THEY WILL NOT DO ANYTHING FOR HER SINCE ONLY HAS LIABILITY
5. SAYS DOES NOT UNDERSTAND HOW A NEW ENGINE CAN CATCH FIRE AFTER SITTING 2-1/2 HOURS AT HOME
6. SAYS HE FEELS MAY BE ELECTRICAL
7. SAYS DEALER SVM TOLD HIM TO CALL KIA AND INS. CO TO REPORT IT AND SEE WHAT KIA COULD DO FOR THEM AND
8. SAYS DLR SVM SAYS THAT THE CAR IS PROBABLY TOLD FIRE TOTALED OUT VEHICLE
9. SAYS THAT HE KNOWS THEY ARE NOT ENTITLED TO THE ENTIRE AMOUNT THEY PAID FOR VEHICLE BUT WANTS SOME COMPENSATION FROM KIA FOR ENGINE CATCHING FIRE
10. SAYS THAT HE KNOWS () HAD SOME PRIOR DAMAGE TO THE VEHICLE STRUCTURE FROM "WHEN SHE HIT A CURB OR SOMETHING (DID NOT KNOW WHAT OR WHEN) THAT HAD CAUSED THE LEFT FRONT TIRE TO BLOW OUT AND THE FRONT FENDER TO BE TORN OFF"
11. WANTS TO WHEN HE CAN EXPECT A CALL FROM KIA REGARDING THIS FIRE

WRITER STATED:

1. WILL FORWARD REPORT TO APPROPRIATE DEPT FOR REVIEW AND POSSIBLE CONTACT
2. CANNOT GUARANTEE A TIMEFRAME IN WHICH HE WILL BE CONTACTED

CALLER STATES:

1. WILL SEND FIRE DEPT. REPORT TO KIA

*** CASE DISPATCHED 08/21/2003 10:48:00 AM (Local Time) MEstrella
from WIP default to Queue National CA.

*** CASE ACCEPTED 08/22/2003 07:42:28 AM (Local Time) WSpencer
from Queue National CA to WIP ACCIDENTS.

*** PHONE LOG 08/22/2003 08:31:27 AM (Local Time) MEstrella Action Type: Incoming call
VM MESSAGE LEFT FROM ()

1. WE ARE GETTING READY TO SEND THE FIRE REPORT TO KIA
2. WE HAVE BEEN W/OUT A CAR - NEED TO SEE ABOUT HOW WE CAN GET A RENTAL CAR FROM KIA
3. CAN CALL ME AT WORK AT ()

*** PHONE LOG 08/25/2003 09:41:02 AM (Local Time) MEstrella Action Type: Outgoing call
WRITER CALLED () AT WORK AS REQUESTED:

CUSTOMER STATED:

1. SAYS WANTED TO VERIFY KIA ADDRESS AND WANTED TO KNOW HOW HE COULD GET A RENTAL CAR FROM KIA
2. ASKED WHEN HE CAN EXPECT TO HEAR FROM KIA REGARDING THIS ISSUE

WRITER STATED:

Case History

1. ADVISED THAT NO RENTAL AVAILABLE
2. REFERRED TO HIS INSURANCE CO
3. ADVISED ONCE DOCUMENTATION IS RECEIVED - KMA WILL CONTACT THEM
4. CANNOT GUARANTEE A TIMEFRAME

*** NOTES 08/28/2003 09:54:39 AM (Local Time) WSpencer Action Type: Manager review
not received fire report from the customer

Info under review

*** NOTES 09/03/2003 03:58:09 PM (Local Time) WSpencer Action Type: Manager review
per legal dept—please have a DPBM perform a P.I.R.

*** CASE DISPATCHED 09/03/2003 03:59:16 PM (Local Time) WSpencer
from WIP ACCIDENTS to Queue Central Region.

*** CASE ACCEPTED 09/03/2003 04:28:42 PM (Local Time) MViola
from Queue Central Region to WIP-CE10 - SOUTH CHICAGO.

*** PHONE LOG 09/04/2003 12:44:48 PM (Local Time) MEstrella Action Type: Incoming call
[REDACTED] CALLED

1. HAVE THEY RECEIVED MY LETTER YET
2. HAVE NOT HEARD FROM ANYONE YET - WANT SOMEONE TO CALL ME ABOUT THIS

WRITER STATED:

1. APPROPRIATE DEPT HAS RECEIVED YOUR LETTER AND REPORT
2. THAT DEPT WILL CONTACT YOU AS THEIR PROPER PROCEDURES
3. IT IS OUT OF THIS OFFICE AT THIS TIME AND BEING REVIEWED BY PROPER KMA DEPT
4. WILL NOTE THE CASE THAT YOU WANT A CALL FROM SOMEONE ASAP - CANNOT GUARANTEE A TIMEFRAME
5. THEY WILL CONTACT YOU APPROPRIATELY

CALLER STATES:

1. "WELL, I WILL JUST KEEP CALLING AND SENDING LETTERS EVERYDAY UNTIL I HEAR FROM SOMEONE"
2. WE NEED A CAR TO DRIVE

*** PHONE LOG 09/08/2003 11:00:48 AM (Local Time) WNoonan Action Type: Incoming call
[REDACTED] CALLED

1. PROVIDED CASE NUMBER
2. HAVE THEY RECEIVED MY LETTER YET
3. HAVE NOT HEARD FROM ANYONE YET - WANT SOMEONE TO CALL ME ABOUT THIS

WRITER STATED:

1. DO NOT SHOW THAT LETTER WAS RECEIVED.
2. PROVIDED 800 NUMBER FOR M.VIOLA WORKING ON CASE.

*** PHONE LOG 09/08/2003 11:30:20 AM (Local Time) MViola Action Type: Incoming call
WTR SPOKE W/ CUST THIS DATE WHO ADVISED;

1. VEH CURRENTLY AT IND01
2. REQUIR ALT TRANS

WTR ADVISED:

1. WTR IN PROCESS FOR SCHEDULING INSPECTION
2. CUST NEEDS TO CONTACT INSURANCE FOR ALT TRANS

CUST ADVISED:

1. DON'T HAVE THAT COVERAGE

WTR ADVISED:

1. WTR CANNOT ASSIST W/ ALT TRANS

CUST ADVISED:

1. WHEN WILL INSPECTION BE COMPLETED

WTR ADVISED:

1. WTR TO CONTACT DPBM & ADVISE LOCATION OF VEH
2. DPBM MUST WORK IT INTO SCHEDULE

CUST ADVISED:

1. CAN I C/B TO FIND OUT

WTR ADVISED:

1. SURE

*** NOTES 09/09/2003 04:37:54 PM (Local Time) OSpague Action Type: Manager review
Received letter - Customer @time

1. Please contact me as soon as possible regarding a rental car being available for us to use.

Letter forwarded to the Central Region for handling

*** CASE YANKED 09/09/2003 04:40:32 PM (Local Time) OSpague

Data History

Yanked by CSprague into WFBin default.

*** PHONE LOG 09/10/2003 12:51:17 PM (Local Time) MViola Action Type: Outgoing call
WTR SPOKE W/ DPBM MIKE SWARTZ ADVISING:

1. LEGAL REQUESTING PIR
 2. VEH AT IN001
- DPBM ADVISED:
1. SHOULD BE ABLE TO COMPLETE MONDAY 9/15/03

*** PHONE LOG 09/10/2003 12:52:16 PM (Local Time) MViola Action Type: Outgoing call
WTR RCVD VM FROM DAVE METZGER THIS DATE REQING CB

*** PHONE LOG 09/10/2003 12:58:36 PM (Local Time) MViola Action Type: Outgoing call
WTR SPOKE W/ CUST THIS DATE WHO ADVISED:

1. WANT TO KNOW WHEN SOMEONE WILL LOOK AT VEH
- WTR ADVISED:
1. INSPECTION SCHEDULED FOR WEEK OF 9/16/03
- CUST ADVISED:
1. THANKS FOR THE UPDATE

*** CASE YANKED 09/11/2003 10:10:36 AM (Local Time) MRivas
Yanked by MRivas into WFBin default.

*** NOTES 09/11/2003 10:11:51 AM (Local Time) MRivas Action Type: Correspondence rec.
CRCA RCVD ORIGINAL OF ABOVE CUST LTR.
HARD FILE CREATED AND FWRD TO MLV FOR HANDLING.

*** EMAIL OUT 09/11/2003 12:43:38 PM (Local Time) MViola Action Type: External email

Mike,
Here's the file for the vehicle you will be inspecting on 9/15/03 @ IN001. I've already contacted Service Manager Tom Lewandowski to advise him to expect you then.
Thanks,
Michael Viola, CRCA

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 949.596.5902 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: \\copub\Clarity\OB\NCA_Attachments\Send\History\Case_K109186_MViola_09-11-2003143742.doc>>

*** PHONE LOG 09/11/2003 12:44:41 PM (Local Time) MViola Action Type: Outgoing call
WTR SPOKE W/ SVM TOM LEWANDOWSKI THIS DATE ADVISING:

1. DPBM SHOULD BE AT DLRSHP ON MONDAY 9/15/03 FOR PIR
- SVM ADVISED:
1. THANKS FOR HEADS UP
2. VEH IS MISSING BUMPERS & LOCKS ARE PUNCHED

*** PHONE LOG 09/16/2003 02:22:46 PM (Local Time) MViola Action Type: Incoming call
WTR SPOKE W/ DPBM SWARTZ THIS DATE ADVISING:

1. DPBM HAS COMPLETED PIR
2. WILL DROP PIR BY OFFICE 9/17/03

*** NOTES 09/17/2003 06:54:46 AM (Local Time) MViola Action Type: Correspondence rec.
CRCA RCVD FROM DPBM MIKE SWARTZ IN PERSON:

1. PIR
ADDED TO FILE THIS DATE

*** NOTES 09/17/2003 06:55:22 AM (Local Time) MViola Action Type: Correspondence sent
WTR SENT PIR TO WAYNE SPENCER @ NCA THIS DATE

WTR DISPATCHED CASE TO NCA THIS DATE.

*** CASE DISPATCHED 09/17/2003 06:58:35 AM (Local Time) MViola
from WIP GE10 - SOUTH CHICAGO to Queue National CA.

*** CASE ACCEPTED 09/17/2003 07:40:17 AM (Local Time) WSpencer
from Queue National CA to WIP LEGAL.

*** NOTES 09/19/2003 09:19:37 AM (Local Time) WSpencer Action Type: Manager review

Case History

NCA RECEIVED FIR FROM THE REGION
Info forwarded to the legal dept for review

*** NOTES 09/25/2003 11:43:43 AM (Local Time) BNakamura Action Type: Manager review
Discussed case with supervisor. Please have the region work with the dealership to repair the vehicle under warranty.

*** NOTES 09/25/2003 11:54:35 AM (Local Time) WSpencer Action Type: Manager review
legal dept reviewed case—legal advised that the region work with the dealership to repair the vehicle under warranty.

note to dispatch case to the region

*** CASE DISPATCHED 09/25/2003 11:54:50 AM (Local Time) WSpencer
from WFP LEGAL to Queue Central Region.

*** CASE ACCEPTED 09/25/2003 03:20:19 PM (Local Time) MViola
from Queue Central Region to WFP default.

*** PHONE LOG 09/26/2003 06:42:37 AM (Local Time) MViola Action Type: Outgoing call
WTR LVM FOR DPBM MIKE SWARTZ THIS DATE ADVISING:

1. REQING C/S
2. ADVISING LEGAL REQING REPAIRS BE COVERED UNDER WARRANTY

*** PHONE LOG 09/26/2003 09:48:19 AM (Local Time) MViola Action Type: Incoming call
WTR SPOKE W/ DPBM SWARTZ THIS DATE

- WTR ADVISED:
1. LEGAL DIRECTING THIS VEH BE REPAIRED UNDER WARRANTY
- DPBM ADVISED:
1. WILL CONTACT SVM LEWANDOWSKI & ADVISE

*** PHONE LOG 10/03/2003 07:20:09 AM (Local Time) MViola Action Type: Outgoing call
WTR LVM FOR BN @ LEGAL REQING C/S

*** PHONE LOG 10/03/2003 07:33:19 AM (Local Time) MViola Action Type: Outgoing call
WTR SPOKE W/ SVM TOM LEWANDOWSKI @ IN001 THIS DATE WHO ADVISED:

1. MOST PARTS ARE IN
2. STILL WAITING FOR A FEW
3. HAVE BEEN IN CONTACT W/ DPBM REGARDING REPAIRS - HE IS PROVIDING DIRECTION
4. SHEET METAL PARTS ARE ALREADY BEING PAINTED
5. EXPECT TO BE ABLE TO RELEASE VEH BY MIDDLE OF NEXT WEEK

WTR ADVISED:

1. THANKS FOR INFO
2. WTR WILL FRU W/ SVM 10/6/03

*** PHONE LOG 10/03/2003 01:30:46 PM (Local Time) MViola Action Type: Incoming call
WTR SPOKE W/ BN @ LEGAL THIS DATE WHO ADVISED:

1. WTR MAY OBTAIN A RELEASE IF POSSIBLE
2. HOWEVER - PLEASE ENSURE THE CUSTOMER UNDERSTANDS THIS DOES NOT NEGATE THE WARRANTY

*** PHONE LOG 10/03/2003 01:32:43 PM (Local Time) MViola Action Type: Outgoing call
WTR SPOKE W/ MS. ENGLE THIS DATE ADVISING:

1. KMA IS REPAIRING THE VEH UNDER GW FOR CUST
2. GW'S ARE CONTINGENT UPON A SIGNED RELEASE
3. WTR WILL FRWD RELEASE TO CUST MONDAY

*** CASE CLOSE 10/07/2003 07:11:47 AM (Local Time) MViola Resolution Code = Please Specify.

*** CASE REOPENED 10/07/2003 07:12:07 AM (Local Time) MViola
with Condition of Open and Status of Working.

*** PHONE LOG 10/08/2003 10:47:47 AM (Local Time) MViola Action Type: Outgoing call
WTR LM FOR SVM LEWANDOWSKI @ IN002 THIS DATE REQING C/S

*** PHONE LOG 10/08/2003 12:42:51 PM (Local Time) MViola Action Type: Incoming call
WTR RCVD VM FROM SVM LEWANDOWSKI @ IN001 THIS DATE

- SVM ADVISED:
1. HAS PROVIDED CUST W/ BODY SHOP ESTIMATE FOR BODY DAMAGE NOT RELATED TO FIRE
 2. STILL HAVE A FEW PARTS WE'RE WORKING ON INSTALLING
 3. WILL PROVIDE UPDATE TOMORROW

Case History

*** PHONE LOG 10/20/2003 08:19:56 AM (Local Time) M/Violn Action Type: Outgoing call
WTR SPOKE W/ SVM LEWANDOWSKI THIS DATE WHO ADVISED:

1. LOUIE NEEDS TO PUT HOOD BACK ON
2. WILL REPACE HEADLAMP ALSO
3. DP8M HAD PHOTOS OF VEH REGARDING BODY DAMAGE
4. VEH MISSING FENDER & KEY LOCK PUNCHED OUT
5. SHOULD BE ABLE TO GET VEH OUT THIS AFTERNOON - NO PROBLEM
6. HAVING LOUIE WRITE UP AN RO LIKE IT'S A BODY SHOP REPAIR - W/ ESTIMATES & THINGS
7. WILL FAX RO TO YOU WHEN COMPLETED

*** NOTES 10/20/2003 08:59:02 AM (Local Time) M/Violn Action Type: Facsimile rec.
CRCA RCVD FROM DLR VIA FAX:

1. COPY OF RO
ADDED TO FILE

*** CASE CLOSE 10/20/2003 08:59:29 AM (Local Time) M/Violn Resolution Code = Vehicle Repaired.
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

*** CASE REOPENED 11/07/2003 02:29:34 PM (Local Time) M/Violn
with Condition of Open and Status of Working.

*** PHONE LOG 11/07/2003 02:30:34 PM (Local Time) M/Violn Action Type: Incoming call
RCVD VM FFORM CUST DAVOJD METZGER RE: CB DUE TO OUTSTANDING CONCERNS...CASE ASSIGNED TO DLW FOR HANDLING

*** PHONE LOG 11/10/2003 07:33:08 AM (Local Time) DWojciechowski Action Type: Incoming call
WTR CONTACTED CUST "DAVE METZGER" AND ADVISED:

1. RCVD VM
2. MLY IS NO LONGER W/ KMA
3. INQUIRED AS TO HOW WTR CAN ASSIST
CUST ADVISED:
 1. HAS TAKEN VEH TO IN001 SINCE VEH WAS REPAIRED AFTER FIRE
 2. CUST IS ALLEDGING THAT DLR DIDNT REPLACE SEVERAL PARTS
 3. CUST IS ALLEDGING THAT DLR ADVISED VERBALLY THAT BRAKES WERE DOWN TO 5% BUT RO LISTS 30% & 10%
 4. CUST STATES CURRENT CONCERN IS
 - A. VEH LOUD
 5. NOT BURE IF VEH IS REPAIRED AS GIRL FRIENDS DAUGHTER IS DRIVINGWTR ADVISED:
 1. REQ CUST CONTACT DRIVER OF VEH TO PROVIDE LIST OF CURRENT CONCERNS
 2. WTR TO THEN SCHEDULE APPT AT IN001 TO ADDRESS CURRENT CONCERNS
CUST AGREED

*** PHONE LOG 11/13/2003 08:03:59 AM (Local Time) DWojciechowski Action Type: Outgoing call
WTR LVM FOR CUST "DAVE METZGER" REQ CB AT WORK #

*** PHONE LOG 11/14/2003 05:42:02 AM (Local Time) DWojciechowski Action Type: Outgoing call
WTR LVM FOR CUST AT WORK # ADVISING:

1. FOLLOWING UP ON CONVERSATION OF 11/10/03
2. REQ CUST CB IF FURTHER ASSISTANCE IS REQUIRED

*** PHONE LOG 11/17/2003 07:26:55 AM (Local Time) DWojciechowski Action Type: Outgoing call
WTR LM W/ RECEPTIONIST FOR DAVE METZGER TO CB AT WORK #

*** PHONE LOG 11/17/2003 08:12:19 AM (Local Time) DWojciechowski Action Type: Incoming call
WTR RCVD VM FROM DAVE METZGER WHO ADVISED:

1. HAS CURRENT CONCERNS OF
 - A. BELT WEARING
 - B. WANTS TO KNOW WHY DLR DIDNT PUT ANY TRANS FLUID IN VEH

*** PHONE LOG 11/17/2003 08:13:08 AM (Local Time) DWojciechowski Action Type: Outgoing call
WTR CONTACTED TOM @ IN001 AND ADVISED:

1. REITERATED VM LEFT FROM CUST
DLR ADVISED:
 1. IN001 HAS NEVER MADE A REPAIR TO THE TRANS, FIRE WAS IN ENGINE AND NOT TRANS
 2. DLR WOULD BE HAPPY TO LOOK AT CURRENT BELT CONCERN
WTR TO CONTACT CUST

*** PHONE LOG 11/17/2003 08:23:55 AM (Local Time) DWojciechowski Action Type: Outgoing call
WTR CONTACTED CUST DAVE METZGER AND ADVISED:

1. RCVD VM
2. SPOKE TO TOM @ IN001
 - A. DLR WOULD BE MORE THAN HAPPY TO LOOK AT BELT CONCERN

Case History

1. CLER DIDNT NOT MAKE REPAIR TO TRANS SO LOSS OF FLUID IS NOT RELATED TO ENGINE REPLACEMENT

2. REQ COST SCHEDULE APPT FOR BELT INSPECTION/REPAIR

4. WTR WOULD BE MORE THAN HAPPY TO FOLLOW UP W/ REPAIRS

CUST ADVISED:

1. THOUGHT DLR HAD TO DRAIN TRANS FLUID TO REPLACE ENGINE, DAUGHTER MIGHT HAVE HAD IT TRANS FLUSHED AT ANOTHER FACILITY (HE WILL LOOK INTO THIS HIMSELF)

2. CUST WILL MAKE APPT FOR BELT

3. CUST WILL CALL WTR BACK IF FURTHER ASSISTANCE IS REQUIRED

4. CUST DIDNT FEEL IT NECESSARY FOR WTR TO FOLLOW UP W/ BELT REPLACEMENT

*** CASE CLOSE 11/17/2003 09:24:17 AM (Local Time) DVIC(detectoweld Resolution Code = Referred to Dealer..

NO FURTHER ACTION TO BE TAKEN

Attachments to Case:

File Name

k109199.pdf

Email Attachment 09/11/03 01:39:48 PM

Location

Y:\pubs\Clarity\ClarityCA_Attachments\k109199.pdf

Y:\pubs\Clarity\ClarityCA_Attachments\SendHistory\Case_K109199_MV\k109199_09-11-2003143742.doc

*****End Case Report K109199*****

Accident Report

Case K109199

Report Details

*** End ***

1. Do You Own the Vehicle?

No

2. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

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

PARKED AT THE TIME IN THE FRONT YARD OF HER HOME

4. What is the Age of the Driver?

<Driver's Age>

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

<DATE> and <TIME>

8/30/2008 CAR CAUGHT FIRE AT 11:15 AM

FIRE DEPT CAME BY 11:30 AM

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

<ROAD WEATHER CONDITIONS>

70 DEGREES, CLEAR DAY - NO RAIN

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

PARKED

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

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>

THE CAR WAS PARKED IN THE FRONT YARD AND HAD BEEN PARKED FOR APPROX 2-2 1/2 HOURS AFTER DRIVING HOME FROM WORK (A 10 MINUTE DRIVE)

A NEIGHBOR CAME OVER AND TOLD HER THAT HER CAR WAS ON FIRE
SHE THEN CALLED THE FIRE DEPT AND THEY WERE THERE AND HAD IT OUT WITHIN 15 MINUTES.

13. Were the Police Contacted?

No

14. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

<VEHICLE LOCATION>
THOMAS KIA IN HIGHLAND IN
9685 INDIANAPOLIS
PHONE NUMBER : 219-934-2298

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

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>

CAN WE GET A RENTAL CAR

HOW CAN WE GET FIXED OR CAN I GET IT FIXED ?- IF NOT,

IF CAR IS TOTALED OUT , CAN WE GET SOME MONEY TO REPLACE IT

SHE HAD ENGINE PROBLEMS PRIOR TO THIS AND REPAIRS COMPLETED A YEAR AGO ON THE ENGINE. THE ENGINE WAS SMOKING LAST TIME

AND TOWED IT ANOTHER DEALER IN CHICAGO AREA WHERE THEY FIXED IT

THIS FIRE MSUT BE REPLATED TO THAT DAMAGE A YEAR AGO.

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:

I. Copy of Police Report (if available)

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

Not Applicable

K109199

September 4, 2003

In reply to: case#109199

National Consumer Affairs
P.O. Box 52410
Irvine, CA 92619

Dear Sir or Madam,

I recently received some information regarding the above case#109199 for [REDACTED]. The information was received by Kia on August 28, 2003. Please contact me as soon as possible regarding a rental car being available for us to use. We need a vehicle in which to get to work.

I know that there may be other cases ahead of mine that are in the review process but please contact me at 219-554-0945 and leave a name and number for me to call back. You can reach me from 8:00am-4:00pm at 219-738-2838. We need to resolve our lack of a car until Kia has finished its review on this case.

Sincerely,



David Metzger
6312 New Jersey
Hammond, IN 46323



Consumer Assistance Center Case Report

USA SERVICE ASSOCIATES

Printed By: EDI&Z

Case Number - 1032374

01/09/2004 12:02:28 PM

Case Details

Title: GRIDER - LGL GW 10/8/03 - HARD FILE

VIN: 1GNADC122618044785

Message: 24000

Priority: Non-Priority

Severity: Medium

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3:

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Columbus

State: IN

Zip: [REDACTED]

Dealer Details

Code: IN004

Name: Ray Skilimen Kia

Case History

** PHONE LOG 07/12/2002 03:36:37 PM (Local Time) TDonnelly Action Type:

CUSTOMER STATES:

1. CAR HAD AN ELECTRICAL SHORT AND STARTED A FIRE THE FOLLOWING IS THE REPORT:

1. Vehicle owner: RHONDA GRIDER
2. Vehicle driven by: (If the person calling was not the driver and cannot give you an accurate description of incident then call the person who was driving and get the information from them).
[REDACTED]
3. What is the age of the Driver? [REDACTED]
4. Driver's telephone number and address (if not in Clarify)? IN CLARIFY
5. Date and Time of the incident? JULY 6, 2002 @ 11 AM
6. Road conditions at time of incident? CLEAR TEMP LOW 60
7. Weather conditions at time of incident? NORMAL
8. Speed traveling at time of incident? 25 MPH WHEN NOTICED SMOKE
9. Any other vehicles involved (model, make and year of vehicle)? NONE
10. Any injuries (detail all injuries)? NO INJURIES
11. Was anyone taken by ambulance to hospital (which hospital)? NO
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? (if so, what treatment was given?)
N/A
13. Is anyone currently under medical attention for this incident (if so, name of Doctor and treatment)?
N/A
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged. (You should be able to see the entire incident in your mind and be able to describe the situation exactly how it occurred). CUSTOMER JUST FINISHED GROCERY SHOPPING, WAS PICK AND SAFE ON SOUTH NATIONAL ROAD, PULLED ONTO NATIONAL ROAD WENT ABOUT 100 FEET AND SMELLED SMOKE AND THEN SAW SMOKE COMING FROM FLOORBOARD, DASH AND PASSENGER SIDE. IMMEDIATELY PULLED TO SIDE OF ROAD TURNED CAR OFF AND JUMPED OUT. CUSTOMER HAD CELL PHONE TO CALL 911. THE FIRE DEPARTMENT ARRIVED 10 MINUTES LATER THERE WAS ALSO 2 GUYS FROM A NISSAN DEALER THAT CAME OVER WITH 2 FIRE HYDRANTS AND THEY SPRAYED CAR INSIDE. WINDSHIELD CRACKED, FIRE PROGRESSED TO HEADLINER. ALL COMPONENTS FROM FRONT WINDSHIELD TO AND INCLUDING BACK SEAT IS GONE, FIRE ALSO BLEW OUT THE REAR WINDOW. FIRE DEPARTMENT HAD TO PRY OPEN HOOD AND TRUNK TO GET

Case History
GROCERIES OUT.

15. Were the police contacted? YES, COLUMBUS CITY POLICE
16. If the police were contacted what is the name of the officer? POLICE DID NOT MAKE REPORT, FIRE DEPARTMENT DID
17. What is the Police report number (Was it State, Highway or City Police)? CITY POLICE AND FIRE
18. What insurance company contacted? (Get name, agent, address, phone and claim number). FARM BUREAU, CLAIM POLICY [REDACTED] 221 CHEBNUK, (612)372-4483.
19. Has the customer settled with their insurance company? NO
20. Was the vehicle towed from the scene or was it driven (include name and telephone number of tow company)?
TOWED-RC OIL TOWING AND RECOVERY-2402 CENTRAL AVE, COLUMBUS IN 47201, (812)447-0068
Where is the vehicle now? (If other than home, give location, address and phone where the vehicle is).
RC OIL AND TOWING IMPOUND YARD, SYCAMORE ST BTWN 2ND AND 3RD ST.
21. Have repairs been completed? NO
22. Were parties wearing seatbelts? YES
23. Did the airbag deploy? NO
24. Reason for complaint sought by customer? THE WAY I SEE IT THERE WAS A DEFECT IN ELECTRICAL WIRING. I WOULD LIKE KIA REP TO INSPECT VEHICLE AND WOULD LIKE KIA TO TAKE CARE OF VEHICLE REPAIRS OR REPLACEMENT.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. EXPLAIN KIA STANDS BEHIND WARRANTY AND WILL ADDRESS ALL CONCERNS PER WARRANTY GUIDELINES.
3. WARRANTY COVERS DEFECTS IN MATERIAL OR WORKMANSHIP
4. WRITER WILL SEND INFO TO APPROPRIATE PERSONELL FOR FOLLOW UP

*** CASE DISPATCHED 07/12/2002 09:35:55 PM (Local Time) TDonnelly
from WIP default to Queue National GA.

*** CASE ACCEPTED 07/15/2002 09:28:25 AM (Local Time) StapletonP
from Queue National GA to WIP default.

*** NOTES 07/15/2002 09:28:45 AM (Local Time) StapletonP Action Type: Manager review
writer sending file to the legal dept for review and handling

*** CASE DISPATCHED 07/15/2002 09:28:55 AM (Local Time) StapletonP
from WIP default to Queue Legal.

*** CASE ACCEPTED 07/17/2002 11:09:54 AM (Local Time) ATurner
from Queue Legal to WIP default.

*** NOTES 07/17/2002 11:12:55 AM (Local Time) ATurner Action Type: Manager review
Legal reviewed case notes and discussed with supervisors.

*** Privileged Information Redacted - Attorney-Client Communication***

*** EMAIL OUT 07/17/2002 11:12:34 AM (Local Time) ATurner Action Type: External email
Please see K82374 July 17, 2002 case notes entered by Legal.

*** PHONE LOG 07/18/2002 09:59:44 AM (Local Time) TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. MR GRIDER CALLING TO CHECK ON STATUS OF INVESTIGATION
2. SO CANT GIVE ANY OTHER INFO UNTIL I RECEIVE LETTER.
3. THAT IS FINE, WILL WAIT TO RECEIVE LETTER.

WRITER STATES:

1. ADVISED CUSTOMER WILL BE INVESTIGATION
2. ADVISED A LETTER HAS BEEN SENT TO CUSTOMER AND HE SHOULD RECEIVE LETTER SHORTLY
3. THAT IS ALL INFO WRITER CAN PROVIDE AT THIS TIME.

*** EMAIL IN 07/30/2002 09:28:54 PM (Local Time) AMERICA/DU-CORPORATE/CN-RECIPIENTS/CN-STAPLETONP Action Type:

---Original Message---
Sent: Tuesday, July 30, 2002 1:59 PM
To: Tom Orlean

Case History

CC: Stapleton, Paul

Subject: File #

Tom,

I received your letter requesting the information about my wife's car fire. (2001 KIA Rio vin KNADC123610044788) Since your law firm is now stepping in and obviously KIA does not want to deal with it, I will not be pursuing a claim with KIA. If my insurance company wishes to follow up, that is for them to decide. I'll take the loss and move on. I really don't understand why I'm forced to deal with a law firm on an obvious fault with our car that should be covered under our so-called warranty. I understand that in dealing with your office, that it would be a long drawn out affair and with me being the title guy here, I don't stand a chance. For you and KIA, I know that this is a small matter, but for us it is a large and very real problem. Before this happened, I joked that our family could honestly do a KIA commercial because of our purchase, the recent purchase by my son of a new KIA van, and the purchase of a 2002 KIA Sportage by my brother, and all from the same dealer, Ray Stillman of Greenwood IN. I hope that I did not steer them wrong when I boasted about our little Rio, how well we liked it, and all of the advantages of buying a KIA. I had hoped that KIA would turn out to be different than the other big car companies but I see now that I was wrong in looking for that.

Just for your information, I've included some photos of the car and some facts about the incident. Although KIA has already taken this information, I guess that they did not supply it to you.

1. 2001 KIA Rio with about 24000 miles on it.
2. NO previous problems with car... My wife loved it.
3. The incident happened on Saturday, July 6, 2002 at about 11:00 A.M.
4. Sunny, Clear day in the low 80s.
5. My wife had just finished shopping for groceries and was leaving the store parking lot.
6. The car had not traveled more than 200 ft and had not been running for more than 2 minutes after start-up.
7. The only item that was in the front seat area of the car (where the fire was noticed) was her purse and it was not damaged before her exit from the car.
8. By the time that my wife exited the car and had dialed 911, the fire from the dash area had already started cracking the windshield.

Keep these in mind when you view the photos and ask the same questions that I did on what else besides a defect in the cars wiring, could have started this fire and allowed it to spread so fast. The Fire Department report indicates that they arrived in 5 minutes and still the whole interior of the car was consumed.

Like I've already indicated, I don't have the time or Money to pursue this with you and KIA but it's still our KIA Rio until we sign the insurance papers. We have been planning on attending the upcoming NASCAR race in Indianapolis (Brickyard 400), and I think that we will be taking the Rio with us.

Very

Truly Yours,

*** NOTES 01/16/2003 08:08:16 PM (Local Time) BNakamura Action Type: Manager review
My supervisor requested that I follow up due to co-workers departure. Outside counsel has recommended

*** Privileged Information Redacted - Attorney-Client Communication***

*** PHONE LOG 09/04/2003 09:37:33 PM (Local Time) CDiaz Action Type: Incoming call
Customer Stated:

1. What is KIA going to do for us.
2. Would like to speak to Paul Stapleton.
3. It has been some time since we have heard anything.
4. Can someone call me back and let me know?

Case History

Writer Stated:

1. The case is still open.
2. Once I add notes the case the owner of the case will get an e-mail.
3. I will doc your request for a call back here.
4. Give correct case # and advised to call me back if you do not hear anything.

*** PHONE LOG 09/09/2003 02:40:00 PM (Local Time) CDiaz Action Type: Incoming call

Customer Stated:

1. Still have not gotten a response from anyone at KOs.
2. What is going on.

Writer Stated:

1. Spoke to Bruce Dorfman about what info I should give the customer in this case.
2. Per Bruce I will give region #
3. 800-225-3193
4. Advised the customer to call me back if needed.

*** PHONE LOG 09/10/2003 06:08:38 AM (Local Time) MViola Action Type: Incoming call

WTR RCVD VM FROM CUST REQING C/B
CUST ALLEGES WAS GIVEN REGIONAL # BY CHRISTIAN @ KCC
C/B @ HOME (812) 646-5726 OR (812) 371-3451

*** PHONE LOG 09/10/2003 06:18:46 AM (Local Time) MViola Action Type: Outgoing call

WTR LVM FOR BN @ LEGAL ADVISING:

1. WTR CONTACTED CALL CENTER & CALL CENTER GAVE CUST WTR #
2. WTR REVIEWED FILE & SEES THE FILE IS LEGAL
3. FILE BEING HANDLES BY OUTSIDE KMA COUNSEL
4. WTR ADVISING BN OF CUST REQ FOR C/B
5. WTR TO EMAIL BN ALSO

*** PHONE LOG 09/23/2003 09:04:58 AM (Local Time) SLarez Action Type: Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES:

1. I HAVE NOT HEARD ANYTHING FROM ANYONE
2. IT HAS BEEN OVER A YEAR
3. I CALLED AND LEFT A FEW VM FOR MICHAEL VIOLA
4. HE HAS NOT RETURNED MY CALL.
5. I WOULD LIKE AN ANS. AS TO MY SITUATION

WRITER STATES:

1. I AM SORRY BUT I DO NOT HAVE AN ANS.
2. ACCORDING TO THE DOCUMENTATION ON THE 10TH THIS SITUATION IS STILL BEING REVIEWED.
3. I WILL LEAVE A MESSAGE FOR M.VIOLA REGARDING THE SITUATION
4. I WILL ALSO UPDATE THE FILE.
5. I DO NOT HAVE AN ANSWER FOR YOU.

CUSTOMER STATES:

1. I AM VERY UPSET ABOUT THE SITUATION
2. I FEEL I SHOULD GET SOMETHING.
3. I AM ABOUT TO GET A LAWYER INVOLVED

WRITER STATES:

1. YOUR CONCERNS WILL BE NOTED.

*** PHONE LOG 09/23/2003 09:56:00 AM (Local Time) MViola Action Type: Incoming call

WTR RCVD VM FROM STEVE @ KCC ADVISING:

1. RCVD CALL FROM CUST REQING UPDATE
2. ADVISED FILE BEING HANDLED BY REGIONAL OFFICE.
3. WILL UPDATE FILE
4. WANTED TO GIVE A HEADS UP

*** PHONE LOG 09/23/2003 09:57:42 AM (Local Time) MViola Action Type: Incoming call

WTR RCVD VM FROM CUST THIS DATE ADVISING:

1. JUST SPOKE W/ STEVE WHO SAID HE JUST LEFT A VOICEMAIL
2. HOME # (812) 646-5726 CELL # (812) 371-3451
3. REQING C/B

*** PHONE LOG 09/23/2003 10:07:48 AM (Local Time) MViola Action Type: Outgoing call

WTR LVM FOR BN @ LEGAL ADVISING OF ABOVE & REQING C/B W/ UPDATE

*** PHONE LOG 09/23/2003 10:11:16 AM (Local Time) SLarez Action Type: Incoming call

WRITER RECEIVED CALL FROM M.VIOLA

Case History

M. VIOLA STATES.

1. THE CALL IS BEING HANDLED THROUGH THE LEGAL DEPARTMENT.
2. SHE HAS AN ATTORNEY AND I CANNOT SPEAK WITH HER IF THAT IS THE CASE.

WRITER STATES.

1. I AM UNDER THE IMPRESSION SHE DOES NOT HAVE ONE.
2. SHE SAID SHE DID NOT HAVE A LAWYER.
3. HOWEVER THAT WAS NOT IN THE DOCUMENTATION.
4. I WILL CALL HER BACK AND ASK HER THAT DIRECTLY AND COMMENT IT IN THE NOTES
5. YOU CAN GO FROM THERE.

*** NOTES 09/23/2003 10:14:49 AM (Local Time) SLarez Action Type: Manager review

WRITER DID DOCUMENT CUSTOMER IS ABOUT TO GET A LAWYER INVOLVED, AS OF NOW, ACCORDING TO CUSTOMER, THERE IS NOT A LAWYER INVOLVED ON HER BEHALF.

*** PHONE LOG 09/23/2003 10:18:39 AM (Local Time) SLarez Action Type: Outgoing call

WRITER CALLED M. VIOLA BACK AND LEFT VM

WRITER STATES.

1. I REVIEWED THE NOTES.
2. I DID DOCUMENT THE CUSTOMER WILL CALL A LAWYER IF SHE DOES NOT HEAR ANYTHING.
3. SHE DOES NOT HAVE A LAWYER
4. I WILL LET YOU CONTACT HER

*** PHONE LOG 09/24/2003 09:10:41 AM (Local Time) SLarez Action Type: Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I WOULD LIKE TO KNOW WHAT IS GOING ON.

WRITER STATES.

1. I ADVISED M.VIOLA YOU DID NOT HAVE A LAWYER.
2. HE WOULD NOT BE ABLE TO DEAL WITH YOU IF YOU DID.
3. THERE WAS SOME CONFUSION AND FOR SOME REASON IT WAS UNDERSTOOD YOU HAD A LAWYER.
4. WHEN YOU HAVE A LAWYER IT WOULD BE HANDLED THROUGH OUR LEGAL DEPARTMENT.
5. I DID LEAVE HIM A MESSAGE ADVISING HIM OF THE SITUATION
6. I WOULD RECOMMEND GETTING A HOLD OF HIM

CUSTOMER STATES.

1. I WILL CALL HIM BACK

*** PHONE LOG 09/24/2003 01:13:58 PM (Local Time) MViola Action Type: Incoming call

WTR SPOKE W/ CUST THIS DATE WHO ADVISED:

1. I DO NOT HAVE AN ATTY YET
2. I WANT TO KNOW WHAT'S GOING ON
3. I'VE BEEN DEALING W/ THIS FOR A YEAR NOW
4. I'M GOING TO GET AN ATTY TODAY

WTR ADVISED:

1. WTR REQ CUST PROVIDE WTR SOME ADDTL TIME TO CONTACT LEGAL FOR UPDATE

CUST ADVISED:

1. I WANT SOME KIND OF INFORMATION BY END OF DAY TOMORROW
2. IF I DONT HAVE ANYTHING, THEN I'M GETTING AN ATTY.

*** NOTES 09/24/2003 01:14:40 PM (Local Time) MViola Action Type: E-mail sent

WTR EMAILED BN THIS DATE ADVISING OF CUST REQ FOR STATUS UPDATE & THREAT OF ATTY - WTR REQING FU CONTACT FROM BN ASAP

*** PHONE LOG 09/24/2003 01:15:18 PM (Local Time) MViola Action Type: Outgoing call

WTR LVM FOR BN @ LEGAL ADVISING OF CONVERSATION W/ CUST & REQING C/S ASAP

*** NOTES 09/29/2003 10:59:43 AM (Local Time) BN@tamura Action Type: Manager review

Fax received from outside counsel advising that a monetary agreement has been reached in regards to the insurance company's subrogation claim. Counsel is requesting a settlement check. The Legal Notice of Case Settlement has been completed and will be forwarded to the region for further handling.

*** CASE YANKED 09/30/2003 11:15:53 AM (Local Time) MRivas

Yanked by MRivas into WIPbin default.

*** NOTES 09/30/2003 11:17:59 AM (Local Time) MRivas Action Type: Correspondence rec.

CRCA RCVD FROM BRANDON NAKAMURA @ LEGAL, VIA INTEROFFICE:

1. LEGAL NOTICE OF CASE SETTLEMENT - DATED 09/29/03
 - A. TOTAL SETTLEMENT AMOUNT IS \$7,500
- HARD FILE CREATED AND FWRD TO MLV FOR HANDLING.

*** PHONE LOG 10/01/2003 01:54:27 PM (Local Time) MViola Action Type: Outgoing call

WTR SPOKE W/ CUST THIS DATE ADVISING:

1. WTR HAS RCVD LEGAL NOTICE OF CASE SETTLEMENT

Case History

2. FILE BEING FWD'D TO ANALYST FOR PROCESSING
3. CHECK WILL BE SENT TO OUR LEGAL DEPT FOR DISBURSEMENT
CUST ADVISED:
1. THANK YOU FOR THE UPDATE

*** NOTES 10/01/2003 01:58:13 PM (Local Time) MWojciechowski Action Type: Meeting
PER CRCA WILLIAMS:
1. HARD FILE TO DLW FOR PROCESSING

HARD FILE TO DLW THIS DATE

*** PHONE LOG 10/02/2003 02:07:24 PM (Local Time) DWojciechowski Action Type: Outgoing call
WTR LVM FOR B. NAKAMURA @ LEGAL ADVISING:
1. RCVD LEGAL NOTICE OF CASE SETTLEMENT
2. RCVD COPY OF SETTLEMENT LTR FROM KMA ATTNY
3. REQ OTHER SUPPORTING DOC'S TO FWD WITH GW REQ

*** NOTES 10/06/2003 10:26:34 AM (Local Time) DWojciechowski Action Type: Facsimile rec.
CRCA RCVD FROM LEGAL VIA FAX:
1. COPY OF VERIFICATION OF DEMAND LTR
INFO ADDED TO HARDFILE

*** NOTES 10/08/2003 10:40:22 AM (Local Time) DWojciechowski Action Type: Correspondence sent
GW REQ PROCESSED IN AS400 FILE # 63741 AND FWD TO PD-AT-NCA THIS DATE

*** NOTES 10/23/2003 08:47:04 AM (Local Time) MWojciechowski Action Type: Correspondence rec.
CRCA RCVD COPY OF CHECK #0197207 IN THE AMOUNT OF \$7,999 PAYABLE TO CUST, INSURANCE CO & ATTNY.
ORIGINAL CHECK WAS GIVEN TO BRANDON NAKAMURA @ LEGAL PER E-MAIL.
ADDED TO FILE AND FWD TO DLW FOR HANDLING.

*** CASE CLOSE 10/24/2003 05:41:30 AM (Local Time) DWojciechowski Resolution Code = Goodwill.
NO FURTHER ACTION TO BE TAKEN.

*****End Case Report K02374 *****

1/08/04
12:25:36
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIANE
KIAPROD
3/26/01

VIN No : KNADCL23516044786

Model . . 31202
Series . RIO

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W Dealer</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
------------------------------	---------------------------------	--------------------------------	------------	--------------------------	--------------------	----------------

F3=Exit
F11=Show Detail
No claims on file for VIN entered.