

RQ03-007

HYUNDAI AMERICA

1/08/04 LETTER TO ODI

APPENDIX 1(A)

PART 1 OF 2

Appendix 1(a)

to

Response of

Kia Motors America, Inc.

To

Request for Information – Recall Query

NVS-212lhs

RQ03-007

January 8, 2004

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1211X5800185	K8262	33,000
MCDONOUGH GA			Dealer:	

Case History

Complaint Accident

*** PHONE LOG 05/23/2001 11:23 AM US Mountain Standard Time MScheibley

CUSTOMER STATES:

- 1.SAYS SHE WAS IN AN ACCIDENT
- 2.WANTS TO KNOW WHY SEATBELT'S DIDNOT RESTRAIN HER PROPERLY AND WHY DIDN'T AIRBAGS DEPLOY
- 3.DETAILED AS FOLLOWS:
 - 1)VEHICLE OWNER: SHANTRELL WILLIAMS
 - 2)VEHICLE DRIVEN BY:SHANTRELL WILLIAMS
 - 3)DATE AND TIME OF ACCIDENT: 5/17/01; 4:20PM
 - 4)LOCATION OF THE INCIDENT: HIGHWAY 75/85 NORTHBOUND
 - 5)ROAD CONDITIONS: DRY
 - 6)SPEED: 60-65MPH
 - 7)ANY OTHER VEHICLES INVOLVED: 2
 - 8)ANY INJURIES:the customer states she has a contusion to her chin and a knot on her throat.sought medical attention, was prescribed motrin and cyclobenziprine.
 - 9)DESCRIPTION OF ACCIDENT:the customer states she was travelling northbound on hwy 75/85.the other vehicle attempted to enter her lane in front of her when the vehicle in front of it suddenly braked causing both the BMW in front of customer and customer to slam on their brakes resulting in customer rear-ending vehicle in front of her.
 - 10)WAS THE POLICE CONTACTED: YES. customer does not have police report number,or telephone to police dept.
 - 11)WAS THE INSURANCE COMPANY CONTACTED:YES. GEICO INS. CO. AGENT MAX DEAN. unknown claim number, telephone number, or address for insurance co.
 - 12)WAS THE VEHICLE TOWED: customer states vehicle originally towed by ATOW. says ins. co. had vehicle towed.
 - 13)VEHICLE LOCATION: SADISCO, 1045 ATLANTA HIGHWAY, ATHENS, GA.
 - 14)HAVE REPAIRS BEEN COMPLETED:not as of yet, vehicle at body shop
 - 15)WERE PARTIES WEARING A SEAT BELT: YES, SHE WAS WEARING A SEAT BELT
 - 16)RESOLUTION SOUGHT:the customer states, the entire front end of the vehicle has been damaged.The customer feels that the air bag should have deployed due to the impact.The customer and her insurance co. are requesting a representative from KMA inspect the vehicle and provide resolution.Also, would like to know why Seat belt did not lock and restrain her from hitting steering wheel.
- 4.SAYS SHE WILL CALL BACK WITH POLICE DEPT. AND INSURANCE CO. INFO

WRITER STATES:

- 1.ADVISED CUST 1 WILL DOCUMENT HER ACCIDENT REPORT AND FORWARD TO NATIONAL OFFICE FOR RESOLUTION

*** NOTES 05/23/2001 04:10 PM US Mountain Standard Time SMarino Action Type:Manager review
REVIEWED CASE

CASE DISPATCH TO THE SOUTHERN REGION TO DETERMINE IF PIR IS NEEDED

*** SEND CASE HISTORY 05/24/2001 09:02:16 AM JSifford
Case details sent to KUlrich@kiausa.com.

*** NOTES 05/24/2001 06:03 AM US Mountain Standard Time JSifford Action Type:Manager review
DPSM unavailable for PIR--Forwarded info to Karl Ulrich

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFB1211X5800185	K8262	33,000
MCDONOUGH GA ██████████			Dealer:	

*** NOTES 05/31/2001 02:20 PM US Mountain Standard Time JSifford Action Type:Manager review
VM rec'd from Sherry @KCC--customer requesting date of inspection. Message forwarded to Karl Ulrich @ ex106

*** NOTES 06/04/2001 10:35 AM US Mountain Standard Time JSifford Action Type:Manager review
copy file to Lee Raines--Per Karl, Alan Hyatt contacted to request assistance with PIR.
Info given to SRCA, Clyde Teasley

*** NOTES 06/04/2001 10:53 AM US Mountain Standard Time CTeasley Action Type:Manager review
Writer spoke with Alan Hyatt, DPSM< and requested his assistance in completing a PIR on this vehicle. Alan requested information be faxed to him. Faxed today.

*** NOTES 06/05/2001 06:21 AM US Mountain Standard Time CTeasley Action Type:Manager review
Writer left message for customer callback. (9:24am)

*** NOTES 06/06/2001 05:44 AM US Mountain Standard Time CTeasley Action Type:Manager review
Writer has attempted to contact customer about vehicle location and accident report. Two messages left yesterday for callback. Message left with someone at resident for callback today.(8:45am) Writer attempted to contact Sadisco on 6/5/01, no listing for business in Athens, GA.

*** NOTES 06/06/2001 06:03 AM US Mountain Standard Time CTeasley Action Type:Manager review
Writer contact local Sadisco facility and found out that they have a Sadisco located in Winder, GA. Writer contacted that facility and found vehicle location. Writer informed Christy at Sadisco that someone would be by to inspect vehicle. ██████████ supplied writer with phone number for insurance agent Max Dean (770) 652-2811. Sadisco # (770) 868-4544. Writer left message for Max for callback.

*** NOTES 06/06/2001 07:04 AM US Mountain Standard Time CTeasley Action Type:Manager review
Max Dean, Insurance Agent, returned writer's call and provided claim # 0030329740102162. He provided GEICO direct 800# and writer called. They did not have a police report #, however stated that the Atlanta City Police dept. investigated accident.

*** NOTES 06/06/2001 09:52 AM US Mountain Standard Time CTeasley Action Type:Manager review
██████████ mother contacted writer and he informed her that we need a copy of police report or print so that we can get it from APD. She stated that she will request GEICO to fax a copy to us or at least provide a print.

*** NOTES 06/11/2001 07:18 AM US Mountain Standard Time CTeasley Action Type:Manager review
PIR received at SRCA and sent to Susan Marino, NCA, for legal review and response. file closed awaiting legal response.

*** NOTES 06/11/2001 07:25 AM US Mountain Standard Time JSifford Action Type:Manager review
Per Clyde Teasley--PIR sent to Nat. for review/response

*** NOTES 06/12/2001 01:46 PM US Mountain Standard Time SMarino Action Type:Manager review

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Last Name	First Name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1211X5800185	K8262	33,000
MCDONOUGH GA			Dealer:	

RECEIVED PIR FROM THE SOUTHERN REGION

FORWARD TO THE LEGAL DEPT. FOR REVIEW

*** NOTES 06/13/2001 10:00 AM US Mountain Standard Time BNakamura Action Type:Manager review
Please have the region prepare a denial letter to the customer. Based on the DPSM's report the point of impact was on the right side of the vehicle and the marking on the bumper of the customer's vehicle indicates the vehicle went under the vehicle in front of the customer.

*** NOTES 06/14/2001 08:08 AM US Mountain Standard Time SMarino Action Type:Manager review
REVIEWED CASE - FORWARD TO THE SOUTHERN REGION FOR CUSTOMER CONTACT

*** NOTES 06/15/2001 01:48 PM US Mountain Standard Time JSifford Action Type:Manager review
Per Legal review Denial letter sent to customer.

*** CASE CLOSE 06/15/2001 01:49 PM US Mountain Standard Time JSifford

*** SEND CASE HISTORY 08/13/2001 04:05:01 PM JBaranec

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1210X5775893	K55848	84,000
<u>Rickman TN</u>			<u>Dealer: TN016 Cookeville Kia</u>	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/12/2001 11:07 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. WARRANTY EXPIRED 20K MILES AGO
2. I BOUGHT THIS CAR NEW
3. TOOK CAR TO COOKEVILLE KIA (TN016) AND THEY DIAGNOSED THAT TRANSMISSION IS GOING OUT ON VEHICLE
4. I WANTED TO KNOW IF THERE WAS ANYTHING KMA COULD DO TO ASSIST ME IN REPAIRS SINCE THIS WAS A NEW VEHICLE AND IT JUST RECENTLY WENT OUT OF WARRANTY
5. THOUGHT I WOULD ASK

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT POWER TRAIN WARRANTY WAS FOR 5 YEARS OR 60K MILES AND CURRENTLY VEHICLE IS ALMOST 25K MILES PAST WARRANTY
3. THE ONLY PERSON THAT CAN AUTHORIZE ANY TYPE OF ASSISTANCE IS THE DPSM AND THE REQUEST FOR ASSISTANCE WILL NEED TO COME THROUGH SM AT DEALERSHIP
4. DPSM WOULD LIKE AT PREVIOUS HISTORY AND MAINTENANCE RECORDS, ECT

*** CASE CLOSE 12/12/2001 11:07 AM US Mountain Standard Time TDonnelly

POWER TRAIN WARRANTY EXPIRED

*** PHONE LOG 01/31/2002 02:13 PM US Mountain Standard Time WSpencer Action Type:Incoming call

Customer States:

1. my Seat belt doesn't work anymore
2. i called the dealer and they told me I would have to pay for the repair
3. Can KIA cover the cost under my warranty

Writer States:

1. advised cust the warranty on his Seatbelt expired about 50,000 miles ago
2. advised cust the repair would be at his own cost

*** CASE CLOSE 01/31/2002 02:13 PM US Mountain Standard Time WSpencer

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB121XX5763279	K118025	42,000
Parkersburg WV			Dealer: WV003 Warner Kia	

Case History

Complaint Accident

*** PHONE LOG 10/30/2002 11:13 AM US Mountain Standard Time JCook
Accident Report

1. Vehicle Owner: [REDACTED]
2. Vehicle driven [REDACTED]
3. What is the age of the driver? [REDACTED] YEARS OLD
4. Driver's telephone number and address? VERIFIED IN CLARIFY.
5. Date and Time of the incident? HAPPENED ON 10/28/02; 4:59pm.
6. Road conditions at time of incident? ROAD CONDITIONS WERE DRY
7. Weather conditions at time of incident? CLEAR
8. Speed traveling at time of incident? WAS STOPPED AT THE TIME.
9. Any other vehicles involved? 4 OTHER VEHICLES.
10. Any injuries? BROKEN TAIL BONE, BRUISES AND THE DAUGHTER RIDING WITH GOT WHIPLASH...
11. Was anyone taken by ambulance to hospital? Yes to St. Joseph's Hospital.
12. Did anyone receive medical attention? Yes, X-RAYS, TOOK BLOOD AND URINALYSIS..
13. Is anyone currently under medical attention for this incident? NO.
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged: Customer States, they were on 5th St. going EB. Says they were stopped with one vehicle in front of her and 2 vehicles behind her. Says another vehicle traveling at a high rate of speed hit the full size van 2 cars behind her which hit another 2001 Sephia behind the [REDACTED] which hit her, and in turn she grazed the vehicle in front of her because she could see it coming. Says this chain reaction caused primary damage to the rear end of the vehicle, which includes the trunk, and bumper.
15. Were the police contacted? Yes, the Parkersburg City police.
16. If the police were contacted what is the name of the officer? Officer Boone
17. What is the Police report number? ? POLICE REPORT # IS 021765
18. Was insurance company contacted? No, because the person who caused the chain reaction of the accident's insurance company is going to cover it, but does have their insurance info. State Farm Ins. Claim#485272437. Agent: Becca Dye-(304)424-9346.
19. Has the customer settled with their insurance company? No.
20. Was the vehicle towed from the scene or was it driven? Vehicle was towed from the scene by Parkersburg Wrecker Service. Customer does not have the address or phone number.
21. Where is the vehicle now? Vehicle is currently located at Warner Kia in Parkersburg (WV003)
22. Have repairs been completed? No.
23. Were parties wearing Seatbelts? Yes, both she and her daughter were both wearing Seatbelts.
24. Did the airbag deploy? No.
25. Resolution sought by customer? Customer would like to know why when they were rear-ended both driver and passenger Seatbelts popped open and both of the Seats folded back. Says they would like Kia to look into why this happened, because the same exact thing occurred in the 2001 Sephia behind them. Says when the Seatbelts popped open the buckles came up and hit her daughter in the forehead. Says they would like someone from Kia to inspect the vehicle at the dealer and get back with them as to why this happened.

*** NOTES 10/30/2002 11:18 AM US Mountain Standard Time JCook Action Type:Manager review
Accident report was given by Mr. Tinney with wife dictating to him.

*** NOTES 10/30/2002 12:43 PM US Mountain Standard Time StapletonP Action Type:Manager review
Please complete PIR on Seatbelts and Seat backs.

*** NOTES 10/30/2002 01:50 PM US Mountain Standard Time TBeam Action Type:Manager review

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121XX5763279	K118025	42,000
Parkersburg WV [REDACTED]			Dealer: WV003 Warner Kia	

please assist DPSM in setting up inspection to perform PIR. thank you

*** PRIORITY CHANGE 10/30/02 03:51:20 PM TBeam

*** NOTES 11/25/2002 01:13 PM US Mountain Standard Time CRevels Action Type:Manager review
11/25/02 (CR) AS PER CONVERSATION W/DPSM, JOE O.
1. DPSM FIF NOT PEROFORM 'PIR' ON LAST DLR VISIT
2. DPSM WILL HAVE DLR INSPECT VEH

*** PHONE LOG 01/16/2003 11:09 AM US Mountain Standard Time CRevels Action Type:Incoming call
1/16/03 (CR) PLACED CALL TO DEALER: LF MESS. - 110PM
1. REQUEST SRV MGR OR DPSM CALL 'ERCA' TO REVIEW CASE

*** PHONE LOG 01/16/2003 01:02 PM US Mountain Standard Time CRevels Action Type:Incoming call
1/16/03 (CR) RECD VMX FROM DPSM, JOE O
1. DPSM / ST. VEH IS NO LONGER LOCATED @ DEALER (WARNER, WV0003)
2. VEH HAS BEEN RELOCATED TO ASHLAND, KY (ADS STORAGE FACILITY)
3. DPSM WILL MAKE ARRNOMNTS. TO INSPECT VEH UPON NEXT DLR VISIT TO WV,....

*** PHONE LOG AND STATUS CHANGE 01/17/2003 09:07 AM US Mountain Standard Time CRevels Action Type:Incoming call
1/17/03 (CR) RECD CALL FROM DPSM, JOE O. - 1030AM
1. DPSM HAS GATHER PHOTOS FROM BODYSHOP OF DAMAGE TO VEH
2. ALL DAMAGE IS TO REAR OF VEH - NO DAMAGE TO FRT. END OF VEH
3. IT IS DETERMINED 'AIRBAGS' HAD NO REASON TO DEPLOY
4. DPSM HAS BEEN INFORMED BY BODYSHOP SEATS WERE IN RECLINED POSITION
5. THERE WAS NO EVIDENCE THAT SEATS SNAPPED BACK OR SEATBELTS WERE DEFECTIVE
6 VEH IS NOW LOCATED IN ASHLAND, KY - ADS STORAGE FACILITY
7. DPSM WILL MAIL PHOTOS TAKEN BY BODYSHOP

*** NOTES 02/14/2003 01:54 PM US Mountain Standard Time CRevels Action Type:Manager review
2/14/03 (CR) FORWD 'PIR' TO NAT'L
1. COPIED PICS & DISC
2. PICS WERE TAKEN BY AUTOBODY SHOP
3. VEH WAS REPAIRED PRIOR TO DPSM INSPECTION
4. VEH WAS DAMAGED IN REAR - NO DAMAGE TO FRT.
TO CAUSE AIRBAGE TO DEPLOY
5. SEAT'S WERE RECLINED
A. AUTOBODY SHOP STATES THERE WAS NO SIGNS SEAT'S WERE INOP.

*** NOTES AND STATUS CHANGE 02/20/2003 04:04 PM US Mountain Standard Time NDeGamo Action Type:Manager review
Received pictures and pictures disc from region

Case Dispatch - pictures forward to the Legal Department for review

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SEPIA</u>	<u>Case Number</u>	<u>MSRP</u>
		KNAFB121XX5763279	K118025	42,000
Parkersburg WV			Dealer: WV003 Warner Kia	

*** NOTES 06/27/2003 09:32 AM Pacific Daylight Time NDezamo Action Type:Manager review
NCA reviewed case w/ legal
Per EDiaz, case closed pending any further contact from cust.

*** CASE CLOSED 06/27/2003 09:32 AM Pacific Daylight Time NDezamo

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
WEBSTER NY		KNAFB1213X5773393	K138485	0
			Dealer: NY023 Dorschel Kia	

Case History

Complaint Quality

*** EMAIL IN 02/05/2003 05:34 PM GMT Standard Time
AMERICA/OU-CORPORATE/CN-RECIPIENTS/CN-WSPENCER

-----Original Message-----

Sent: Tuesday, February 04, 2003 10:23 AM
To: ca@kia.com
Subject: Re: Contact from Kia Consumer Affairs Dept.

It has been almost a month since I first wrote to you about the Seatbelt on my 1999 Kia Sephia not working properly (see below), and I have not received a response from you to date. I have since had it replaced, as it constituted a safety hazard and I did not feel safe driving it. As I stated previously, I think my make and model should be included in your recall and I would like to be compensated for the repair. Thank you.

>>> Kia Consumer Affairs <ca@kia.com> 01/09/03 10:22AM >>>

We are in receipt of your email and will be responding to you in the near future.

If you are in need of immediate assistance, please telephone us at:
1 800 333 4542

Print this email for your records. Thank You.

You submitted the following information:

[Redacted]
Webster, NY [Redacted]

Phone: [Redacted]

Email: [Redacted]

You are a Kia Owner
Your VIN# is: KNAFB1213X5773393

***** Comments / Questions Follow *****

I brought my Kia Sephia in to the dealer today(Dorschel's). One of the things I asked them to check was the driver's Seat belt. The problem is that it doesn't always "click" when it's fastened and sometimes comes undone when I'm driving (without any stress on it). The dealer stated that several models were recalled for that problem, but that to date, mine is not one of them. The cost for me to have this repaired is \$50. Needless to say, I am not happy. I feel that I should be included in the recall and the repair should be covered.

Thank you for your attention. I'll be waiting for your reply.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
WEBSTER NY		KNAFB1213X5773393	K138485	0
			Dealer: NY023 Dorschel Kia	

Writer received email complaint

Writer dispatching case to region

*** FORWARD 02/06/2003 07:43 AM US Mountain Standard Time TBeam

*** PHONE LOG 02/12/2003 12:37 PM US Mountain Standard Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER CALLED CUSTOMER TO EXPLAIN HER VEH DID NOT FALL INTO THE RECALL CATEGORY--SHE OWNS A 1999 SEPHIA-RECALLS WERE FOR 1995 THRU 1998
2. CUSTOMER STARTS SCREAMING THAT HER VEH SHOULD HAVE BEEN INCLUDED IN THE RECALL
3. CUSTOMER ALSO STATES SHE HAS AN EXTENDED WARRANTY -TO 100K
4. WRITER SUGGESTED CUSTOMER TAKE HER WARRANTY TO DLR-MAYBE THEY CAN ASSIST HER WITH SOME TYPE OF REIMBURSEMENT
5. CUSTOMER STATES "OH THIS IS REALLY GOOD CUSTOMER SERVICE FROM YOU"
6. WRITER EXPLAINED WERE ARE HERE TO ASSIST YOU AND STILL SUGGESTED TO TAKE WARRANTY AS PROOF TO THE DLR
7. CUSTOMER ASKED WRITER FOR NAME--WRITER STATED "TRACY FROM KIA CONSUMER AFFAIRS"
8. CUST ASKED WHY WAS I SCARED TO GIVE MY LAST NAME--WRITER GAVE HER LAST NAME
9. CUSTOMER HUNG UP ABRUPTLY
10. FILE CLOSED UNTIL FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 02/12/2003 12:39 PM US Mountain Standard Time TFrancis

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5788384	K130227	48,187
CRESWELL OR [REDACTED]			Dealer: OR007 Kiefer's Eugene Kia	

Case History

Complaint Accident

*** PHONE LOG 12/30/2002 05:59 PM US Mountain Standard Time CRountree

CUSTOMER STATES:

1. STATES THE ANTI LOCK BRAKES DIDNT WORK.
2. THE SEAT BELTS DIDNT LOCK UP.
3. THE AIRBAGS DID NOT DEPLOY.

Accident Report

1. Vehicle Owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. What is the age of the driver? [REDACTED] YEARS OLD
4. Driver's telephone number and address? VERIFIED ADDRESS IN CLARIFY.
5. Date and Time of the incident? 12/26/02 ABOUT 7:20AM
6. Road conditions at time of incident? ROAD CONDITIONS WET AND RAINY.
7. Weather conditions at time of incident? THE WEATHER WAS RAINING AND DARK OUT.
8. Speed traveling at time of incident? THE VEHICLE WAS TRAVELING AT 55 MPH.
9. Any other vehicles involved? FIVE VEHICLES WERE INVOLVED.
10. Any injuries? MY WIFE HAS NECK, SHOULDER, AND BACK INJURIES.
11. Was anyone taken by ambulance to hospital? NO, SHE WAS DRIVEN THERE BY SOMEONE ELSE.
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? MY WIFE RECEIVED MEDICAL TREATMENT AT HOSPITAL. SHE WENT TO MCKENZIE WILLAMETTE IN SPRINGFIELD OREGON.
13. Is anyone currently under medical attention for this incident? SHE IS CURRENTLY TAKING MEDICATION AND HAS TO FOLLOWUP WITH THE HOSPITAL.
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged: THE ACCIDENT HAPPENED ON I5 NORTH BOUND IN BETWEEN CRESTWELL AND EUGENE, OR. SHE WAS GOING DOWN FREEWAY, THE SECOND TWO CARS OF THE FOUR CARS IN FRONT OF HER HAD AN ACCIDENT, THE

4. WHAT DO YOU NEED THIS INFORMATION FOR?
5. I WILL HAVE TO TALK TO MY LAWYER FIRST.
6. SOMEONE WILL BE CALLING YOU BACK WITH MORE INFORMATION.
7. MY WIFE CANT GET ON THE PHONE BECAUSE SHE IS UNDER PAIN MEDICATION.
8. MY LAWYER MY BE CALLING YOU.

WRITER STATES:

1. I GATHER THE INFORMATION AND PASS IT ON TO THE LEGAL DEPARTMENT THAT INVESTEGATES ACCIDENTS.
2. THAT DEPARTMENT CONTACTS THE INSURANCE AND YOU AS NEEDED AND IF IT IS NECESSARY, SENDS SOMEONE OUT TO EXAMINE THE CAR.
3. YOU OR YOUR WIFE WOULD HAVE TO CALL BACK.
4. I CANT SPEAK TO YOUR LAWYER, HE WOULD HAVE TO CONTACT ANOTHER OFFICE.
5. THIS INVESTEGATION PROCESS WILL BE PUT ON HOLD UNTIL YOU CALL BACK AND THE REPORT CAN BE COMPLETED.

*** PHONE LOG 12/30/2002 06:01 PM US Mountain Standard Time CRountree Action Type:Incoming call

WRITER STATES:

6. GAVE HOURS OF OPERATION AND MY WORK HOURS.
7. WRITER ALSO GAVE [REDACTED] EXTENSION AND CASE NUMBERS.

*** PHONE LOG 01/02/2003 06:12 PM US Mountain Standard Time CRountree Action Type:Incoming call

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
CRESWELL OR		KNAFB1210X5788384	K130227	48,187
			Dealer: OR007 Kiefer's Eugene Kia	

Accident Report

Accident Report

1. Vehicle Owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. What is the age of the driver? [REDACTED] YEARS OLD
4. Driver's telephone number and address? VERIFIED ADDRESS IN CLARIFY.
5. Date and Time of the incident? 12/26/02 ABOUT 7:20AM
6. Road conditions at time of incident? ROAD CONDITIONS WET AND RAINY.
7. Weather conditions at time of incident? THE WEATHER WAS RAINING AND DARK OUT.
8. Speed traveling at time of incident? THE VEHICLE WAS TRAVELING AT 55 MPH.
9. Any other vehicles involved? FIVE VEHICLES WERE INVOLVED.
10. Any injuries? MY WIFE HAS NECK, SHOULDER, AND BACK INJURIES.
11. Was anyone taken by ambulance to hospital? NO, SHE WAS DRIVEN THERE BY SOMEONE ELSE.
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? MY WIFE RECEIVED MEDICAL TREATMENT AT HOSPITAL. SHE WENT TO MCKENZIE WILLAMETTE IN SPRINGFIELD OREGON.
13. Is anyone currently under medical attention for this incident? SHE IS CURRENTLY TAKING MEDICATION AND HAS TO FOLLOWUP WITH THE HOSPITAL.
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged: THE ACCIDENT HAPPENED ON I5 NORTH BOUND IN BETWEEN CRESTWELL AND EUGENE, OR. SHE WAS GOING DOWN FREEWAY, THE FIRST THREE CARS OF THE FOUR CARS IN FRONT OF HER HAD AN ACCIDENT, THEN THE MY WIFE'S CAR RAN INTO THE FOURTH CAR BECAUSE THE ANTI LOCK BRAKES DIDN'T WORK. THE FRONTAL END OF THE VEHICLE WAS TOTALED.
15. Were the police contacted? YES.
16. If the police were contacted what is the name of the officer? THE RESPONDING POLICE OFFICER WAS, CASEY CODDING OF THE OERGNON STATE POLICE. .
17. What is the Police report number? POLICE REPORT # IS SP02590846.
18. Was insurance company contacted? YES, ALLSTATE INSURANCE COMPANY, AGENT IS ANDREW SUNIA, PH 541-741-7821. POLICY 907085285.
19. Has the customer settled with their insurance company? NO, THEY HAVE NOT. .
20. Was the vehicle towed from the scene or was it driven? YES, IT WAS. TOW COMPANY IS ON THE SPOT TOWING, PH IS 541-7471969.
21. Where is the vehicle now? VEHICLE AT INSURANCE AUTO AUCTION. PH IS 541-689-4000
22. Have repairs been completed? NO, NOT YET.
23. Were parties wearing Seatbelts? YES.
24. Did the airbag deploy? NO.
25. Resolution sought by customer? THE SEATBELTS, ANTILOCK BRAKES, AND AIRBAGS, ALL DID NOT WORK AS DESIGNED. I'D LIKE TO HAVE A CAR. I'D LIKE SOME MONEY TO PAY MEDICAL BILLS. I'D LIKE WHY NONE THE ITEMS MENTIONED DIDN'T WORK. I WANT TO KNOW WHAT KIA CAN DO TO HELP ME. I WANT SOME ONE TO CALL ME.

WRITER STATES:

1. WILL FORWARD FILE WITH YOUR COMMENTS AND REQUESTS AND SOMEONE WILL CONTACT YOU.

*** NOTES 01/03/2003 05:08 PM US Mountain Standard Time NDejamo Action Type:Manager review
NCA reviewed case.
Case dispatched to Legal for review due to extent of cust's injuries.

*** PHONE LOG 01/03/2003 06:25 PM US Mountain Standard Time CRountree Action Type:Incoming call

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5788384	K130227	48,187
CRESWELL OR [REDACTED]			Dealer: OR007 Kiefer's Eugene Kia	

CUSTOMER STATES:

1. JUST WANTED TO KNOW WHAT IS GOING ON.

WRITER STATES:

1. THE CASED HAS BEEN DISPATCHED TO LEGAL FOR REVIEW.

*** NOTES 01/06/2003 05:04 PM US Mountain Standard Time BNakamura Action Type:Manager review
Discussed case with supervisor. Please have a DPSM inspect the vehicle and forward the completed PIR to legal attention for further handling. Please have the DPSM check the brake and Seat belts systems as well as determine if any codes are stored in the ADU re: air bag. File will be sent to NCA on this date.

*** PHONE LOG 01/06/2003 05:28 PM US Mountain Standard Time CRountree Action Type:Incoming call

CUSTOMER STATES:

1. WOULD LIKE THIS TO PROCEED AS QUICKLY AS POSSIBLE BECAUSE HE IS STUCK WITHOUT A CAR.
2. WANTS TO KNOW IF WHOMEVER WILL BE CONTACTING HIM OR THE INSURANCE WILL BE EMPOWERED TO SETTLE THIS.
3. WANTS TO KNOW WHAT IS GOING ON AT THIS TIME.

WRITER STATES:

1. THE INVESTIGATION IS PROCEEDING.
2. FILE HAS BEEN FORWARDED TO AN OFFICE IN HIS AREA.

*** NOTES 01/06/2003 05:45 PM US Mountain Standard Time NDeGamo Action Type:Manager review
Case dispatched to region to have a PIR done.
Please see above notes from Legal.

*** SEND CASE HISTORY 01/09/03 04:36:27 PM CButler
Case details sent to nferdig@kiausa.com.

*** NOTES 01/10/2003 12:52 PM US Mountain Standard Time CButler Action Type:Manager review
Writer contacted DPSM Neal Ferdig who will inspect vehicle.

*** PHONE LOG 01/13/2003 06:17 PM US Mountain Standard Time CRountree Action Type:Incoming call

CUSTOMER STATES:

1. IF ANYONE IS GOING TO CALL HIM, THE BEST TIME TO CALL HIM IS AFTER 4:30PM PACIFIC TIME.
2. WOULD LIKE SOMEONE TO CALL ON STATUS OF INVESTIGATION AS SOON AS POSSIBLE TO UP DATE ME ON WHAT IS HAPPENING.
3. BEEN WITHOUT A CAR FOR QUITE SOMETIME AND WANT KNOW WHAT KIA IS GOING TO DO TO ASSIST ME.

*** PHONE LOG 01/13/2003 06:40 PM US Mountain Standard Time CButler Action Type:Incoming call
Writer phoned customer & spoke to customer's wife Karl. Writer advised customer:

1. That KMA would be conducting an inspection as a courtesy to their request.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
CRESWELL OR		KNAFB1210X5788384	K130227	48,187
			Dealer: OR007 Klefer's Eugene Kia	

2. That the customer should be pursuing compensation thru their insurance company.
3. That their insurance would contact KMA if they believed there was a manufactures defect which contributed to her injuries.

Writer advised customer that KMA would contact them once the investigation was complete.

*** NOTES 01/17/2003 10:20 AM US Mountain Standard Time NDejano Action Type:Manager review
NCA rec'd PIR from region.
Case dispatch - PIR forwarded to Legal for review.

*** PHONE LOG 01/28/2003 05:18 PM US Mountain Standard Time CRountree Action Type:Incoming call
CUSTOMER STATES:
1. NEEDS CHRIS BUTLER TO CALL HIM AS SOON AS POSSIBLE.

*** SEND CASE HISTORY 01/28/2003 05:18:30 PM CRountree
Case details sent to cbutler@kiausa.com.

*** PHONE LOG 01/29/2003 10:40 AM US Mountain Standard Time CButler Action Type:Outgoing call
Writer attempted to phone customer:
1. No answer / no message.

*** PHONE LOG 01/30/2003 05:32 PM US Mountain Standard Time CRountree Action Type:Incoming call
CUSTOMER STATES:
1. IF ANYONE IS GOING TO CALL HIM, THE BEST TIME TO CALL HIM IS AFTER 4:30PM PACIFIC TIME.
2. WOULD LIKE SOMEONE TO CALL ON STATUS OF INVESTAGATION AS SOON AS POSSIBLE TO UP DATE ME ON WHAT IS HAPPENING.
3. BEEN WITHOUT A CAR FOR QUITE SOMETIME AND WANT KNOW WHAT KIA IS GOING TO DO TO ASSIST ME.

WRITER STATES:
1. WILL RESEND INFORMATION ON BEST TIME TO CALL.

*** SEND CASE HISTORY 01/30/2003 05:34:37 PM CRountree
Case details sent to cbutler@kiausa.com.

*** NOTES 02/04/2003 06:50 PM US Mountain Standard Time BNakamura Action Type:Manager review
Reviewed the case with supervisor. Based on our review of the records, legal recommends that we deny this claim based on the following. The vehicle does not come equiped with ABS. The air bag system was tested and revealed the system was operating as designed. Further the Seat belts were checked and everything was fine. The file will be sent to NCA on this date.

*** NOTES 02/05/2003 09:17 AM US Mountain Standard Time NDejano Action Type:Manager review

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB1210X5788384	K130227	48,187
CRESWELL OR [REDACTED]			Dealer: OR007 Kiefer's Eugene Kia	

Case dispatched to region -
Please see above notes from Legal

*** NOTES 02/07/2003 12:32 PM US Mountain Standard Time CButler Action Type:Manager review
Writer mailed customer standard Air bag Letter & brochurs.
1. Letter advised KMA's courtesy inspection has been completed.
2. KMA found the vehicles air bag & Seat belt systems operated as designed.
3. Vehicle did not come equipped with ABS brakes.

*** CASE CLOSE 02/07/2003 12:32 PM US Mountain Standard Time CButler

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1212X5788547	K130887	72,000
Grandview MO			Dealer: MO010 Lakeside Kia	

Case History

Complaint Rental Car

*** PHONE LOG 01/03/2003 01:25 PM US Mountain Standard Time CBarrera
cust states:

1. my car needs a Seatbelt and dealer wants \$90 to fix it
2. I feel this needs to be covered since its a safety item
3. and if I drive and get in accident and Seatbelt doesn't work Kia is liable
4. my father is a lawyer and will sue you
5. plus I need a car to drive while they fix mine
6. this should be a recall on my car
7. will I get refunded if I pay for repair

writer advised:

1. apologize for inconvenience
2. basic warranty on car was 3/36k and it has expired
3. powertrain 5/60k also expired
4. no coverage for Seatbelts
5. even though they are a safety component they are not covered for the life of the car
6. once warranty expires it is owners responsibility to repair the car
7. if you knowingly drive this car with a bad Seatbelt and you are injured
8. you are liable, because there is no more warranty coverage thru manufacturer, owner is responsible for repair
9. your veh. is not affected by any Seatbelt recall at all
10. you will not be refunded for repair
11. and we dont provide any rental assistance under any circumstance

*** CASE CLOSE 01/03/2003 01:26 PM US Mountain Standard Time CBarrera

Only recall due is OBD Label. Writer advised customer not to drive vehicle without Seatbelt repaired.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1219X5786262	K122166	43,240
Salinas CA			Dealer: CA083 MY Kia	

Case History

Complaint Accident

*** PHONE LOG 11/18/2002 05:27 PM US Mountain Standard Time MHoeflinger

CUSTOMER STATED [REDACTED]

OWNER DOES NOT SPEAK ENGLISH

CUSTOMER STATED

1. MY PARENTS WERE IN AN ACCIDENT ON 10/30/02

2. THEY WERE AT A COMPLETE STOP AT A LIGHT AND WERE HIT FROM BEHIND AT ABOUT 45MPH

3. AT THE MOMENT OF IMPACT MY MOTHERS SEATBELT UNBUCKLED

4. THE AIRBAG DID NOT DEPLOY

5. MY FATHER WANTS TO KNOW WHAT KIA IS GOING TO DO ABOUT IT, BECAUSE HE IS MAD THAT THE AIRBAG DID NOT DEPLOY

6. MY MOTHER IS NERVOUS AND DOES NOT WANT TO BE AROUND OTHER VEH

7. MY FATHER WANTS ANOTHER VEH OR HE WILL CALL THE BBB

8. WHEN SOMEBONE CONTACTS HIM, THEY NEED TO SPEAK SPANISH

9. THEY CAN CONTACT MY FATHER AT MY GRANDMOTHERS HOUSE [REDACTED] FROM 7AM-9AM AND FROM 730PM - 9PM

10. IF THEY CAN NOT CONTACT HIM AND SPEAK IN SPANISH THEY CAN CONTACT ME AT [REDACTED] AND I WILL TRANSLATE IF I HAVE TO

WRITER STATED

1. WRITER IS VERY SORRY TO HEAR ABOUT THE ACCIDENT

2. WRITER HOPES EVERYONE IS OKAY

3. WRITER WILL SEND YOU AN AIRBAG BROCHURE AND IT EXPLAINS ALL OF THE REASONS THAT AN AIRBAG WILL OR WILL NOT DEPLOY

4. WRITER WILL FORWARD THE ACCIDENT INFORMATION TO OUR REGION OFFICE

5. IT WILL BE REVIEWED AT THAT TIME

6. WRITER UNDERSTANDS THAT YOUR FATHER IS UPSET, KIA DOES CARE ABOUT OUR CUSTOMERS

CUSTOMER STATED

1. I KNOW THAT YOU DO

2. I AM TRANSLATING WHAT HE IS STATING

WRITER STATED

1. WRITER WILL SURLEY FORWARD THIS ON FOR REVIEW

CUSTOMER STATED

1. OKAY THANK YOU FOR LISTENING

1. Vehicle Owner: [REDACTED]

2. Vehicle driven by: [REDACTED]

3. What is the age of the driver? [REDACTED]

4. Driver's telephone number and address? [REDACTED] SALINAS, CA - [REDACTED]

5. Date and Time of the incident? OCTOBER 30, 2002 12:02PM

6. Road conditions at time of incident? DRY

7. Weather conditions at time of incident? CLEAR WEATHER, ROADWAY WAS DRY

8. Speed traveling at time of incident? WERE AT COMPLETE STOP, STOPLIGHT

9. Any other vehicles involved? 89 FORD TAURAS

10. Any injuries? [REDACTED] (MOTHER). PAIN IN NECK, BACK AND CHEST [REDACTED] - COMPLAIN PAIN FROM NECK DOWN TO BACK

11. Was anyone taken by ambulance to hospital? [REDACTED]

12. Did anyone receive medical attention by an EMT, hospital, or private doctor? [REDACTED] AND [REDACTED]

MEMORIAL HOSPITAL, SILINAS CA

13. Is anyone currently under medical attention for this incident? MOTHER IS REALLY NERVOUS AROUND OTHER

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1219XS786262	K122166	43,240
Salinas CA		Dealer: CA083 MY Kia		

VEH, SEEKING TREATMENT FROM A CHIROPRACTOR

14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged: VEH STOP LIGHT SECOND VEH CAME FROM BEHIND HIT VEH. MOMENT OF IMPACT MOTHER (PASSENGER SIDE) SEATBELT CAME UNHOOKED, AIRBAG DID NOT DEPLOY, VEH WAS TOTALED

15. Were the police contacted? YES

16. If the police were contacted what is the name of the officer? OFFICER TODD SWINSCOE (LOCAL POLICE)

17. What is the Police report number? # 02102352

18. Was insurance company contacted? ARROW HEAD CLAIMS MANAGEMENT # 295745

19. Has the customer settled with their insurance company? HAS NOT GIVEN PERMISSION TO INSURANCE TO COMPANY YET TO LOOK AT IT.

20. Was the vehicle towed from the scene or was it driven? TOWED...ART ART TOWING

21. Where is the vehicle now? VEH IS JOE MALONE 814-424-2958

22. Have repairs been completed? NO

23. Were parties wearing Seatbelts? EVERYONE WAS WEARING SEATBELTS

24. Did the airbag deploy? NO

25. Resolution sought by customer? CUSTOMER WANTS ANOTHER VEH FOR TRANSPORTION, OR CUSTOMER IS CONSIDERING CALLING THE BBB FOR A LAWSUIT

*** NOTES 11/18/2002 05:38 PM US Mountain Standard Time MHoeffinger Action Type:Manager review
FYI FOR ACCIDENT REPORT TAKEN,

AIRBAG LETTER AND BROCHURE SENT TO CUSTOMER. CUSTOMER WOULD LIKE CONTACT TO BE IN SPANISH LANGAUGE.

*** NOTES 11/19/2002 12:42 PM US Mountain Standard Time StapletonP Action Type:Manager review
Please complete PIR on Seat belt due to the customers allegations.

*** PHONE LOG 11/22/2002 12:38 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Angela Romo (sister) called:

1. Angela states Pena family only speaks spanish
2. sbcs calling for them to see the status of the accident report.

Wrt states:

1. Michelle the org case mgr forward case for accident to the region
2. and the region is working on complaint of Seatbelt.
3. Angela thanked wrt.

*** SEND CASE HISTORY 12/05/02 10:02:34 AM PBayless
Case details sent to rdarling@kiausa.com.

*** SEND CASE HISTORY 12/05/02 10:03:13 AM PBayless
Case details sent to jmerrimon@kiausa.com.

*** EMAIL OUT 12/05/2002 11:28 AM US Mountain Standard Time PBayless Action Type:External email
Send to: [jmerrimon@kiausa.com]

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1219X5786262	K122166	43,240
Sallinas CA		Dealer: CA083 MY Kia		

CC List:[rdarling@kiausa.com;pbastien@kiausa.com;bvaughn@kiausa.com]
Jim,

We have received a call from the customer involved in an accident where their Seatbelts came undone as they were hit from behind. National has requested we do a PIR on this vehicle due to the Seatbelt concern. I spoke with Rick Darling and he states he will be unable to do the PIR due to an excessively busy schedule and the regional meeting next week. He suggested that Bill Vaughn handle the PIR at the dealership. Please advise on what you would suggest to do regarding this matter.

Phillip Bayless

*** NOTES 12/05/2002 01:03 PM US Mountain Standard Time PBayless Action Type:Manager review
Writer rec'd e-mail back from J. Merrimon advising writer to request that Bill Vaughn perform PIR.
Writer called B. Vaughn and scheduled appointment for PIR on 12/17/02.
Writer will get the details on where the vehicle is and who the contact person is.

*** PHONE LOG 12/09/2002 10:22 AM US Mountain Standard Time CLausch Action Type:incoming call
CUST CALLED

1. WANT A NEW VEH, AM CALLING THE BBB ON THIS ISSUE
2. WANT TO SPEAK TO SOMEONE ON THIS NEW VEH ISSUE

WRITER ADVISED:

1. THE CASE IS BEING HANDLED BY THE REGIONAL OFFICE AT THIS TIME
2. GAVE THE CUST THE PH# TO THE REGION & THE NAME OF P BAYLESS TO SPEAK TO ON THIS ACC ISSUE

*** PHONE LOG 12/19/2002 01:16 PM US Mountain Standard Time PBayless Action Type:Outgoing call
writer l/v/m for customer, need to verify where his vehicle is located so we can do a PIR.

*** PHONE LOG 01/09/2003 11:04 AM US Mountain Standard Time JCook Action Type:incoming call
Customer Stated:

- 1.Says he needs to get hold of a Phillip who is handling his case.

—Writer advised customer:

- 1.Advised of the number to Phillip at the Western region.

*** PHONE LOG 01/09/2003 11:07 AM US Mountain Standard Time PBayless Action Type:Incoming call
Writer rec'd call back from customer, customer states:

1. Wants to know status of inspection

Writer states:

1. I have tried to call him several times but the line was usually busy
2. I called the number that he gave me to Arrowhead Claims and they did not know what I was talking about
3. If they want us to do an inspection, they need to find out where the vehicle is and let me know

Customer states:

1. He will talk to his dad and find out where the vehicle is located and call me back.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1219X5786262	K122166	43,240
Salinas CA			Dealer: CA083 MY Kia	

*** PHONE LOG 02/06/2003 10:22 AM US Mountain Standard Time PBayless Action Type:Outgoing call
Writer l/w/m for Bill Vaughn to see when we will be getting the Report back for the PIR that he did on this customer's vehicle on 2/3/03.

*** PHONE LOG 02/06/2003 10:36 AM US Mountain Standard Time PBayless Action Type:Incoming call
Writer s/w Bill Vaughn, he will e-mail the PIR Report tomorrow.

*** NOTES 02/12/2003 04:41 PM US Mountain Standard Time PBayless Action Type:Manager review
Writer forwarded PIR to Niso @NCA.

*** NOTES AND STATUS CHANGE 02/12/2003 05:11 PM US Mountain Standard Time NDegetro Action Type:Manager review
Received PIR from region

Case Dispatch - Documents forward to the Legal Department for review

*** NOTES 02/18/2003 03:08 PM US Mountain Standard Time BNakamura Action Type:Manager review
Reviewed case with supervisor. Legal recommends the region deny this claim based on the DPSM's report. There were no codes present in the ADU. Further the during the inspection, the Seat belts were tested several times and operated as designed.

*** NOTES AND STATUS CHANGE 02/18/2003 05:20 PM US Mountain Standard Time NDegetro Action Type:Manager review
Case dispatched back to region for denial.
Please see above notes from Legal.

*** PHONE LOG 02/24/2003 10:35 AM US Mountain Standard Time PBayless Action Type:Outgoing call
Writer l/w/m for customer

*** PHONE LOG 02/24/2003 12:18 PM US Mountain Standard Time PBayless Action Type:Outgoing call
Writer s/w customer, writer states:

1. per our legal dept. after looking at the inspection report, they believe the vehicle operated as designed
2. we are denying any assistance at this time

Customer states:

1. they are going to get an attorney and have him contact us
2. they would like a copy of the inspectors report

Writer states:

1. they're attorney can contact our legal dept
2. we are unable to give them a copy of the inspection report, it is for internal use only

*** CASE CLOSE 02/24/2003 12:18 PM US Mountain Standard Time PBayless

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1218X5770943	K136657	48,000
Santa Rosa CA			Dealer: CA116 Autoworld Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/28/2003 09:12 AM US Mountain Standard Time CBarrera
cust states:

1. my driver Seatbelt comes undone
2. it sometimes does not latch
3. and when I reach to grab something in the back it completely unlatches
4. this is a safety issue
5. is it covered?
6. where can I get parts

writer advised:

1. apologize for inconvenience
2. your basic warranty exp
3. there is no longer any warranty coverage for Seatbelts
4. you do need to get it fixed
5. Kia not liable if you drive unsafe car without repairing it
6. parts are avail. at Kia dealer
7. you don't even have to pay it fixed there
8. as long as you get parts there and have it done anywhere
9. so car will be safe to drive

*** CASE CLOSE 01/28/2003 10:56 AM US Mountain Standard Time CBarrera
veh not affected by recall based on production date

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotilla CA [REDACTED]			Dealer: CA124 Rancho Kia	

Case History

Complaint Repurchase

**** PHONE LOG07/16/2001 10:00:40 AM CDiaz

Customer States:

1. I'm having all kinds of problems with this dealer.
2. They can't fix my car.
3. It seems that every time we take the car into the dealer it comes back to us with something else wrong with it.
4. I need a rental car.
5. I have been talking to Bob at the dealer.
6. We took the car on a trip and it broke down
7. 760-738-6817
8. Our dealer does not seem to know what they are doing when fixing our car.

Writer States:

1. I can look into this for you and call you back.
2. I called the dealer and left a message for Bob to call me back on this one.

**** PHONE LOG07/16/2001 01:29:15 PM CDiaz

Writer States:

1. I called the dealer back and got no answer.
2. I left a message for Mark to call me back on this issue.

**** PHONE LOG07/16/2001 01:48:09 PM CDiaz

Writer States:

1. I called the DPSM (Joe Hegmann)
2. I gave info and about the customers concerns
3. Joe will call the dealer and see what is going on and will call me back.

**** PHONE LOG07/16/2001 02:03:04 PM CDiaz

Writer States:

1. Joe called me back and gave authorization for the rental car.
2. Joe will be working with the dealer to get the problem resolved.
3. I called the customer and let her know what was going on.
4. [REDACTED] will go to the dealer and pick up the rental car.
5. Customer is satisfied with out come and will call me back if needed.

**** PHONE LOG08/27/2001 09:31:49 AM JCook

Customer Stated:

1. Asked to speak to Christian.
2. Says she is very upset with her dealer.
3. Says they are unable to fix her car correctly.
4. Says vehicle has a dead end short.
5. Says the fuel pump fuse keeps blowing.
6. Says everytime dealership works on her vehicle they brake something else.
7. Says her A/C was broken when they put in a new transmission.
8. Says they broke her radio and then put a new radio in which was not the same one, and her stereo was better and had a display.
9. Says they performed the recalls incorrectly according to another Kia dealer.
10. Says she is tired of dealing with a dealership that is unable to fix her problems and then give her new ones by breaking other things in the vehicle.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA		Dealer: CA124 Rancho Kia		

11. Says she wants Kia to replace this vehicle with one that works correctly.
12. Says this vehicle has caused her and her husband so much trouble time and money that they cannot afford to move and are living apart because her husband has to work where his job is but cannot afford for them to live together until they get money saved up to be together.
13. Says Kia must replace/repurchase or do something so she can get her life back together, and that she will never deal with this dealer again.

—Writer advised customer:

1. That her request will be forwarded to the region for review.

**** PHONE LOG09/24/2001 04:11:49 PM RPemberton

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair Labor Code	Capital Part	Mileage
7/17/01	G	CA107 82275	1	03	BATTERY,47	36680
7/17/01	G	CA107 82275	2	03	AM/FM CASSETTE RADIO REMAN-BTRMECH W/OCLK	36680
7/17/01	G	CA107 82275	3	03	SEAT BELT (FRONT), BELT A-FRT,RH	36680
7/17/01	G	CA107 82275	4	03	FRONT DOOR, ADJUSTME PANEL ASSY-OUT,LH	36680
7/17/01	G	CA107 82275	5	03	COMPRESSOR ASSY, R& COMPRESSOR ASSY	36680
7/17/01	G	CA107 82275	6	03	TAILGATE OUTER HANDL SUB FRAME COMPT	36680
7/17/01	G	CA107 82275	2	03	AM/FM CASSETTE RADIO REMAN-BTRMECH W/OCLK	36680
7/17/01	G	CA107 82275	3	03	SEAT BELT (FRONT), BELT A-FRT,RH	36680
7/17/01	G	CA107 82275	4	03	FRONT DOOR, ADJUSTME PANEL ASSY-OUT,LH	36680
7/17/01	G	CA107 82275	5	03	COMPRESSOR ASSY, R& COMPRESSOR ASSY	36680
7/17/01	G	CA107 82275	6	03	TAILGATE OUTER HANDL SUB FRAME COMPT	36680
6/25/01	W	CA108 72952	A	03	BATTERY ASSY, R&R BATTERY,35	36156
6/25/01	G	CA108 72952	B	03	WIRING ASSY-INT	36156
6/25/01	W	CA108 72952	A	03	BATTERY ASSY, R&R BATTERY, SPECTRA	36156
6/11/01	G	CA108 72585	A	02	FUEL PUMP ASSY, R&R PUMP ASSY-FUEL	36127
6/07/01	W	CA107 79464	1	02	BRAKE DISK ASSY(FRO PLATE-DISC	35975
6/07/01	W	CA107 79464	2	02	WIRING ASSY-REAR NO.	35975
6/07/01	W	CA107 79464	3	02	FUSE, R&R ONE FUSE-MINI 20A	35975
11/03/00	W	CA107 65992	1	02	FRONT DOOR, ADJUSTME DOOR ASSY-FRT,LH	21699
8/03/00	W	CA107 60510	1	02	WIRING ASSY-ENG	17427
8/03/00	W	CA107 60510	2	02	HOSE-CANISTER	17427
8/03/00	W	CA107 60510	3	02	ROOM LAMP LENS and/o BULB	17427
7/18/00	W	CA107 59500	1	02	AUTO TRANSMISSION AS TRANS ASSY-SHIPPING	16847
1/07/00	R	CA107 1473361	03	SC013	INSTALL FUEL P WIRING ASSY-REAR NO.	6811
1/07/00	W	CA107 1473362	03	PAD(S),R&R(Both side PAD SET-FRT		6811

**** PHONE LOG09/24/2001 04:28:00 PM RPemberton

cust states

1. she is looking to trade veh in and salesperson at dealer mentioned something about her being upside down
2. what is that

writer advised

1. cust of upside down being that cust owes more than trade-in value on veh

cust states

1. she is looking to pursue lemon law
2. likes Kia, feels the dealer messed up her car

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA.124 Rancho Kia	

3. at one point, the dealer in Escondido put a Sportage wiring harness in her car for a while until they noticed it was the wrong harness
4. AC is not working again

writer called Scott Downs

Scott states

1. we will approve rental for 1 day, if needed longer than that, we will review
2. have cust get veh into a dealer other than Escondido

**** PHONE LOG 09/25/2001 12:42:05 PM RPemberton

called cust

writer advised

1. cust of 1 day rental

cust states

1. that is not good enough
2. she will call Miguel at Brawley dealer and see what he offers
3. she will then call writer

**** PHONE LOG 09/25/2001 01:32:04 PM RPemberton

rec call from cust

states

1. she has an appt to leave veh at Brawley Kia on 9/29
2. Miguel at Brawley told cust he would arrange for loaner veh for the length of the repair

writer advised

1. writer will followup w/dealer 10/1

**** PHONE LOG 09/25/2001 01:33:53 PM RPemberton

writer called Del Norte Kia CA 108, spoke w/Miguel

Miguel states

1. when cust brought veh to dealer in June; dealer discovered that the wiring harness used for SC013 repair was a Sportage wiring harness.
2. cust will bring veh in on Sat and dealer will put cust in loaner

writer called Scott Downs

writer advised

1. Scott of conversation w/Miguel
2. told Scott cust will take veh to Del Norte Kia
3. writer will send case history to DP&M

**** PHONE LOG 09/25/2001 01:53:31 PM RPemberton

called DP&M Joe Hegmann

Joe states

1. Del Norte states a Sportage wiring harness was on veh, but dealer did not write that on the RO
2. Joe spoke w/Cust Serv Mgr at Escondido dealer 9/24, Joe asked Mgr to find out what cust wanted: repair, replacement or financial assistance
3. Mgr spoke w/ on 9/24 and did not make clear her desires

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Last name	First name	VIN of 1999 SEPHLA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA124 Rancho Kia	

writer advised Joe

- 1.cust absolutely refused to take veh back to Escondido dealer
- 2.will drop veh off Sat for inspection Mon 10/1
- 3.dealer is supplying loaner

Joe states

- 1.he will be at dealer on Mon

**** NOTES09/25/2001 01:58:52 PM RPemberton Action Type:Manager review
writer is sending case history to DPSM Joe Hegmann

**** PHONE LOG10/02/2001 11:27:34 AM RPemberton
rec call from DPSM Joe Hegmann

Joe states

- 1.AC--Joe roadtested veh and AC is not blowing as cold as it should--probably low coolant--he will have dealer flush and recharge as goodwill since this is normally a maintenance issue
- 2.Seatbelt--Joe could not duplicate cust's concern that the driverside Seatbelt unlocked on it's own
- 3.Radio--no clock and tape player making noise--Joe is reordering a radio/cassette w/clock for del 10/3--he was unable to duplicate the tape player making noise
- 4.Weird noise at starting--Joe states he was able to duplicate this problem--tech will inspect and diagnose and repair would be covered by Kia
- 5.Joe states that once repairs are completed, cust can drive veh for 30-45 days and if they are satisfied w/the repairs, he will reimburse them 1-2 car payments
- 6.Joe told writer to offer this to the customer

**** PHONE LOG10/04/2001 12:27:15 PM RPemberton
called cust, spoke w/Karen

writer advised

- 1.cust of repairs and Joe's offer
- 2.alarm system will be cust's responsibility

cust states

- 1.thank you, will call dealer, pu veh when ready and call writer in 30-45 days

**** PHONE LOG10/04/2001 12:30:19 PM RPemberton
called Scott Downs at region

writer advised

- 1.Scott of updated info
- 2.requested info whether Scott wanted to close case pending contac from cust

**** PHONE LOG10/15/2001 01:28:26 PM RPemberton
res vm from [REDACTED]

[REDACTED] states

- 1.pu veh 10/13, had veh for 45min
- 2.had to take veh back to dealer, AC stopped working
- 3.[REDACTED] asked writer to call

**** PHONE LOG10/15/2001 01:50:29 PM RPemberton

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Last Name	First Name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA [REDACTED]		Dealer: CA124 Rancho Kia		

writer called Karen
Karen advised

1. in addition to the AC problem, cust wants dealer to re-check the Seatbelt issue, states the Seatbelt unlocks when you're driving and then brake vch
2. also, fiance' Joe is getting sick of vch and does not feel 1-2 carpayments are enough
3. cust really feels that dealer in Escondido is source of problems and if they pursue lemon law, it will be because of this dealer messing up the vch in the first place, not because of Kia
4. speaking of lemon law, cust asked how to pursue lemon law

writer advised

1. writer would call dealer, discuss AC and Seatbelt
2. referred cust to consumer warranty guidebook

writer called dealer CA108, spoke w/Miguel
Miguel states

1. there was a loose cable that helps adjust the temp of AC, that is repaired
2. he indicated vch was test driven on many prior occasions w/techs wearing driver's Seatbelt and they experienced no problems w/Seatbelt unlocking
3. Miguel will contact cust when vch ready to pu

**** PHONE LOG10/15/2001 01:55:49 PM RPemberton

cust also stated

1. once pu from this repair, do we still go the 30-45 days prev discussed?
2. fiance' is seriously considering lemon law

writer advised

1. that offer is still open,
2. if cust accepts offer or decides to pursue lemon law, cust needs to contact writer

**** PHONE LOG10/31/2001 04:12:20 PM RPemberton

rec vch from cust [REDACTED]

[REDACTED] states

1. the driverside Seatbelt unlatches when you brake
2. this happened 20mi's from dealer after she pu vch
3. also, the inside light is very dim,
4. cust states even Miguel noted it was not as bright as other dome lights
5. and, cust received no paperwork

**** PHONE LOG11/06/2001 12:30:46 PM RPemberton

called cust

writer advised

1. dealer has been unable to duplicate Seatbelt issue
2. writer will call DPSM and Miguel
3. writer will call cust w/new info

writer called DPSM Joe Hegmann

Joe states

1. we will replace Seatbelt as goodwill gesture
2. have Miguel at dealer call me
3. the dim light may be a bad bulb or loose ground

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA [REDACTED]			Dealer: CA124 Rancho Kia	

4. recommend Miguel take a look at that
5. have Miguel order Seatbelt and then dealer can install while cust waits

called dealer CA108, spoke w/Miguel
writer advised

1. per DPSM Joe Hegmann, order Seatbelt and install as goodwill
2. check bulb and ground wire on the dome light
3. call DPSM Joe Hegmann to discuss Seatbelt
4. please fax copy of RO from last repair to writer

**** PHONE LOG 11/06/2001 05:45:18 PM RPemberton

called cust
writer advised

1. Kia will replace Seatbelt as goodwill gesture
2. Miguel will order part and call cust when it comes in
3. at that point, Miguel will also check the grounds and the light bulb on the dome light

cust states

1. but how are they going to put it in

writer advised

1. it would be installed while cust waited, there is not going to be a rental provided

cust states

1. then why bother ordering it?
2. there is no way Joe can take more time off work
3. he has the Wed before and Fri after Thanksgiving off

writer advised

1. sorry,
2. also, writer rec fax of RO, but it was illegible
3. will contact Miguel 11/7 to rfax

**** PHONE LOG 11/07/2001 02:45:25 PM RPemberton

called dealer CA108, spoke w/Miguel

writer advised

1. sorry Miguel, cannot read fax

Miguel advised writer

1. would fax legible copy

**** PHONE LOG 11/08/2001 11:08:21 AM RPemberton

rec vm from [REDACTED]

[REDACTED] states

1. Joseph told [REDACTED] 11/7 that the veh is now overheating
2. even if cust just idles veh, it overheats
3. asked writer to call her

**** PHONE LOG 11/08/2001 05:27:24 PM RPemberton

called DPSM Joe Hegmann

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA	[REDACTED]		Dealer: CA124 Rancho Kia	

1.rec recording stating phone out of service area

**** PHONE LOG11/08/2001 05:27:50 PM RPemberton

rec call from [REDACTED]

[REDACTED] states

1.she is checking up on progress

writer advised

1.writer has not been able to reach DPSM yet

2.writer will call [REDACTED] no later than 2pm 11/9 whether contact made w/DPSM or not

cust states

1.Fiance' about to lose job

2.what about towing and rental

writer advised

1.writer cannot promise any coverage until I speak w/DPSM

2.cust's basic warranty is expired and roadside benefit as well has expired

3.loader not a provision of the warranty

cust states

1.but we have an extended warranty

writer advised

1.Kia does not administer the extended warranties

2.advised cust to contact extended warranty co

**** PHONE LOG11/08/2001 05:41:15 PM RPemberton

called DPSM Joe Hegmann

writer advised

1.Jvm w/case # and writer's ext#

2.gave details of cust's call

**** NOTES11/08/2001 05:42:22 PM RPemberton Action Type:Manager review

also, during VM cust left

cust states

1.Fiance' Joe Lowey was making pizza deliveries and the veh overheated

**** PHONE LOG11/09/2001 01:15:09 PM RPemberton

called [REDACTED]

[REDACTED] states

1 Joe's 1st job is repair coordinator for Hunter Douglas

2.2nd job is delivering pizzas

**** PHONE LOG11/09/2001 01:37:09 PM RPemberton

rec VM from [REDACTED]

[REDACTED] states

1.she wants to make sure writer describes the symptoms to DPSM

2.the veh does not overheat when driving on the expressway

3.veh overheats only when idling at stop signs or lights

**** PHONE LOG11/09/2001 01:38:20 PM RPemberton

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		KNAFB1210X5787039	K21444	40,000
Ocotillo CA 92259			Dealer: CA124 Rancho Kia	

writer called DPSM Joe Hegmann
Joe advised

1. have cust take veh to dealer
2. once veh is diagnosed and problem is determined to be a manufacturer defect, we will cover tow and rental veh
3. however, until diagnosis, we will not be providing rental and cust will need to pay for tow up front

writer called cust
writer advised

1. gave cust the above info regarding coverage and getting veh to dealer
2. asked cust to inform writer which dealer they had veh towed to

**** PHONE LOG 11/09/2001 02:01:12 PM RPemberton

rec call from [REDACTED]
[REDACTED] states

1. she spoke w/Miguel at Del Norte
2. Miguel told [REDACTED] they should be able to get a diagnosis w/in an hour
3. veh may be towed to dealer Sat
4. what about lost wages from work?
5. what about the prev reimbursement offer?
6. if diagnosis is gotten early Mon, how soon can rental be provided?

writer advised

1. once Miguel has diagnosis, he can call district rep
2. writer will followup on Mon w/dealer and district rep
3. Kia cannot reimburse for lost wages
4. writer will review reimbursement offer w/district rep after this diagnosis and repair

**** PHONE LOG 11/12/2001 04:39:54 PM RPemberton

called Del Norte Kia, spoke w/Miguel
Miguel states

1. veh was not dropped off on Sat Nov10
2. the Seatbelts are in and we will repair the dome light
3. cust is aware of this
4. cust told Miguel that if she didn't drop off veh Nov10, she would Nov17

**** PHONE LOG 11/12/2001 05:29:48 PM RPemberton

rec vm from Joseph Lowey
Joseph states

1. the fans are not kicking on
2. he has watched the car himself and that is why it is overheating
3. no fuses are blown
4. he cannot take time off to get a diagnosis w/out a loaner
5. please call fiance'

**** PHONE LOG 11/12/2001 05:33:10 PM RPemberton

rec call from [REDACTED]
cust states

1. what are we going to do?

writer advised

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA [REDACTED]			Dealer: CA124 Rancho Kia	

1. until the veh is taken to dealer and diagnosed, there is nothing further that
Kia can do

cust states

1. even though you now know what the problem is?
2. I can't take time off work to take veh in

writer advised

1. writer understands that the fans are not working as observed by cust
2. however, we don't know why they are not working
3. until veh goes into dealer for diagnosis, there is no other options

cust states

1. there is another option—a lawyer
2. goodbye

**** PHONE LOG11/14/2001 01:53:59 PM RPenbertoo

called DPSM Joe Hegmann

writer advised

1. Jvm w/case# and ext
2. told Joe the details of my conversation w [REDACTED]

**** PHONE LOG12/06/2001 12:50:23 PM SLarez

CUSTOMER STATES CALLED BACK WITH ANOTHER PROBLEM
CUSTOMER STATES.

1. THE CAR IS AT THE DEALERSHIP AGAIN.
2. WE MAY HAVE TO PUT ANOTHER TRANSMISSION IN THE VEHICLE.
3. THE DEALERSHIP SAID IT MAY BE A SHORT CAUSING THE PROBLEM.
4. WHEN WE TOOK THE CAR TO ANOTHER DEALERSHIP IN ESCONDIDO THEY REPLACED MY WIRING HARNESS WITH ONE FROM A SPORTAGE.
5. THAT MAY BE THE PROBLEM
6. ALSO MY INSIDE LIGHT OF THE CAR IS DIMMING, I WOULD LIKE THAT CONCERN ADDRESSED.

WRITER STATES.

1. LET ME CONTACT THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS.
2. I WILL CALL YOU BACK

**** PHONE LOG12/06/2001 03:14:47 PM SLarez

CALLED JIM MARK, S.M. AT THE DEALERSHIP, LEFT HIM A MESSAGE FOR HIM TO RETURN MY CALL.

**** PHONE LOG12/06/2001 06:17:32 PM SLarez

[REDACTED] CALLED BACK.

WRITER STATES.

1. I CALLED CLAREMONT KIA, THE VEHICLE IS NOT THERE.
2. EITHER I GOT THE WRONG INFORMATION OR COPIED IT WRONG

CUSTOMER STATES.

1. ADVISED ME WHERE THE CAR WAS.

WRITER STATES.

1. LET ME GO AHEAD AND CONTACT THEM NOW AND I WILL GIVE YOU A CALL BLACK.

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Last name [REDACTED]	First name [REDACTED]	VIN of 1999 SEPHIA KNAFB1210X5787039	Case Number K21444	Mileage 40,000
Ocotillo CA [REDACTED]			Dealer: CA124 Rancho Kia	

**** PHONE LOG12/06/2001 06:22:37 PM SLarez
CALLED THE S.M. AT THE DEALERSHIP, LEFT MESSAGE FOR HIM TO RETURN MY CALL.

**** PHONE LOG12/06/2001 06:28:56 PM SLarez
WRITER CALLED CUSTOMER BACK.
WRITER STATES.
1. DID NOT REACH THE S.M.
2. LEFT MESSAGE FOR HIM TO CALL ME BACK.

CUSTOMER STATES
1. I ALSO HAD A QUESTION ABOUT MY BRAKES.
2. THERE WAS A RECALL DONE ON MY BRAKES WHEN I FIRST GOT THE CAR.
3. WHAT WAS THAT FOR.

WRITER STATES.
1. LOOKED AT RECALL HISTORY
2. COULD NOT FIND ANY RECALLS ON BRAKES.
3. GAVE CUSTOMER INFORMATION OF PREVIOUS RECALLS THAT HAVE NOT BEEN DONE.
4. ADVISED CUSTOMER THAT WHEN I SPEAK TO S.M. OF THE DEALERSHIP I WILL ASK HIM ABOUT THAT.

**** PHONE LOG12/07/2001 12:05:09 PM SLarez
CALLED BRUCE AT THE DEALERSHIP, LEFT MESSAGE FOR HIM TO RETURN MY CALL.

**** PHONE LOG12/07/2001 12:05:42 PM SLarez
BRUCE RETURNED MY CALL FROM YESTERDAY
1. WE ORDERD ANOTHER TRANSMISSION
2. IT SHOULD BE IN TOMORROW.
3. IF ANY OTHER QUESTIONS CALL ME BACK, (S.M. LEFT WRITER A V.M)

**** PHONE LOG12/07/2001 12:06:42 PM SLarez
CALLED BRUCE, DID HAVE MORE QUESTIONS, LEFT MESSAGE FOR HIM TO CALL ME.

**** PHONE LOG12/07/2001 02:41:08 PM SLarez
CALLED BRUCE BACK HE WAS NOT IN SPOKE TO SECRETARY
WRITER STATES.
1. WANTED TO INFORM BRUCE THAT CUSTOMER HAD ANOTHER CONCERN
2. THEY ALSO WOULD LIKE THE INSIDE LIGHT LOOKED AT.
3. IT DIMS ON THEM

DEALERSHIP STATES.
1. I WILL GIVE HIM THE MESSAGE.

**** PHONE LOG12/07/2001 04:31:37 PM SLarez
CALLED CUSTOMER BACK
WRITER STATES.
1. I SPOKE TO THE DEALERSHIP
2. THEY STATED THAT A NEW TRANSMISSION WILL BE NEEDED
3. I DID ADDRESS THE OTHER CONCERNS

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		KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA124 Rancho Kia	

CUSTOMER STATES.

1. THANK YOU
2. DID YOU ALSO ADDRESS THE SEAT BELT ISSUE.
3. AND REBECCA SAID SHE SPOKE TO THE DPSM AND THEY WERE GOING TO OFFER SOME CAR PAYMENTS.
4. WE WERE SUPPOSED TO DRIVE THE CAR FOR 30-45 DAYS AND IF WE HAD PROBLEMS THAT WOULD BE AN OPTION.

WRITER REVIEW NOTES OF PREVIOUS CASES AND CONFIRMED THAT TO BE THE CASE.

WRITER STATES.

1. LET ME CALL THE DPSM
2. I WILL GET BACK TO YOU AS SOON AS I HEAR SOMETHING.

**** PHONE LOG12/07/2001 04:37:37 PM SLarez

CALLED DPSM JOE HEGAMEN LEFT MESSAGE REGARDING THE SITUATION.

**** PHONE LOG12/07/2001 04:45:06 PM SLarez

JOE H. CALLED BACK

DPSM STATES.

1. WHAT IS THE PROBLEM WITH THE CUSTOMER.

WRITER STATES.

1. SHE HAS THE CAR BACK AT THE DEALERSHIP
2. THEY ARE GOING TO PUT ANOTHER TRANSMISSION THE VEHICLE
3. SHE IS ALSO CALLING REGARDING THE 2 CAR PAYMENTS
4. SHE WAS TOLD BY REBECCA THAT THE IF THE CAR DID NOT RUN WELL AFTER 30-45 DAY SHE WOULD GET 2 CAR PAYMENTS.
6. WHAT IS THE SITUATION.

DPSM STATES.

1. DOES SHE HAVE ANY OTHER CONCERNS WITH THE VEHICLE. OTHER THAN THE TRANSMISSION

WRITER STATES.

1. SHE SAID HER DOME LIGHTS ARE DIMMING.
2. WHEN HER O.D. KICKS IN HER LIGHT DIM.
3. I TOLD HER THAT MAY BE NORMAL SINCE YOU WOULD GET A POWER SURGE WHEN THE CAR GOES IN OVERDRIVE.

DPSM STATES.

1. NO THAT WOULD NOT BE NORMAL.
2. I WILL CALL THE DEALERSHIP AND EXPRESS THESE CONCERNS TO THEM.
3. INFORM THE CUSTOMER THAT WE WILL GO AHEAD AND REPAIR THE VEHICLE.
4. AFTER THE VEHICLE IS REPAIR GIVE IT ANOTHER 30 DAYS AND HAVE HER CALL US EVEN IF THE CAR IS RUNNING FINE.
5. I MAY THEN OFFER A 3RD CAR PAYMENT.

**** PHONE LOG12/07/2001 04:57:10 PM SLarez

CALLED CUSTOMER BACK

WRITER STATES.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA.124 Rancho Kia	

1. I SPOKE TO OUR DPSM
2. I HAVE ADDRESSED THE OTHER CONCERNS TO HIM REGARDING YOU LIGHTS.
3. HE IS GOING TO CALL THE DEALERSHIP HIMSELF AND LET THEM KNOW.
4. WHEN THE CAR IS FIXED HE WANTS YOU TO DRIVE IT FOR 30 DAYS AND GIVE US A CALL EVEN IF IT IS RUNNING FINE.
5. THEN WE WILL BE INCLINED TO OFFER A 3RD CAR PAYMENT.
6. ANY OTHER CONCERNS GIVE ME A CALL BACK.

**** PHONE LOG12/12/2001 05:34:21 PM SLarez
CUSTOMER STATES.

1. MY CAR IS RUNNING FINE AND ALL
2. MY SEAT BELT IS STILL NOT WORKING ALL THE TIME.
3. THE DEALERSHIP HAS ORDERED ONE BUT IT WON'T BE HERE UNTIL MONDAY
4. THE SEAT BELT DOES NOT CONSISTANTLY NOT WORK BUT SOMETIMES IT DOES NOT.

WRITER STATES.

1. I AM SORRY FOR THE CONCERN
2. IT IS UP TO YOU TO DRIVE THE VEHICLE.
3. IF YOU THINK IT IS SAFE TO DRIVE THEN DRIVE IT
4. IF YOU DO NOT FEEL SAFE THEN DO NOT DRIVE IT.
5. THE DEALERSHIP HAS ORDERED YOU THE SEAT BELT.

**** CASE CLOSE12/12/2001 05:38:24 PM

SEAT BETL ON ORDER, CAR IS RUNNING FINE AS FAR AS THE TRANSMISSION IS CONCERNED.

**** PHONE LOG01/14/2002 06:33:00 PM SLarez
CUSTOMER STATES

1. I AM CALLING BACK ABOUT SOME CAR PAYMENTS THAT I WAS GOING TO RECEIVE
2. ALSO WE ARE HAVING SOME OTHER CONCERNS WITH THE VEHICLE.
3. THE DEFROST DOES NOT WORK

WRITER STATES.

1. I AM SORRY ABOUT THE CAR PROBLEMS
2. WE DO NEED TO HAVE THE DEALERSHIP CHECK IT OUT.
3. REGARDING THE CAR PAYMENT
4. I WILL HAVE TO CONTACT OUR DPSM AND FIND OUT.

**** PHONE LOG01/14/2002 06:36:46 PM SLarez
WRITER DPSM JOE H. WAS NOT THERE LEFT MESSAGE.

*** SEND CASE HISTORY 01/15/2002 11:56:21 AM SLarez
Case details sent to DBATTALINO@KIAUSA.COM.

*** PHONE LOG 01/15/2002 12:12 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER SPOKE TO J. HEGEMAN DPSM

1. WE HAVE BEEN WAITING FOR THIS CUSTOMER TO CALL.
2. E-MAIL D. BATTALINO THE CASE HISTORY
3. WE NEED TO GET THE PAPER WORK GOING

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		KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA124 Rancho Kia	

WRITER STATES.

1. I WILL E MAIL YOU THE HISTORY ALSO.

*** PHONE LOG 01/15/2002 12:16 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER.

WRITER STATES.

1. WE ARE GOING TO GET THE PAPER WORK STARTED ON YOUR 2 CAR PAYMENTS.

CUSTOMER STATES.

1. I THOUGHT IT WAS 3 CAR PAYMENTS.
2. THIS CAR HAS BEEN NOTHING BUT PROBLEMS.
3. I HOPE THEY DO PAY US 3 CAR PAYMENTS.
4. NOW THE DEFROST DOES NOT WORK .

WRITER STATES.

1. WE WILL EVALUATE THE SITUATION
2. REGARDING THE CURRENT CONCERNS, WE DO NEED TO TAKE THE CAR BACK TO THE DEALERSHIP.

*** SEND CASE HISTORY 01/15/2002 12:16:51 PM SLarez
Case details sent to JHAGMANN@KIAUSA.COM.

*** SEND CASE HISTORY 01/15/2002 12:17:11 PM SLarez
Case details sent to DBATTALINO@KIAUSA.COM.

*** PHONE LOG 01/16/2002 11:02 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DONNA B. AT CONSUMER AFFAIRS
DONNA STATES.

1. I FOLLOWED UP WITH JOE H, DPSM, THIS MORNING.
2. I WILL BE CONTACTING THE DEALERSHIP AND GETTING R.O'S FROM THEM.
3. I WAS NOT AWARE OF THIS CASE UNTIL I RECIEVED YOUR MESSAGE.
4. I WILL TAKE CARE OF THE SITUATION.

*** CASE CLOSE 01/16/2002 11:03 AM US Mountain Standard Time SLarez
FORWARDED TO DONNA B. AT CONSUMER AFFAIRS, SHE WILL HANDLE THE CASE.

*** NOTES 01/21/2002 10:06 AM US Mountain Standard Time AlexLee Action Type:Manager review
WRITER RECD GW REQUEST (\$950.64 TO CUST) FROM WRCA.

*** CASE CLOSE 01/21/2002 10:06 AM US Mountain Standard Time AlexLee

*** NOTES 01/29/2002 05:51 PM US Mountain Standard Time AlexLee Action Type:Manager review
WRITER SENT GW CHECK (\$950.64 TO CUST) TO WRCA.

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Last name	First name	VIN of 1999 SERPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA124 Rancho Kia	

*** CASE CLOSE 01/29/2002 05:51 PM US Mountain Standard Time AlexLee

*** PHONE LOG 03/12/2002 08:22 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED STATES.

1. THE CAR IS DOING THE SAME THING THAT IT WAS DOING WHEN I NEEDED A NEW TRANSMISSION
2. THE O.D. LIGHT IS FLASHING.
3. THE TRANSMISSION IS HESITATING. AGAIN.
4. I AM GETTING VERY FRUSTRATED ABOUT THE WHOLE SITUATION
5. THIS WILL BE LIKE THE 4TH TRANSMISSION NOW.
6. I WOULD LIKE JOE H. DPSM AWARE OF THE SITUATION.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I WILL LET THE PROPER PEOPLE KNOW OF YOUR SITUATION
3. WHAT DEALERSHIP DO YOU PLAN ON TAKING IT TO.

CUSTOMER STATES.

1. I AM GOING TO TAKE THE CAR TO DEL NORTE KIA.
2. THEY ARE ABOUT THE ONLY ONES THAT HAVE HELPED ME THROUGH THE WHOLE SITUATION
3. ONCE THE CAR IS THERE I WILL HAVE MIQUEL CALL YOU.
4. HE IS A SERVICE WRITER.

*** PHONE LOG 03/12/2002 09:07 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DPSM JOE H. LEFT MESSAGE

WRITER STATES.

1. CALLING REGARDING JAMES LOWEY
2. HE STATES HE IS HAVING TRANSMISSION TROUBLE AGAIN.
3. THE CAR HESITATES FROM A STOP AND THE O.D. LIGHT IS FLASHING.
4. HE IS GOING TO TAKE THE CAR TO DEL NORTE KIA
5. HE HAS NOT DONE THAT YET
6. I ADVISED HIM TO TAKE THE CAR OVERTHERE AND HAVE THE CAR DIAGNOSED FIRST
7. WE WILL THEN GO FROM THERE.
8. JUST GIVING YOU A HEADS UP.

*** PHONE LOG 03/12/2002 10:56 AM US Mountain Standard Time SLarez Action Type:Incoming call
COMMENTS CONTINUED.

2. I WILL LET THE DPSM KNOW ABOUT THE SITUATION
3. YOU DO NEED TO HAVE THE CAR DIAGNOSED
4. ONCE THE CAR IS DIAGNOSED YOU CAN CALL ME BACK AND WE WILL GO FROM THERE.
5. IT MAY NOT BE THE TRANSMISSION AGAIN, THAT IS WHY WE NEED THE CAR DIAGNOSED.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA [REDACTED]			Dealer: CA 124 Rancho Kia	

*** NOTES 03/12/2002 10:58 AM US Mountain Standard Time SLarez Action Type:Manager review
COMMENTS OUT OF ORDER, CUSTOMER WILL CALL WRITER BACK WHEN CAR IS DIAGNOSED, DID LET DPSM
KNOW ABOUT THE SITUATION.

*** CASE CLOSE 03/12/2002 10:58 AM US Mountain Standard Time SLarez

*** PHONE LOG 03/13/2002 05:11 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I AM HAVING ISSUES WITH THE DEALERSHIP
2. I TOLD THEM I WOULD BE HERE AT 330 P.M.
3. I AM HERE NOW. AND THEY CANNOT LOOK AT IT.
4. I AM NOT GOING TO DRIVE THE CAR BECAUSE I DO NOT WANT ANYTHING ELSE TO HAPPEN TO IT.
5. I NEED A CAR TO DRIVE
6. I NEED A RENTAL.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I CANNOT TELL THE DEALERSHIP TO LOOK AT THE CAR.
3. WHAT I CAN DO IS CALL THE DEALERSHIP TOMORROW WHEN SOMEONE LOOKS AT THE CAR.
4. WHEN THE CAR IS DIAGNOSED THEN I CAN CALL SOMEONE ABOUT A RENTAL.

CUSTOMER STATES.

1. I AM GOING TO SPEAK TO THE S.M. HERE.
2. HE IS AT LUNCH
3. I WILL HAVE HIM CALL YOU WHEN HE GETS BACK.

WRITER STATES.

1. I WILL NOT BE HERE UNTIL TOMORROW.
2. I WILL GIVE YOU A CALL WHEN I GET IN TOMORROW.

*** PHONE LOG 03/14/2002 09:23 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED BRUCE THE SVC MGR @ RANCHO KIA.

BRUCE STATES.

1. THE CUSTOMER CAME IN YESTERDAY AT ABOUT 430P
2. HE WANTED ME TO GIVE HIM A RENTAL.
3. I DID NOT EVEN HAVE TIME TO DIAGNOSE THE CAR.
4. WE DID INSTALL THE TRANSMISSION, BUT THIS IS NOT A WORKMANSHIP ISSUE.
5. THE CUSTOMER LIVES ABOUT AN HOUR FROM HERE.
6. THERE IS A DEALERSHIP IN HIS AREA THAT CAN WORK ON IT.
7. I DO NOT MIND WORKING ON THE CAR, I JUST NEED TIME.
8. HE TOOK THE CAR BACK AND SAID THAT HE WOULD CALL YOU THIS MORNING.

WRITER STATES.

1. I WILL TRY AND CONTACT CUSTOMER.
2. THANK YOU.

*** PHONE LOG 03/14/2002 04:03 PM US Mountain Standard Time SLarez Action Type:Outgoing call

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210X5787039	K21444	40,000
Ocotillo CA [REDACTED]			Dealer: CA124 Rancho Kia	

CUSTOMER CALLED BACK WRITER ON 3-13-02
CUSTOMER STATES.

1. I HAVE THE CAR AT THE DEALERSHIP WHERE THE REPAIR WORK WAS DONE.
2. I HAD TO DRIVE ABOUT AN HOUR TO GET HERE.
3. THEY SAID THEY WERE GOING TO SEE ME AT 330P.
4. NOW THEY SAY THEY CAN'T SEE ME UNTIL TOMORROW.
5. I AM UPSET BECAUSE THEY CANNOT GIVE ME A RENTAL.
6. THE SVC MGR IS OUT TO LUNCH AND I CANNOT GET A HOLD OF HIM.
7. I AM GOING TO WAIT FOR HIM TO GET BACK.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I CANNOT TELL THE DEALERSHIP TO STOP WHAT THEY ARE DOING TO SEE YOU.
3. KMA DOES NOT HAVE A PROVISION OF RENTALS ON THE WARRANTY
4. THE CAR NEEDS TO BE EVALUATED FIRST BEFORE A RENTAL IS CONSIDERED.
5. I NEED TO SPEAK WITH THE DEALERSHIP
6. I WILL CALL THEM TOMORROW.

*** PHONE LOG 03/15/2002 07:44 AM US Mountain Standard Time SLarez Action Type:Incoming call
TEST LOG

*** NOTES 03/18/2002 03:40 PM US Mountain Standard Time SLarez Action Type:Manager review
MADE A DOUBLE LOG BY MISTAKE, CUSTOMER HAS NOT CALLED BACK, WILL CLOSE CASE PENDING
FURTHER CONTACT FROM CUSTOMER.

*** CASE CLOSE 03/18/2002 03:40 PM US Mountain Standard Time SLarez

*** PHONE LOG 07/18/2002 04:51 PM US Mountain Standard Time BGauldin Action Type:Incoming call
customer stated: caller is Joseph Lowey brother and states co- owner.

1. in dispute with co sibling brother James Lowey.
2. both brothers filed for lemon law together.
3. [REDACTED] attorney is not forth coming with information in regards to this lemon law suit.
4. want address so caller may request all documentations and occurrences be sent to him as well.
5. do not know where the vehicle is located.

writer stated:

1. have no information of the lemon law.
2. will document the request and concern.
3. gave the P.O. address of KMA.
4. KCC would like to see the vehicle repaired.
5. Kia does stand behind their warranty.
6. ask if the vehicle was at a Kia dealership.

*** CASE CLOSE 07/19/2002 04:07 PM US Mountain Standard Time BGauldin

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1210X5787039	K21444	40,000
Ocotillo CA			Dealer: CA124 Rancho Kia	

lemon law results - info taken

*** PHONE LOG 08/05/2002 02:14 PM US Mountain Standard Time ABegoody Action Type:Incoming call

Customer stated:

1. would like to know if Steve is available
2. is being represented by Michael Sander a lemon law lawyer
3. Kia is in the process of a buy back of the veh
4. veh was financed fro WP Financial
5. [REDACTED] is the co-signer
6. [REDACTED] has made all the car payments on this veh
7. cust has a statement from the finance company saying Joseph made all car payments on the veh
8. would like to know who Kia is going to make the check out to

Writer stated:

1. apologized for the inconvenience
2. if this is a legal issue btwn James & Joseph both parties will have to speak w/their lawyer
3. KMA can't assist in a legal matter between the 2 brothers

*** CASE CLOSE 08/05/2002 02:14 PM US Mountain Standard Time ABegoody
Info given.

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
FRANKLIN N.		KNAFB1212X5773482	K21715	48,000
			Dealer: NJD06 Maroon Kia/Isuzu	

Case History

Complaint Quality

*** PHONE LOG 07/17/2001 11:48 AM US Mountain Standard Time KWoods

cust states:

1. Veh has wiring problem
2. Veh is at Maroon Kia now
3. Dirshp says wires are destroyed due to a rodent & not covered under warranty
4. This is the third diagnosis made by the dirshp for this problem
5. Was given an estimate of \$500+ dollars for repairs
6. Has had numerous problems with this car as well as the '97 Kia she owned before which was declared a lemon
7. Is hoping Kia can do something for her regarding this situation
8. Even had to make 3 trips to the dirshp just to get a working Seatbelt

Writer advised:

1. Will research situation & call cust back

Cust states:

1. Call husband at home 973-209-2195 (Dave)

*** PHONE LOG 07/17/2001 11:54 AM US Mountain Standard Time KWoods Action Type:Outgoing call

Writer called dirshp

Writer was told Jim is on a road test

Writer will call back shortly

*** NOTES 07/17/2001 12:07 PM US Mountain Standard Time KWoods Action Type:Manager review

Jon H - case manager - is already working on case with husband

Writer will close case

John H will handle

*** CASE CLOSE 07/17/2001 12:07 PM US Mountain Standard Time KWoods

Cust being helped by other manager

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1211X5803264	K36585	31,000
CLARKSVILLE TN		Dealer: TN021 Gary Mathews Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 10/10/2001 09:43 AM US Mountain Standard Time JCook

Customer Stated: [REDACTED]

1. That he has had many problems with the vehicle.
2. Says they have replaced the battery several times, and he has had to pay for part of it.
3. Says the issue is not a battery problem and it has to be something else causing the problem, and they keep telling him the vehicle is fine.
4. Says he has had the passenger Seatbelt replaced once already, and says he is now having the same problem.
5. Says the horn went out in his vehicle and had to be replaced.
6. Says the defrost switch has had to be replaced on the vehicle already.
7. Says he is tired of taking his vehicle into the dealer for problems with his vehicle, and some of them the same problems.
8. Wanted to know what we could advise because he is getting to a point where he does not want the vehicle anymore.

---Writer advised customer:

1. That all his concerns will be noted in the file.
2. Advised for him to speak with the Svc. Mgr about contacting his Kia District Mgr to see if he could diagnose what his stalling problem is with the vehicle.
3. Updated customer info.

*** CASE CLOSE 10/10/2001 09:44 AM US Mountain Standard Time JCook

Advised customer that all concerns will be documented, and for him to speak to his svc. mgr about contacting his Kia District Mgr about his vehicle.

*** NOTES 10/11/2001 08:27 AM US Mountain Standard Time SMarino Action Type: Manager review
REVIEWED CASE - OK

*** CASE CLOSE 10/11/2001 08:27 AM US Mountain Standard Time SMarino

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SEPHIA LS</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB1210X5771875	K144045	80,000
<u>Isla Vista CA</u>			<u>Dealer: CA168 Crown Kia</u>	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/03/2003 10:50 AM US Mountain Standard Time CBarrera

cust states:

1. one of my windows will not go down
2. I need to know where I can go for svc
3. also my Seatbelt comes undone sometimes
4. I need to get that fixed since its a safety issue

writer advised:

1. veh is out of all warranty
2. you do need to get this repaired but it will be at your expense
3. gave info on nearest dealer
4. you do have two recalls due OBD label and ORVR which will be covered

*** CASE CLOSE 03/03/2003 10:50 AM US Mountain Standard Time CBarrera

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB1214X5802979	K36914	29,587
East Wenatchee WA [REDACTED]			Dealer: WA018 Wenatchee Kia	

Case History

Complaint Other

*** PHONE LOG 10/11/2001 03:44 PM US Mountain Standard Time RPemberton
cust states
1.purch veh used
2.have a problem w/the driver's side Seatbelt not latching correctly and it
comes undone when driving

writer advised
1.veh still under warranty
2.recommend cust take veh to Kia dealer

*** CASE CLOSE 10/11/2001 03:46 PM US Mountain Standard Time RPemberton
referred cust to dealer regarding Seatbelt issue

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
BRUCETON TN		KNAFB1214X5768252	K33755	61,450
			Dealer: TNC21 Gary Mathews Kia	

Case History

Complaint Accident

*** PHONE LOG 09/28/2001 09:26 AM US Mountain Standard Time SLarez
FILLED OUT THE ACCIDENT REPORT HOWEVER I DID NOT DO IT CORRECTLY, ADVISED CUSTOMER AND
TOLD HER TO CALL ME BACK WITH THE INFORMATION

*** PHONE LOG 09/28/2001 11:10 AM US Mountain Standard Time SLarez Action Type:Outgoing call
CALLED CUSTOMER BACK TO GET INFORMATION,

*** PHONE LOG 10/01/2001 11:09 AM US Mountain Standard Time SLarez Action Type:Outgoing call
LEFT MESSAGE FOR CUSTOMER TO CALL ME BACK, I NEED TO FILL OUT THE ACCIDENT REPORT. MADE A
MISTAKE THE FIRST TIME AND DID NOT PASTE IT TO MY COMMENTS.

*** PHONE LOG 10/01/2001 04:04 PM US Mountain Standard Time SLarez Action Type:Outgoing call
CALLED CUSTOMER BACK TO GET THE ACCIDENT REPORT FILLED OUT.

1. Vehicle Owner: [REDACTED]
2. Vehicle Driven by: [REDACTED]
3. Date and time of incident: 7/26/01 1730P CENTRAL STANDARD
4. Location of incident: HIGHWAY 70 IN HOLLOW ROCK TN.
5. Road conditions: DRY
6. Speed: 35MPH
7. Any other vehicles involved: YES
8. Any injuries: YES, AIRBAG BURNS, SEAT BELTS DID NOT LOCK
9. Description of incident: CHAIN REACTION, HIT THE CAR IN FRONT.
10. Was the police contacted: HOLLOW ROCK P.D.
11. Was the insurance company contacted: ALL STATE
12. Was the vehicle towed: YES
13. Vehicle location: BARRY LARKING TOWING SERVICE, THEN TO TURNERS BODY SHOP
14. Have repairs been completed: NO
15. Were parties wearing a Seat belt: YES
16. Resolution sought: PROBLEMS WITH CAR FROM BEGINNING, WITH BREAKS.

*** PHONE LOG 10/01/2001 04:16 PM US Mountain Standard Time SLarez Action Type:Outgoing call
COMMENTS CONTINUED FROM PREVIOUS CALL
WRITER STATES.

1. THE SEATBELTS DID NOT LOCK
2. DEALERSHIP STATED TO ME THAT THE RETRACTORS WERE BROKEN ON THE SEATBELTS.
3. THE CLARKSVILLE DEALERSHIP NEEDS TO BE MORE PERCISE ON THE FIGURES THEY GIVE TO THE INSURANCE COMPANY
4. THE INSURANCE COMPANY STATES THAT THEY ARE OVERCHARGING ME.
5. BRAKES ARE ALSO A CONCERN

WRITER STATES.

1. I AM SORRY THAT YOU WERE INVOLVED IN THE ACCIDENT.
2. I WILL FOWARD THE CONCERNS TO THE APPROPRIATE PEOPLE.
3. BRAKES ARE A WARE AND TEAR ISSUE, YOU HAVE ABOUT 60K MILES ON THE VEHICLE AND THOSE KIND OF THINGS WILL NEED TO BE MAINTAINED.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
BRUCETON TN		KNAFB1214X5768252	K33755	61,450
			Dealer: TN021 Gary Mathews Kia	

*** NOTES 10/03/2001 08:21 AM US Mountain Standard Time SMarino Action Type:Manager review
REVIEWED CASE

CASE DISPATCH TO THE SOUTHERN REGION - PLEASE REVIEW CASE TO DETERMINE IF PIR IS REQUIRED

*** PRIORITY CHANGE 10/03/2001 08:21:33 AM SMarino

*** PHONE LOG 10/03/2001 11:03 AM US Mountain Standard Time SLarez Action Type:Incoming call
NOTES CONTINUED FROM 10/01/01, THE RESOLUTION SOUGHT BY THE CUSTOMER IS TO HOLD KIA
RESPONSIBLE SINCE THE BRAKES HAD GIVEN CUSTOMER PROBLEMS FROM THE BEGINNING, CUSTOMER
BELIEVES THAT FAULTS IN THE BRAKES CAUSED THE ACCIDENT.

*** PHONE LOG 10/18/2001 08:11 AM US Mountain Standard Time MMyers Action Type:Incoming call
SRCA reviewed case with DPSM TM.
DPSM inspected vehicle with Svc Mgr at dealer.
DPSM states that master cylinder is leaking pressure.
Vehicle currently has 61,740 miles. In October of 2000, at 25,602 miles, the Svc Mgr advised customer that she needed brakes
and suggested that she not drive the veh.
Customer declined brake work and stated she would have it done somewhere else.
Customer stated that there was a gap between the passenger air bag and the dashboard. DPSM advised Svc Mgr to order new air
bag for veh. If this air bag does not fit better, the dashboard in her veh (1998) must have expanded over time and nothing else will
be done.
No other assistance will be provided for this customer at this time.

*** CASE CLOSE 10/18/2001 08:11 AM US Mountain Standard Time MMyers

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1211X5765678	K180489	47,000
Au Claire WI			Dealer: W1014 Prestige Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/23/2003 12:53 PM US Mountain Standard Time CHamilton

Caller states:

1. Have Kia Sephia, Seatbelt got jammed
2. Had to honk and honk, had to get help to get out of the veh
3. Know that with Seat belts its a safety issue
4. And want to know what the warr is
5. Was clicking before and coming undone, but then it got jammed with me in it and my boyfriend had to cut the belt to get me out
6. Have not had any maint or work done at this dlr Prestige Kia W1014
7. I went down and talked to the dlr Svc guy who told me how much was going to cost, said not under warr

Wtr states:

1. Updated owner info
2. No recalls outstanding
3. Warr start date is 2/18/1999
4. 3/36 LB is expired
5. Balance remains of 5/60 PTW for engine, transmission and axles--internal parts only
6. LBW is expired--that is what the Seatbelts are covered under
7. If dlr finds some type of failure, not related to foreign object, damage, spills, etc
8. Could request some GW assistance from Kia rep, but cannot guarantee any will be provided
9. Wtr or svc mgr can request

*** CASE CLOSE 06/23/2003 02:10 PM US Mountain Standard Time CHamilton

Seatbelt out of warr

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1214X5797380	K40345	31,926
Indianapolis IN			Dealer: IN005 Tom Wood Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/31/2001 09:33 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says she received a recall notice in the mail for the ORVR valve.
- 2.Says she called her dealer and they told her they think she already had that done on her vehicle.
- 3.Wanted to know if we could check this and tell her if there are any other recalls on the vehicle.

--Writer advised customer:

- 1.That our records show she has not had this recall done and needs to do so.
- 2.Advised that she has 3 open recalls on her vehicle at this time. (Sc010,Sc012,Sc015)
- 3.Advised customer to set up an appointment and get those taken care of.
- 4.Updated customer info.

*** CASE CLOSE 10/31/2001 09:34 AM US Mountain Standard Time JCook

Advised customer of recalls on vehicle and advised her to set up an appointment and have the recalls taken care of.

*** NOTES 10/31/2001 04:13 PM US Mountain Standard Time SMarino Action Type:Manager review

RECEIVED LETTER - CUSTOMER STATES

1. I WENT TO RALPH'S MUFFLER TO HAVE MY BRAKES SERVICED
2. I WAS TOLD BY THE SERVICE TECH THAT WHEN THE BRAKES WERE BROKE DOWN THAT THE PIN HAD BEEN STICKING AND HAD NEVER RELEASED THE BRAKES IN FRONT
3. THIS CAUSED ME TO HAVE THE ROTORS WORN AND PADS REPLACEMENT FROM THE WARE ON THE BRAKES
4. THEREFOR I BELIEVE I SHOULD BE COMPENSATED FOR THE BRAKE WORK - \$150.95

CASE DISPATCH - LETTER FORWARD TO THE CENTRAL REGION FOR HANDLING

*** PHONE LOG 11/01/2001 08:02 AM US Mountain Standard Time DWhite Action Type:Outgoing call

WTR SPOKE W/SVM RICH GIRARD @ IN005 THIS DATE

WTR ADVISED:

1. PLS FWRD ALL SALES & RO'S FOR CUST

2. CONFIRMED FAX #

SVM GIRARD STATES:

1. WILL DO TODAY

*** NOTES 11/01/2001 09:59 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.

CRCA RCVD FAX OF ABOVE LTR...HARD FILE CREATED AND FWRD TO DLW FOR HANDLING.

*** NOTES 11/01/2001 10:02 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.

*** CORRECTION PREV NOTES ****

FILE FWRD TO DWW FOR HANDLING.

*** NOTES 11/01/2001 01:23 PM US Mountain Standard Time DWhite Action Type:Facsimile rec.

CRCA RCVD FROM DLR VIA FAX:

1. RO'S & SALES DOCS

INFO ADDED TO FILE

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Last name	First name	VIN of 1999 SEPLA	Case Number	Mileage
		KNAFB1214X5797380	K40345	31,926
Indianapolis IN			Dealer: IN005 Tom Wood Kia	

*** NOTES 11/02/2001 09:28 AM US Mountain Standard Time MRivas Action Type:Correspondence rec.
CRCA RCVD ORIGINAL OF ABOVE...ADDED TO FILE AND RETURNED TO DWW FOR HANDLING.

*** PHONE LOG 11/05/2001 02:36 PM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR SPOKE W/CUST THIS DATE
WTR ADVISED:
1. NEED RECT FROM WORK DONE @ INDEPENDENT SHOP
2. PROVIDED FAX #
CUST STATES:
1. WILL SEND ASAP

*** CASE CLOSE 11/05/2001 02:36 PM US Mountain Standard Time DWhite
FILE CLOSED PENDING RECT OF DOCS FROM CUST

*** NOTES 11/06/2001 07:37 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM CUST, VIA FAX:
1. REPAIR INVOICE AND PAYMENT RECEIPT
INFO ADDED TO FILE AND FWRD TO DWW FOR HANDLING.

*** PHONE LOG 11/20/2001 07:53 AM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR SPOKE W/CUST THIS DATE
WTR ADVISED:
1. REVIEWED SERVICE HISTORY
2. OFFERED CUST 1 CAR PAYMENT W. SIGNED RELEASE
CUST STATES:
1. ACCEPTS OFFER
WTR STATES:
1. CONFIRMED ADDRESS
2. WILL SEND RELEASE THIS DATE

*** CASE CLOSE 11/20/2001 07:53 AM US Mountain Standard Time DWhite
WTR GENERATED & SENT RELEASE THIS DATE

*** PHONE LOG 11/20/2001 01:47 PM US Mountain Standard Time Alrby Action Type:Incoming call
CRCA SENT FEDEX OF ABOVE TO CUST THIS DATE VIA PRIORITY OVERNIGHT W/TRACKING # 454049369849.

*** NOTES 11/20/2001 02:37 PM US Mountain Standard Time MRivas Action Type:Correspondence sent
**** CONTINUATION PREV NOTE ****
RETURN FEDEX ENVELOPE W/TRACKING #831898970930.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1214X5797380	K40345	31,926
Indianapolis IN			Dealer: IN005 Tom Wood Kia	

*** PHONE LOG 12/04/2001 03:56 PM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR LVM FOR CUST INQUIRING ON RELEASE STATUS

*** PHONE LOG 12/05/2001 01:21 PM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR LVM FOR CUST REQING C/B

*** PHONE LOG 12/05/2001 02:30 PM US Mountain Standard Time DWhite Action Type:Incoming call
WTR RCVD VM FROM CUST ADVISING:
1. HAVE BEEN ON VACATION
2. RCVD RELEASE & WILL SIGN & RETURN ASAP

*** CASE CLOSE 12/05/2001 02:31 PM US Mountain Standard Time DWhite
FILE CLOSED PENDING RECT OF RELEASE FROM CUST

*** NOTES 12/11/2001 11:14 AM US Mountain Standard Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM CUST, VIA FEDEX:
1. ORIGINAL SIGNED RELEASE
INFO ADDED TO FILE AND FWRD TO DWW FOR HANDLING.

*** NOTES 12/11/2001 12:54 PM US Mountain Standard Time DWhite Action Type:Meeting
GW REQUEST IN THE AMOUNT OF \$321.88 PROCESSED IN AS400 FILE #59658

*** CASE CLOSE 12/11/2001 12:58 PM US Mountain Standard Time DWhite
GW FWRD TO PB @ NCA THIS DATE FOR PROCESSING

*** NOTES 01/04/2002 04:47 PM US Mountain Standard Time AlexLee Action Type:Manager review
WRITER SENT GW CHECK (\$321.88 TO CUST) TO CRCA.

*** NOTES 01/07/2002 09:32 AM US Mountain Standard Time MRivas Action Type:Correspondence rec.
CRCA REC'D GW CHECK # 000155006 IN THE AMT OF \$321.88 PAYABLE TO: PAULA A. CONN
INFO ADDED TO FILE & FRWD TO AJ FOR HANDLING

*** CASE CLOSE 01/07/2002 04:34 PM US Mountain Standard Time MViola
ABOVE SENT TO CUST THIS DATE VIA FEDEX PRIORITY OVERNIGHT W/ TRACKING #454049375557
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

*** NOTES 01/22/2002 01:29 PM US Mountain Standard Time MRivas Action Type:Correspondence rec.
CRCA RCVD LTR FROM CUST, VIA MAIL, STATING:
1. YEH CURRENTLY HAS A DEFECTIVE SEAT BELT ON THE DRIVERS SIDE
2. HAS HIT HER CHEST ON THE STEERING WHEEL & KNEES HAVE GONE INTO THE DASHBOARD

see attached

Case History

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*** CASE REOPENED 12/11/01 10:13:52 AM (Local Time) MRivas
with Condition of Open and Status of Working.

*** NOTES 12/11/01 10:14:29 AM (Local Time) MRivas Action Type: Correspondence rec.
CRCA RCVD FROM CUST, VIA FEDEX:
1. ORIGINAL SIGNED RELEASE
INFO ADDED TO FILE AND FWRD TO DAW FOR HANDLING.

*** NOTES 12/11/01 11:54:26 AM (Local Time) DWhite Action Type: Meeting
GW REQUEST IN THE AMOUNT OF \$321.86 PROCESSED IN AS400 FILE #56656

*** CASE CLOSE 12/11/01 11:58:27 AM (Local Time) DWhite Resolution Code = Information Given, State = Open.
GW FWRD TO PB @ NCA THIS DATE FOR PROCESSING

*** CASE REOPENED 12/11/01 12:00:57 PM (Local Time) DWhite
with Condition of Open and Status of Working.

*** NOTES 01/04/02 03:47:16 PM (Local Time) AlexLee Action Type: Manager review
WRITER SENT GW CHECK (\$321.88 TO CUST) TO CRCA.

*** NOTES 01/07/02 08:32:18 AM (Local Time) MRivas Action Type: Correspondence rec.
CRCA REC'D GW CHECK # 000160008 IN THE AMT OF \$321.88 PAYABLE TO: PAULA A. CONN
INFO ADDED TO FILE & FRWD TO AI FOR HANDLING

*** CASE CLOSE 01/07/02 03:34:12 PM (Local Time) MViola Resolution Code = Goodwill, State = Open.
ABOVE SENT TO CUST THIS DATE VIA FEDEX PRIORITY OVERNIGHT W/ TRACKING #454049375567
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

*** CASE REOPENED 01/22/02 12:18:02 PM (Local Time) MRivas
with Condition of Open and Status of Working.

*** NOTES 01/22/02 12:29:53 PM (Local Time) MRivas Action Type: Correspondence rec.
CRCA RCVD LTR FROM CUST, VIA MAIL, STATING:
1. VEH CURRENTLY HAS A DEFECTIVE SEAT BELT ON THE DRIVERS SIDE
2. HAS HIT HER CHEST ON THE STEERING WHEEL & KNEES HAVE GONE INTO THE DASHBOARD
3. HAVING TO CONSTANTLY REFASTEN SEATBELT
4. WAITING REPLACEMENT SEAT BELT
5. THIS IS A SAFETY HAZARD AND ANYTHING COULD HAPPEN TO ME
6. AWAITING WHAT CAN BE DONE FOR HER WORRY AND INCOVENIENCE.
INFO ADDED TO FILE AND FWRD TO MLV FOR HANDLING.

*** PHONE LOG 01/23/02 02:42:38 PM (Local Time) MViola Action Type: Outgoing call
WTR LVM FOR CUST @ ONLY # REQING C/B

*** PHONE LOG 01/28/02 01:21:29 PM (Local Time) MViola Action Type: Outgoing call
WTR SPOKEW/ CUST THIS DATE
WTR ADVISED:

1. FOLLOWING UP ON LETTER RCVD
2. HAS DLR CONTACTED CUST RE: SEAT BELT SOP IN?
CUST ADVISED:

1. DLR HAS MADE APPROPRIATE REPAIRS
2. HOW DO I GET RID OF ESC?

WTR ADVISED:

1. CUST TO CONTACT SELLING DLR & REQ NAME OF CO & #
2. CUST CONTACT CO & REQUEST REFUND

CUST ADVISED:

1. THANKS FOR INFO

*** CASE CLOSE 01/28/02 01:22:09 PM (Local Time) MViola Resolution Code = Referred to Dealer, State = Open.
CUST TO CONTACT DLR TO TERMINATE ESC
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

*****End Case Report K40345*****

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1214X5797380	K40345	31,926
Indianapolis IN			Dealer: IN005 Tom Wood Kia	

4. WAITING REPLACEMENT SEAT BELT
 5. THIS IS A SAFETY HAZARD AND ANYTHING COULD HAPPEN TO ME
 6. A WAITING WHAT CAN BE DONE FOR HER WORRY AND INCOVENIENCE
- INFO ADDED TO FILE AND FWRD TO MLV FOR HANDLING.

*** PHONE LOG 01/23/2002 03:42 PM US Mountain Standard Time MViols Action Type:Outgoing call
WTR LVM FOR CUST @ ONLY # REQING C/B

*** PHONE LOG 01/28/2002 02:21 PM US Mountain Standard Time MViols Action Type:Outgoing call
WTR SPOKEW/ CUST THIS DATE
WTR ADVISED:

1. FOLLOWING UP ON LETTER RCVD
2. HAS DLR CONTACTED CUST RE: SEAT BELT SOP IN?

CUST ADVISED:

1. DLR HAS MADE APPROPRIATE REPAIRS
2. HOW DO I GET RID OF ESC?

WTR ADVISED:

1. CUST TO CONTACT SELLING DLR & REQ NAME OF CO & #
2. CUST COTNACT CO & REQUEST REFUND

CUST ADVISED:

- 1.THANKS FOR INFO

*** CASE CLOSE 01/28/2002 02:22 PM US Mountain Standard Time MViols
CUST TO CONTACT DLR TO TERMINATE ESC
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

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Last name	First name	VIN of 1999 SEPLA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1215X5770480	K46225	36,150
Kirkville MO [REDACTED]			Dealer: IL011 Bill Jacobs Kin	

Case History

Inquiry Other

*** PHONE LOG 12/05/2001 08:03 AM US Mountain Standard Time TShamburger

Customer called;

1. he just got his transmission repaired right before his 36,000 miles.
2. repair was just a hose that came loose and transmission fluid went everywhere.
3. cust states that's not what he is calling about, he forgot to mention to dealer that his Seatbelt does not stay latched.
4. cust said, if its a safety issue, will it be covered?

Wrt states:

1. exp to cust that the Seatbelt are covered for defect under the basic warr. 3/36,000 miles whichever comes first.
2. suggested to cust to double check that he's latching it in all the way. If that is not the problem to take it to the dealer to have it check.
3. Since you just came out of warr by miles, maybe the serv mgr will call his Kia Rep to see if that is something Kia might still cover.
4. exp to cust there's no guarantee it will be covered but the Seatbelt has to be fixed.
5. cust understood and will take car back to dealer for the Seatbelt to be checked.

*** CASE CLOSE 12/05/2001 08:03 AM US Mountain Standard Time TShamburger

Referred to dealer

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Last name	First name	VIN of 1999 SEPHIA	Case Number	MHeare
		KNAFB1211X5772520	K58598	29,302
Billings MT			Dealer: MT004 Incredible Kia	

Case History

Complaint: Accident

*** PHONE LOG 12/31/2001 03:24 PM US Mountain Standard Time JHirshfield

cust states:

1. he was in an accident and the Seat belt did not hold
2. he wants to know why they failed & to get get them fixed

wtr stated:

1. i will forward his case and someone should be in contact

accident report:

1. Vehicle Owner: [REDACTED]
2. Vehicle Driven by: Same
3. Date and time of incident: 12/29/01 @ 12p
4. Location of incident: Main & Milton Rd, Billings, MT
5. Road conditions: Wet, sunny (after snow)
6. Speed: 30 mph
7. Any other vehicles involved: Two other vehicles: a. Ford Bronco b. 1996 Ford P/U
8. Any injuries: None (bumped head on door)
9. Description of incident: Driver did not see red light and drove into intersection. Was hit in R rear by Ford Bronco proceeding thru intersection and then he pushed into the Ford P/U
10. Was the police contacted: Billings, MT, P/D Badge # 169 report # 01-53663
11. Was the insurance company contacted: State Farm Ins., Dennis Clymore Ins., 895 Main St, Billings, MT 59105 No claim # yet. He has an appt. with adjuster on 01/02/02
12. Was the vehicle towed: No
13. Vehicle location: At owner's home
14. Have repairs been completed: No
15. Were parties wearing a Seat belt: Yes, but when the first car hit him, it came unbuckled.
16. Resolution sought: He would like someone to explain why the Seat belt failed
He would like to get it repaired.

*** NOTES 01/02/2002 10:45 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending file to the region to Perform PIR on SEATBELTS.

*** SEND CASE HISTORY 01/14/2002 11:31:10 AM SDowns
Case details sent to lshrsma@kiausa.com.

*** NOTES 03/01/2002 10:22 AM US Mountain Standard Time SDowns Action Type:Manager review
DPSM will investigate if subrogation claim is received.

*** CASE CLOSE 03/01/2002 10:23 AM US Mountain Standard Time SDowns

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1215X5765960	K135075	48,000
Vernon VT			Dealer: NH003 Rountree Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 01/21/2003 04:43 PM US Mountain Standard Time NDegamo

Received Letter - Customer states:

1. I recently had my Seatbelt replaced at my local Kia dlr because it would frequently release at unusual times
2. I feel that safety equipment like a Seatbelt should not fail, especially with a vehicle of such low mileage (48,000 miles)
3. I'm an older driver and the only operator of my Kia.
4. In 35 years of driving, I have never owned a veh that had a Seatbelt malfunction
5. I am writing to request that the failed Seatbelt be replaced at your expense and that I be reimbursed for the cost.
6. The enclosed statement shows that it cost \$98.07 to have my Seatbelt replaced.

*** NOTES 01/23/2003 02:56 PM US Mountain Standard Time NDegamo Action Type:Manager review

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair Labor Code	Causal Part	Mileage
12/14/02	W	NH003	28315	5	DAMPER-PULSATION	48288
1/04/02	W	NH003	21604	1	BRAKE SHOE & LINING BRK SHOE SET-REAR	35830
2/20/01	R	NH003	16515	1	SC015 ORVR VALVE REP VALVE-ORVR	25185
2/20/01	W	NH003	16515	2	03 BRAKE SHOE & LINING BRK SHOE SET-REAR	25185
12/31/99	R	NH003	10073	1	03 SC012 REPL 98/99 WIN LINK ASSY-P.WIPER	11212
12/31/99	R	NH003	10073	2	03 SC013 INSTALL FUEL P WIRING ASSY-REAR NO.	11212
6/24/99	W	NH003	7281	2	03 MOUNTING RUBBER,R&R(RUBBER-ST.MTG.R,RH	3217
2/23/99	W	NH003	5526	1	03 SCUFF PLATE(Front),R FRAME-FRT,RH	432
1/11/99	W	NH003	4909	1	03 OTHER PROCEDURES FOR LINK ASSY-P.WIPER	423

*** NOTES 01/23/2003 02:56 PM US Mountain Standard Time NDegamo Action Type:Manager review

Issue Number	Description	Dealer Code	Repair Date	Dealer Type
SC010	OBD INFORMATION LABEL			
SC012	REPLACE WINDSHIELD WIPER LINKA	NH003	12/31/1999	RD
SC013	WIRE HARNESS FUEL PUMP CONNECT	NH003	12/31/1999	RD
SC015	ORVR - ON BOARD REFUELING VAPO	NH003	2/20/2001	RD

*** STATUS CHANGE 01/23/2003 03:42 PM US Mountain Standard Time NDegamo

*** STATUS CHANGE 01/30/2003 12:36 PM US Mountain Standard Time NDegamo

*** NOTES 01/30/2003 12:38 PM US Mountain Standard Time NDegamo Action Type:Manager review

Writer rec'd goodwill reimbursement check in the amount of \$98.07 to the cust.
Writer mailing goodwill reimbursement check and letter to customer this date.
Copy of check & letters filed in NCA.

*** CASE CLOSE 01/30/2003 12:38 PM US Mountain Standard Time NDegamo

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1215X5765960	K135075	48,000
Vernon VT			Dealer: NH003 Roimtree Kia	

*** EMAIL IN 01/30/2003 09:29 PM GMT Standard Time AMERICA/OU=CORPORATE/CN=RECIPIENTS/CN=NDEGAMO

Writer also notes:

Check# 00181261 dated 1/29/03

AS400 case# 62068

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Last name [REDACTED]	First name [REDACTED]	VIN of 2000 SEPHIA KNAFB1216Y5849710	Case Number K44384	Mileage 16,682
Livermore CA			Dealer:	

Case History

Complaint Accident

*** PHONE LOG 11/21/2001 04:46 PM US Mountain Standard Time JProkopp

Customer states:

1. Would like to know if there are any recalls on the Seat Belts for her car.
2. She was in an accident and the passenger side Seat Belt did not lock up.
3. She was driving the vehicle [REDACTED] and had her four kids a passengers.
4. The incident happened on 11/20/01 at 6:15 PM.
5. The road conditions were normal.
6. Vehicle was at a complete stop at the time of the incident.
7. A pick-up truck was also involved.
8. It was an 80-82 Chevy or Ford.
9. She was injured and so was her daughter.
10. She pulled muscles in her lower back and left arm.
11. Her daughter [REDACTED] who was in the passenger seat, suffered severe whiplash.
12. The incident occured as follows:
 - a. She had stopped at a crosswalk for some pedestrians.
 - b. While she was stopped she was rear ended by a pick-up truck.
 - c. The pick-up tried to stop and swerve.
 - d. It hit the drivers side rear end.
 - e. It smashed the lights and paneling in that area.
 - f. She put on the E-brake right before she got hit.
 - g. The Seat Belt on the passenger side did not lock up.
 - h. She remembers seeing her daughter fly forward.
 - i. Her daughter was taken away by an ambulance and she rode with her daughter.
12. The Livermore police department made a report, but she does not have the #.
13. She contacted her insurance company, Farmers, and has a claim (m5140615).
14. The other driver's insurance will be paying the claim.
15. Currently the vehicle is at her house.
16. It is going to be towed today to Tri-Valley Auto Body in Livermore, CA.
17. They can be reached at 925-443-8548.
18. No repairs have been done at this time.
19. Everyone in the vehicle was wearing a seatbelt.
20. Is not seeking any resolution from Kia at this time.
21. Just wanted to make sure that there were no recalls on the Seat Belts that she should know about.

Writer states:

1. Will document all of her concerns.
2. Will notify the proper department of her situation.
3. Thanked her for her time.
4. Writer sending to region as FYI.

*** NOTES 11/27/2001 11:47 AM US Mountain Standard Time PDeal Action Type:Manager review

Writer called customer. Spoke to Mrs Torres (Veronica). Writer advised cust that Seat Belts have not been recalled. Cust stated:

1. Everyone is OK now.
2. After veh gets body repairs, cust will take veh to Kia Country in Manteca to have Seat Belts inspected.
3. 5 members of customer's family own Klas...and good friend just ordered a Sedona (van).
4. All Kias have been great. Cust plans to buy a Sedona next time, since she has 4 kids & Sephia is a little small for them.

Cust appreciated the phone call. No further assistance was requested. Close file.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB1216Y5849710	K44384	16,682
Livermore CA [REDACTED]			Dealer:	

*** CASE CLOSE 11/27/2001 11:47 AM US Mountain Standard Time PDeal

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
EAU CLAIRE WI		KNAFB1210Y5879866	K106491	32,796
			Dealer: WI014 Prestige Kia	

Case History

Complaint Accident

*** PHONE LOG 09/10/2002 12:08 PM US Mountain Standard Time TDonselly
CUSTOMER STATES(KAREN KLUGE-DRIVER):

1. CAR WAS IN AN ACCIDENT
2. I WAS INURED
3. THE AIR BAGS DID NOT DEPLOY THE FOLLOWING IS THE ACCIDENT REPORT:

1. Vehicle Owner: [REDACTED]
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 was the age of the Driver? 41
4. Driver's telephone number and address (if not in Clarify)? IN CLARIFY
5. Date and Time of the incident? JUNE 28, 2002 @ 4PM
6. Road conditions at time of incident? FINE, CLEAR
7. Weather conditions at time of incident? SUNSHINE, CLEAR
8. Speed traveling at time of incident? 25 MPH
9. Any other vehicles involved (model, make and year of vehicle)? 1984 BUICK
10. Any injuries (detail all injuries)? SEVERE NECK STRAIN, SHOULDER PROBLEMS, HEADACHES
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?)
SACRED HEART HOSPITAL-EAU CLAIRE WI., E-RAYS, CAT SCAN, MRI
13. Is anyone currently under medical attention for this incident (if so, name of Doctor and/or Provider)?
DR PHILLIP-UW HEALTH (715)839-5175
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). INTERSECTION E THOMAS AND GRAND AVE-CUSTOMER DRIVING SB ON GRAND AVE AT GREEN LIGHT-BUICK WAS INCHING OUT FROM GRAND AVE TO TAKE LEFT ONTO THOMAS, CUSTOMERS CAR WAS TRYING TO PROCEED FORWARD ONTO GRAND AVE-CUSTOMERS VEHICLE FRONT RIGHT HAND SIDE OF VEHICLE WAS DAMAGED, THE BUICK PASSENGER SIDE COMPLETE DAMAGE
15. Were the police contacted? YES
16. If the police were contacted what is the name of the officer (?-DOES NOT HAVE
17. What is the Police report number (Was it State, Highway or City Police)? WAUSAU CITY POLICE, REPORT NOT AVAILABLE
18. Has insurance company contacted? (Get name, agent, address and phone of insurance company, claim number)
YES-AMERICAN FAMILY MUTUAL INSURANCE, AGENT-MIKE DAHL (715)839-8389, CLAIM #00421-249130
19. Has the customer settled with their insurance company?NO

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1210Y5879866	K106491	32,796
EAU CLAIRE WI [REDACTED]			Dealer: WI014 Pradige Kia	

20. Was the vehicle towed from the scene or was it driven (include name and telephone number of tow company)?

TOWED-NOT SURE

21. Where is the vehicle now? (If other than home, give location, address and phone where the vehicle is)

HOME ADDRESS

22. Have repairs been completed? YES

23. Were parties wearing seatbelts? YES

24. Did the airbag deploy? NO

25. Resolution sought by customer (What is customer seeking from KMA)? AIR BAGS DID NOT DEPLOY ON VEHICLE, CUSTOMER STATES SHE WAS HURT. DEALER ROSEMURGY KIA HAS ADVISED THE AIR BAGS HAVE A CODE 10 AND NOBODY IN SHOP KNEW WHAT IT MEANT. I FEEL CAR IS UNSAFE AND DID NOT DO THE JOB IT SHOULD HAVE BECAUSE OF INJURIES FEELS AIR BAGS SHOULD DEPLOY. FEELS CAR IS PIECE OF SH-AND WANTS KMA TO REPLACE OR COMPENSATE FOR DAMAGES. CUSTOMER STATES HAS RETAINED ATTORNEY TO PURSUE CLAIM AGAINST KMA REGARDING AIR BAG NON DEPLOYMENT.

WRITER STATES:

1. APOLOGY FOR SITUATION

2. ADVISED BASED ON INFO CUSTOMER HAS PROVIDED CAN ADVISE AIR BAGS ARE DESIGNED TO DEPLOY IN SERIOUS ACCIDENT WITH LIFE THREATENING INJURIES OR DEATH WOULD BE DIRECT RESULT OF ACCIDENT

3. BASED ON INFO CUSTOMER PROVIDED, THIS WAS NOT A SEVERE ACCIDENT

4. THE MAIN RESTRAINT SYSTEM IS THE SEAT BELT AND SEAT BELT DID ITS JOB

5. WRITER WILL FORWARD INFO TO APPROPRIATE PERSONELL WITHIN KMA FOR INVESTIGATION

*** PHONE LOG 09/10/2002 12:22 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

CONTINUED--

1. THIS CAR DID NOT DO THE JOB IT SHOULD HAVE

2. WANT TO SPEAK TO SUPERVISOR

3. WHAT IS NAME OF SUPERVISOR

4. NOT HAPPY WITH INFO WRITER IS PROVIDING

5. MY CAR TOOK OUT A BUICK AND AIRBAG DID NOT DEPLOY

6. SEAT BELT DID NOT LATCH

7. WILL SUE KMA

WRITER STATES:

1. SUPERVISOR NAME PROVIDED

2. ADVISED WRITER DOES NOT INVESTIGATE ACCIDENTS, WILL FORWARD TO APPROPRIATE PERSONELL

3. APOLOGY CUSTOMER FEELS CAR DID NOT DO ITS JOB

4. WILL ADVISE SUPERVISOR CUSTOMER REQUESTING A CALL

5. CUSTOMER STATED PREVIOUSLY THAT HAD SEAT BELT ON AND DID NOT MENTION THAT SEAT BELT

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1210Y5879866	K106491	32,796
EAU CLAIRE WI			Dealer: WI014 Prestige Kia	

HAD

- A PROBLEM, NOW IS STATING SEAT BELT DID NOT LATCH
6. CUSTOMER CAN PURSUE ANY ACTION DEEMED NECESSARY
7. WRITER WILL FORWARD INFO AND APPROPRIATE PERSONELL WILL INVESTIGATE.

*** PRIORITY CHANGE 09/10/2002 04:16:10 PM MRJvas

*** NOTES 09/10/2002 02:19 PM US Mountain Standard Time MRJvas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0256678 WHICH INCLUDES:

1. CCF - DATED 09/10/02
 - A. AIR BAGS DID NOT DEPLOY IN THE ACCIDENT - CURRENT YES
 - B. SEAT BELT DID NOT CATCH DURING THE ACCIDENT - CURRENT YES

RESOLUTION SOUGHT:

1. CUST (KAREN KLUGE) STATES THAT SHE HAD NECK AND SHOULDER INJURIES DUE TO THE ACCIDENT. SHE IS A LIVE IN NANNY AND TRANSPORTS CHILDREN IN THE CAR. THE CAR IS OWNED BY HER EMPLOYER. THEY WANT A DIFFERENT CAR OR AT LEAST DUB SOMETHING ABOUT THE SENSORS ON THE SAFETY ITEMS
HARD FILE CREATED.

*** PHONE LOG 09/10/2002 02:28 PM US Mountain Standard Time JBranch Action Type:Outgoing call
WRITER RETURNED CUSTOMERS CALL AS A MANAGER ESCALATION

CUSTOMER STATED:

1. I AM NOT HAPPY WITH HOW MY ISSUE HAS BEEN HANDLED
2. I WAS IN AN ACCIDENT IN JUNE AND AM CONCERNED MY CAR IS NOT SAFE
3. I AM A NANNY AND TRANSPORT CHILDREN AND CAN NOT DRIVE AN UNSAFE CAR
4. THE CAR HAS BEEN REPAIRED AND APPEARS TO BE DRIVING FINE BUT I FEEL THE AIRBAGS SHOULD HAVE GONE OFF IN THIS ACCIDENT

WRITER STATED:

1. EXPLAINED TO CUSTOMER THAT THE ACCIDENT HAS BEEN DOCUMENTED AND HER CONCERNS ARE NOTED
2. THE CASE HAS BEEN FORWARD TO OUR REGION FOR REVIEW
3. AIRBAGS ARE A SECONDARY SAFETY DEVICE WITH THE SEATBELT BEING THE PRIMARY SAFETY DEVICE
4. WILL SEND CUSTOMER AN AIRBAG BOOKLET WHICH EXPLAINS IN MORE DETAIL WHEN AIRBAGS ARE DESIGNED TO DEPLOY

CUSTOMER STATED:

1. I AM NOT LOOKING FOR ANY MONETARY PAYMENT FROM KIA
2. I JUST WANT TO THE ISSUE FIXED
3. I THINK THE AIRBAG SENSORS NEED TO BE CHANGED AND THE CAR REDESIGNED SO IT IS SAFER
4. MY LITTLE KIA TOOK OUT AN B4 BUICK SO THIS WAS A HUGE CRASH!

WRITER STATED:

1. I UNDERSTAND THE VEH WAS REPAIRED IN JUNE
2. HAVE YOU EXPERIENCED ANY CONCERNS WITH THE VEH SINCE THIS TIME? HAS THE AIRBAG LIGHT GONE OFF?

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Last name [REDACTED]	First name [REDACTED]	VIN of 2000 SEPHIA KNAFB1210Y5879866	Case Number K106491	Mileage 32,796
EAU CLAIRE WI [REDACTED]			Dealer: WI014 Prestige Kia	

CUSTOMER STATED:

1. THE CAR DRIVES FINE
2. THE SEATBELT STILL DOES NOT LATCH, THAT WAS A PROBLEM BEFORE THE CRASH (DRIVERS SEATBELT)
3. THE OIL LIGHT DID GO OFF BUT I GUESS THAT WAS CAUSED BY THE PEOPLE WHO DID MY OIL CHANGE
4. THE DEALER FIXED THAT TODAY
5. THE DEALER DID CHECK MY AIRBAG AND SAID IT HAD A CODE 10 BUT THEY DIDN'T KNOW WHAT THAT WAS

WRITER STATED:

1. I AM NOT A TECH AND NOT HAVE INFO ON THE CODES
2. WOULD SUGGEST SPEAKING TO THE SVC MANAGER AS THEY HAVE RESOURCES AVAILABLE TO FIND THE CODES
3. YOU WILL ALSO NEED TO GET THE VEH BACK INTO THE DEALER TO REPAIR THE SEATBELT
4. AS MENTIONED EARLIER THE SEATBELT IS THE PRIMARY SAFETY DEVICE IN THE VEH

CUSTOMER STATED:

1. I WILL CALL THE DEALER AND TAKE IT BACK IN
2. I JUST DONT FEEL SAFE IN THIS CAR ANYMORE
3. I WANT YOU ALL TO BE AWARE OF THIS SO OTHER PEOPLE CAN AVOID BEING IN THIS TYPE OF ACCIDENT

WRITER STATED:

1. KIA'S NUMBER ONE GOAL IS TO DEVELOP SAFE CARS.
2. WE DO NOT WANT ANYONE TO GO THROUGH WHAT YOU WENT THROUGH
3. OUR ENGINEERS STRIVE TO DEVELOP SAFE CARS
4. YOUR CONCERNS ARE NOTED AND I WILL SEND YOU A BROCHURE THAT OUTLINES HOW OUR AIRBAG SYSTEMS WORK

*** PHONE LOG 09/11/2002 06:29 AM US Mountain Standard Time MRivas Action Type:Outgoing call
WTR CALLED DLR/WI014, SPOKE W/SVM BRUCE ROBERTS

1. ADVISED BBB FILE
2. REQ SALES JACKET AND RO'S
3. PROVIDED FAX#
4. THANKED SVM FOR ASSISTANCE

*** NOTES 09/11/2002 10:51 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR, VIA FAX:

1. RO'S & SALES DOC
- INFO ADDED TO FILE.

*** PHONE LOG 09/11/2002 10:52 AM US Mountain Standard Time MRivas Action Type:Outgoing call
WTR CALLED DLR/WI014

LEFT MESSAGE FOR SVM BRUCE ROBERTS TO REFAX DOCS
NOT ALL PAGES CAME THRU

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
EAU CLAIRE WI		KNAFB1210Y5879866	K106491	32,796
			Dealer: WI014 Prestige Kia	

*** NOTES 09/11/2002 12:02 PM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR, VIA FAX:
1. RO'S & SALES DOCS
INFO ADDED TO FILE.

*** PHONE LOG 09/13/2002 11:14 AM US Mountain Standard Time MRivas Action Type:Outgoing call
WTR CALLED DLR, SPOKE W/SVM BRUCE ROBERTS
1. THANKED FOR DOCS FAX
2. NEED RO#4303 FOR 07/23/01 & REBATE FORM
PER SVM:
1. CUST PICKED UP VEH
2. PULLED CODE 10 FOR AIRBAG
3. IN CONTACT W/KIA ASSITANCE, SINCE IT MAY BE A SOFTWARE PROBLEM
WTR ADVISED:
1. WILL NOTATE FILE WITH ABOVE INFO
2. WILL FORWARD TO MLV
3. REQ FAX OF FINISH LAST RO
4. PROVIDED FAX#
5. THANKED SVM FOR ASSISTANCE.

*** NOTES 09/13/2002 01:38 PM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR, VIA FAX:
1. RO'S
INFO ADDED TO FILE.

*** PHONE LOG 09/13/2002 03:33 PM US Mountain Standard Time JShowalter Action Type:Outgoing call
WRITER CONTACTED TODD AT BBB AND STATED:
1. CUST INELIGIBLE FOR BBB DUE TO CURRENT MILEAGE.

*** PRIORITY CHANGE 09/13/2002 05:47:04 PM MRivas

*** PHONE LOG 09/16/2002 09:55 AM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W/ OWNER OF VEH - [REDACTED]
WTR ADVISED;
1. REVIEWED ACCIDENT REPORT
2. WTR INFORMED THAT INSURANCE NOTIFIED
3. WTR INFORMED REPAIRS MADE
4. INSURANCE WILL CONTACT US DIRECTLY IF THEY FEEL THE NEED
CUST ADVISED:
1. OWNS VEH BUT NANNY DRIVES VEH
2. REALLY NOT INVOLVED BUT ONLY JUST RECENTLY BEEN MADE AWARE
3. HAS RECVD WTR'S LETTER & AIRBAG PAMPHLET
4. INSURANCE IS AWARE OF SITUATION
5. REPAIRS HAVE BEEN MADE
6. VEH NOT HIT HEAD ON
WTR ADVISED:

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Last name	First name	VIN of 2000 SEPZIA	Case Number	Mileage
		KNAFB1210Y5879866	K106491	32,796
EAU CLAIRE WI			Dealer: WI014 Prestige Kia	

1. IS THERE ANYTHING ELSE WTR CAN ASSIST CUST WITH AT THIS POINT?
CUST ADVISED:

1. THANKS FOR THE F/U CALL
2. WILL KEEP WTR'S NAME & # FOR FUTURE USE IF NEEDED
3. WILL TALK W/ NANNY & ADVISE OF CONVERSATION
4. APOLOGIZE FOR ANY INCONVENIENCE

WTR ADVISED:

1. NO NEED FOR CUST TO APOLOGIZE
2. PLEASE CALL IF ANY FURTHER QUESTIONS OR ASSISTANCE NEEDED

*** CASE CLOSE 09/16/2002 09:56 AM US Mountain Standard Time MViola
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
MONROE LA		KNAFB121XY5873427	K87452	0
			Dealer: LA025 Billy Wall Kia	

Case History

Complaint Accident

*** PHONE LOG 06/20/2002 08:52 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. DAUGHTER WAS IN ACCIDENT WITH VEHICLE
2. VEHICLE HYDROPLANED OFF ROAD AND HIT TREES
3. HAVE SAFETY ISSUES
4. SEAT BELT BROKE, AIRBAG DID NOT DEPLOY, PASSENGER DOOR HANDLE BROKE OFF

WRITER STATED:

1. SORRY TO HEAR ABOUT ACCIDENT
2. MAY I ASK YOU A FEW QUESTIONS ABOUT ACCIDENT

CALLER STATED:

1. YES
2. ACCIDENT REPORT:

1. Vehicle owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. What is the age of driver? 11/11/83
4. Driver's telephone number and address (if not in clarify): IN CLARIFY
5. Date and time of the incident: 5:50 PM 6/10/02
6. Road condition: WET
7. Weather conditions at time of incident? RAINING
8. Speed: 45 MPH
9. Any other vehicles involved: NO
10. Any injuries (detail all injuries): [REDACTED] BROKEN RIBS / PUNCTURED LUNG (COLLAPSING) / SPLEEN REMOVED ... [REDACTED] (SON) - MINOR CUTS ON FACE AND HAIR, CUTS ON LEGS, BACK BRUISED
11. Was anyone taken by ambulance to hospital (which hospital): BOTH CHILDREN - NORTH MONROE HOSPITAL, MONROE LA
12. Did anyone receive medical attention by an EMT, hospital, or private doctor and treatment? BOTH CHILDREN - TREATED BY EMT AND THEN AT THE HOSPITAL
13. Is anyone currently under medical attention for this incident (if so, Name of Doctor and Treatment): [REDACTED] - MEDICATION AND LUNG EXERCISES
14. Description of incident, including street names, location, all vehicles involved, what part on vehicle damaged: [REDACTED] WAS DRIVING VEHICLE ON HWY 139 NB. SPEED WAS APPROXIMATELY 45 MPH. VEHICLE HIT WATER AND BEGAN TO HYDROPLANE. VEHICLE WENT OFF ROAD AND HIT TREES, FRONT END OF VEHICLE WAS MASHED UP. DRIVER SIDE FRONT PANEL WAS ALSO DAMAGED. FRONT WINDSHIELD WAS INTACT BUT DRIVER SIDE WINDOWS WERE BROKEN, NOT SURE WHAT DAMAGE WAS CAUSED BY POLICE CUTTING INTO VEHICLE TO GET THE CHILDREN OUT.
15. Was police contacted: YES
16. What is police officer's name: NO
17. What is police report number (was it state, hwy, or city): TICKET - NO REPORT - STATE POLICE
18. Was the insurance company contacted (get name, agent, address, phone and claim number): STATE FARM INSURANCE - BRODERICK KENNEDY - 318-323-8471 / JEFF JOHNSON IS HANDLING CASE
19. Has the customer settled with their insurance company? YES - HAS BEEN TOLD HOW MUCH I WILL GET BACK FROM VEHICLE BUT HAS NOT RECEIVED ANY PAPERS YET
20. Was vehicle towed or driven from scene (include name & number of Tow company): NO
21. Where is vehicle location (if other than home, give location address and phone number where vehicle is): VEHICLE WAS AT MASTER AUTO - 1515 south grand, MONROE, LA / 318-322-5458 ... ITS BEEN MOVED AND YOU MUST CALL STATE FARM INSURANCE FOR ITS LOCATION
22. Have repairs been completed: NO - TOTALED
23. Were Parties wearing seatbelts: YES
24. Did airbag deploy? NO

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
MONROE LA		KNAFB121XY5873427	K87452	0
			Dealer: LA025 Billy Wall Kia	

25. Resolution sought by customer: EX HUSBAND WANTS TO SUE. I WANT THE SAFETY ISSUES ADDRESSED

WRITER STATED:

1. THANKS FOR ANSWERING QUESTIONS
2. APOLOGIZED TO CALLER FOR ANY INCONVENIENCE
3. WOULD DOCUMENT CALLERS CONCERNS AND COMPLAINTS AND FORWARD YOUR REQUEST TO THE APPROPRIATE PERSONNEL
3. EXPLAINED TO CALLER THAT FRONT AIR BAGS ARE DESIGNED TO DEPLOY IN SEVERE FRONTAL OR FRONT ANGLE COLLISIONS THAT PRODUCE HIGH RATES OF DECELERATION
4. THE IMPACT MUST BE FORCEFUL ENOUGH SO THAT THE COMPUTER SENSOR IN THE VEHICLE CAN SENSE DECELERATION
5. IF YOUR BRAKES WERE BEING DEPRESSED YOU WERE ALREADY SLOWING VEHICLE DOWN AND SENSORS MAY PICK THAT UP AND NOT DEPLOY
6. WILL SEND AIRBAG BROCHURE TO CALLER
7. PROVIDED CASE NUMBER

CALLER STATED:

1. THANKS

*** NOTES 06/20/2002 08:54 AM US Mountain Standard Time DUnderwood Action Type:Manager review

WRITER STATED:

1. DISPATCHING CASE TO NATIONAL
2. CUSTOMER UNABLE TO GIVE MILEAGE ON VEHICLE
3. CUSTOMER SAYS AIRBAG DID NOT DEPLOY, SEAT BELTS BROKE

VIN No : KNAFB121XY5873427 Model . . 14203
Series . SEPHIA

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair	Labor Code	Causal Part	Mileage
1/03/02	W	LA025 7832	A	BLOWER MOTOR ASSY	MB	MOTOR-FAN	21918

*** NOTES 06/20/2002 09:15 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending case to the legal dept to investigate due to the types of injuries sustained

*** NOTES 06/25/2002 10:16 AM US Mountain Standard Time BNakamura Action Type:Manager review
Discussed case with supervisor re: handling of this matter. I was instructed to send the case to outside counsel for investigation, case analysis and to provide KMA with a written recommendation. File was copied and sent out on this date. The file will be opened to legal.

*** NOTES 12/09/2002 12:12 PM US Mountain Standard Time BNakamura Action Type:Manager review
On November 19, 2002, outside counsel sent a denial letter to the customer. A copy is in the legal file. The case will be

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121XY5873427	K87452	0
MONROE LA	[REDACTED]		Dealer: LA025 Billy Wali Kia	

closed.

*** CASE CLOSE 12/09/2002 12:12 PM US Mountain Standard Time BNekamurs

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Last name [REDACTED]	First name [REDACTED]	VIN of 2000 SEPHIA LS KNAFB1214Y5843713	Case Number K57920	Mileage 41,000
Harrisburg PA [REDACTED]			Dealer: PA047 McCafferty Kia of	

Case History

Complaint Accident

*** PHONE LOG 12/26/2001 12:14 PM US Mountain Standard Time CDiaz

Customer States

1.

ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. Date and Time of the incident: Dec. 25th 12am
4. Location of the Incident: Corner 6th st and Kelker
5. Road Conditions: Clear and Dry
6. Speed: 4mph to 15mph (Person that hit me was going around)
7. Any other vehicles involved: Yes, I don't know what kind of car it was.
8. Any injuries: Yes, [REDACTED]: both knees are damaged and chest injuries. [REDACTED] Her legs are bruised and lumps on both sides of the head. We did not go to the hospital.
9. Description of incident: I was making a left turn from Kelker onto 6th St. when a car hit me directly in the front end of my car.
10. Were the police contacted? Yes, Police Report # 20011210689
11. Was your insurance co. contacted? Yes, State Farm, no claim # yet.
12. Was the car towed? Yes, H and S Towing, 717-671-9941
13. Vehicle location: Not sure where the car is at now.
14. Have repairs been completed: Not yet
15. Were parties wearing Seat Belts? Yes
16. Resolution sought: The airbags and seatbelts did not work in the car. I want to know what Kia is going to do for me? This is a major safety issue that I think Kia needs to address. I would like to have the replacement car and compensation for injuries to my passenger and I.

*** PHONE LOG 12/26/2001 12:35 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer States:

1. I need Kia to give me a rental car to use.
2. My # 717-856-5164 is where I can be reached.

Writer States:

1. I can forward an accident report onto the correct dept. for handling.

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1214Y5843713	K57920	41,000
Harrisburg PA [REDACTED]			Dealer: PA047 McCafferty Kia of	

*** NOTES 12/28/2001 11:20 AM US Mountain Standard Time MWirz Action Type:Manager review
Please have the region do a PIR and submit copy to NCA. Thank you

*** PRIORITY CHANGE 01/02/2002 09:54:24 AM TBeam

*** NOTES 01/02/2002 08:00 AM US Mountain Standard Time TBeam Action Type:Manager review
please assist DPSM in arranging PIR inspection.

*** PHONE LOG 01/02/2002 06:19 PM US Mountain Standard Time DUnderwood Action Type:Incoming call

CALLER STATED:

1. SPOKE TO CHRISTIAN, CASE MANAGER
2. WAS TOLD THAT SOME ONE WOULD CONTACT ME WITHIN 72 HOURS
3. NO ONE HAS
4. INSURANCE COMPANY HAS WRITTEN VEHICLE OFF AS TOTAL LOSS
5. VEHICLE HAS TO BE MOVED BY FRIDAY NOON
6. COULD YOU HAVE SOMEONE CONTACT ME ASAP

WRITER STATED:

1. ADVISED CALLER THAT WRITER WILL DOCUMENTED REQUEST
2. CANNOT GIVE DATE OR TIME OF INSPECTION
3. IT IS DOCUMENTED THAT AN INSPECTION IS BEING SET UP BUT NOT DATE LISTED

CALLER STATED:

1. CAN YOU HAVE CHRISTIAN CALL ME WITH AND UPDATE

WRITER STATED:

1. I WILL PASS ON YOUR REQUEST BUT NOT SURE HE CAN ADD ANYTHING
2. THANKED CALLER FOR CALLING

*** PHONE LOG 01/15/2002 01:47 PM US Mountain Standard Time CRevels Action Type:Outgoing call

1/15/02 (CR) PLACED CALL TO CUST. @ MAIN# - 335PM

1. WRTR. ASKED STATUS OF VEH & LOCATION
2. CUST ADVISED
 - A. ALLSTATE INS. CO. # (717) 766-6385
 - B. AGENT ASSIGNED: NOELL DOUTRICH @ (717) 774-9011
 - C. CLAIM # 38JB48031

*** PHONE LOG 01/15/2002 01:51 PM US Mountain Standard Time CRevels Action Type:Outgoing call

1/15/02 (CR) PLACED CALL TO STATE FARM CLAIMS OFFICE - LF VMX - 345PM

1. LF VMX FOR CALL BACK AS TO STATUS & LOCATION OF VEH

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1214Y5843713	K57920	41,000
Harrisburg PA			Dealer: PA047 McCafferty Kia of	

*** PHONE LOG 01/17/2002 09:01 AM US Mountain Standard Time CRevels Action Type:Outgoing call
1/15/02 (CR) PLACED CALL TO INS. AGENT (NOELL DOUTRICH @ 717-774-9011) - LF VMX - 350PM
1. REQUEST CALL BACK REGARDING ACCIDENT
A. REQUEST LOCATION OF VEH & STATUS

*** NOTES 01/18/2002 01:52 PM US Mountain Standard Time CRevels Action Type:Manager review
1/17/02 (CR) PLACED CALL TO INS. AGENT (NOELL DOUTRICH @ 717-774-9011) - LF VMX - 150PM
1. REQUEST CALL BACK REGARDING ACCIDENT
A. REQUEST LOCATION OF VEH & STATUS

1/18/02 (CR) RECD VMIX FROM INS. CO.
1. VEH IS LOCATED @
A. CENTRAL PENN SAVAGE (717) 938-1879
B. STOCK # 363012
C. CLAIM # 385848031

*** PHONE LOG 01/29/2002 08:36 AM US Mountain Standard Time CRevels Action Type:Outgoing call
1/29/02 (CR) PLACED CALL TO CENTRAL PENN SALVAGE YARD - 1025AM
1. 'CR' SPOKE W/ YOUNG LADY WHO ADVISED
A. VEH IS LOCATED @ YORKHAVEN YARD - BTWN. YORK & HARRISB, PA
2. SALVAGE YARD WILL REQUIRE PERMISSION FROM INS. CO. TO INSPECT VEH

*** PHONE LOG 01/29/2002 08:39 AM US Mountain Standard Time CRevels Action Type:Outgoing call
1/29/02 (CR) PLACED CALL TO STATE FARM AGENT (NOELL DOUTRICH) - LF VMX - 1035AM
1. REQUEST CALL BACK REGARDING DPSM INSPECTING VEH & TAKING PIX
A. SALVAGE YARD STATED IS. CO. HAD TO NOTIFY YARD OF PERMISSION GIVEN

*** PHONE LOG 01/29/2002 01:50 PM US Mountain Standard Time CRevels Action Type:Incoming call
1/29/02 (CR) RECD CALL FROM INS. AGENT (NOELL DOUTRICH) - 1140AM
1. 'CR' & AGENT DISCUSSED CUST'S CLAIM
2. AGENT ADVISED VEH WAS 'TOTALLED' BY INS. CO. & CUST WAS PAID OFF
3. INS. CO. ADVISED FROM THE PIX THEY HAVE IT APPEARS VEH WAS HIT TO THE SIDE IN FRT.
A. NOT HIT IN DIRECT FRONT OF VEH TO DEPLY 'AIRBAGS'
4. VEH WAS IN ACCIDENT W/ RENTAL (2002 MERCURY SABLE)
5. VEH ALSO HAD PRIOR DAMAGE BEFORE ACCIDENT OCCURRED
6. INS. AGENT HAS CONTACTED SALVAGE YARD TO INPORM KIA REP. WILL INSPECT VEH

*** PHONE LOG 01/29/2002 01:53 PM US Mountain Standard Time CRevels Action Type:Outgoing call
1/29/02 (CR) PLACED CALL TO DPSM, CRALPH - 255PM
1. 'CR' ADVISED DPSM OF CALL FROM INS. CO.
A. VEH IS 'TOTALLED' & PAID OFF
B. VEH HAD PRIOR DAMAGE BEFORE ACCIDENT OCCURRED
C. VEH WAS HIT TO FRT. ON SIDE
2. DPSM WILL NOT BE ABLE TO ISPECT VEH BEFORE 2/10/02

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1214Y5843713	K57920	41,000
Harrisburg PA			Dealer: PA047 McCafferty Kia of	

*** PHONE LOG 01/29/2002 02:18 PM US Mountain Standard Time CRevels Action Type:Outgoing call

1/29/02 (CR) PLACED CALL TO CUST'S FATHER FROM VMX - 35PM

1. C/S HE HAS AN UNPAID BALANCE ON LOAN
2. C/S HE DOES WANT TO CONTINUE TO WAIT TO RESOLVE UNPAID BALANCE
- A. C/S HE DOES NOT WANT TO PAY OFF BALANCE & HAVE AN ADJUSTMENT MADE WHICH HE CANNOT BE REIMBURSED FOR

- WRITER ADVISED

1. INS. CO. HAS CLASSIFIED VEH AS 'TOTALLED', MADE PAYOUT & CLOSE CASE
2. INS. CO. IS NOT SENDING 'SUBROGATION LTR' TO KIA
- A. IF INS. CO. BELIEVED KIA WOULD HAVE SOME RESPONSIBILITY FOR CLAIM INS. CO. WOULD NOT HAVE CLOSED CASE & MADE PAYOUT
- B. INS. CO. WOULD CONTACT KIA REGARDING THE FINDINGS OF INSPECTION
3. 'CR' DOES NOT BELIEVE THERE WILL BE ANY MONETARY COMPENSATION FORTHCOMING FROM KIA
- A. IF THERE WERE COMPENSATION IT WOULD BE PAID TO THE CUST. SO HE WILL STILL NEED TO PAY OUTSTANDING BALANCE OF LOAN
4. AFTER LEGAL DEPT. MAKE FINAL DECISION, 'ERCA' WILL CONTACT CUST BY MAIL

*** CASE CLOSE 01/29/2002 02:19 PM US Mountain Standard Time CRevels

- NO FIR TO BE PERFORMED

- DPSM MAY NEED TO TAKE PIX OF VEH

*** PHONE LOG 02/19/2002 09:48 AM US Mountain Standard Time CRevels Action Type:Outgoing call

2/19/02 (CR) PLACED CALL TO CUST'S INS. CO. (STATE FARM) - LF WRITTEN MESS - 1120PM

1. 'CR' SPOKE W/ MONIQUE WHO TOOK WRITTEN MESS. FOR CALL BACK
- A. KIA WOULD LIKE TO INSPECT VEH ON THURS (2/21/02) TO TAKE PIX

2/19/02 (CR) PLACED CALL TO STORAGE LOCATION - 1120PM

1. 'CR' SPOKE W/ SHIRLEY TO ADVISE DPSM WOULD LIKE TO INSPECT VEH ON THURS (2/21/02)
2. SALVAGE YARD STATES THERE IS NO PROBLEM W/DPSM INSPECTION
- A. WHEN DPSM ARRIVES HE SHOULD GO TO BACK BLDG.

CENTRAL PENN SALVAGE @ (717) 938-1879
STOCK # 363012

DIRECTIONS:

RT. 78 > RT. 80 OR 81 > RT. 83

EXIT 32 - MAKE RT.

GO TO BXXON GAS STATION - MAKE LF.

SIP RD. - MAKE LF.

GO THRU 'STOP' SIGN - 1/4 MILE ON RT.

CC TO DPSM, CURTIS RALPH - EMAIL

2/19/02 (CR) REC'D CALL FROM INS. CO. - 1130AM

1. INS. CO. HAS NO PROBLEM W/DPSM INSPECTING VEH
2. INS. CO. HAS SENT TO SALVAGE CO. FOR VEH

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1214Y5843713	K57920	41,000
Harrisburg PA			Dealer: PA047 McCafferty Kia of	

*** CASE CLOSE 02/19/2002 12:58 PM US Mountain Standard Time CRevels
- INSPECTION & PIX ON THURS (2/8/02)

*** PHONE LOG 02/21/2002 07:00 AM US Mountain Standard Time CRevels Action Type:Incoming call
2/21/02 (CR) RECD CALL FROM DPSM, CRALPH - 845AM
1. DPSM IS @ SALVAGE LOCATION TODAY TO TAKE PIX OF VEH & INSPECT SEATBELTS
2. DPSM STATES BATTERY IS DEAD, CANNOT PERFORM 'SCAN TOOL TEST'
A. WILL TAKE PIX OF SEAT BELT TO VERIFY OPERATION

*** CASE CLOSE 02/21/2002 07:00 AM US Mountain Standard Time CRevels
- DPSM TAKING PIX OF VEH TODAY

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
██████████	██████████	KNAFB1218Y5857422	K62773	50,000
Terra Bella CA			Dealer: CA058 Serpa Kia	

Case History

Complaint Accident

*** PHONE LOG 01/28/2002 01:17 PM US Mountain Standard Time CLausch

Customer advised;

1. the air bags did not deploy during the accident
2. the police had no call on this issue

ACCIDENT REPORT

1. Vehicle Owner: ██████████
2. Vehicle driven by: ██████████, Mother, ██████████ also in the vehicle
3. Date and Time of the incident:
4. Location of the Incident: Murray st, Visalia, Ca
5. Road Conditions: wet
6. Speed: stopped at stop light
7. Any other vehicles involved: yes , vehicle in front of my vehicle
8. Any injuries: passenger ██████████, mom has a neck issue
9. Description of incident: my vehicle did not yield the right of way at the stop sign & bit the other vehicle in the side & front
10. Were the police contacted? Yes # 0201493, Visalia sherriff's dept
11. Was your insurance co. contacted? Yes, buckle & Mitchell, pol# unknown
12. Was the car towed: by Extreme towing
13. Vehicle location: unknown
14. Have repairs been completed: no
15. Were parties wearing Seat Belts? yes
16. Resolution sought: why did the air bags not deploy

Writer advised:

- 1.The electric diagnostic system continually monitors the air bag sensors & all related air bag items when the ignition is on.
- 2.A frontal collision is an impact that is head-on or at a small angle with another vehicle or solid object
- 3.The sensor will determine whether or not to deploy the air bags, based on how severe the impact is likely to be
- 4.Air bags may not be helpful & may not deploy if your vehicle under rides another vehicle from the rear
- 5.Air bags are designed to deploy in severe frontal or front angle collisions that may be a life or death situation
- 6.The dealership will inspect the air bag system with a scan test for any malfunctions
- 7.Your Vehicle Insurance will determine if Kia is at fault & then subrogate.
8. please review the booklet " about your Kia air bags " that came with your vehicle for more information on this issue
9. the accident report will be reviewed by our regional office
10. the air bags & Seat Belt operation will be determined by the dealership by a diagnostic
11. glad you & your mother are OK

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1218Y5857422	K62773	50,000
Terra Bella CA			Dealer: CA058 Serra Kia	

12. please call Kia with any other concerns

*** NOTES 01/29/2002 10:03 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer reviewed file . closed due to proper case handling

*** CASE CLOSE 01/29/2002 10:03 AM US Mountain Standard Time StapletonP

*** PHONE LOG 02/28/2003 03:38 PM US Mountain Standard Time JProkopp Action Type:Incoming call
Customer states:

1. I no longer have this vehicle.
2. It was in another accident and it was totalled in August.
3. The airbags did not deploy in this accident either.
4. This is false advertisement.
5. The airbags never went off when we needed them.
6. I want to know why.
7. No one ever called me back from the first time I spoke with you.

Accident report is as follows:

1. Vehicle Owner: [REDACTED]
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? 19
4. Driver's telephone number and address (if not in Clarify)? Same as Clarify
5. Date and Time of the incident? August of 2002 (can't remember date)
6. Road conditions at time of incident? Clear
7. Weather conditions at time of incident? Hot
8. Speed traveling at time of incident? 45 mph
9. Any other vehicles involved (model, make and year of vehicle)? Buick Skylark I think. I don't remember.
10. Any injuries (detail all injuries)? My brother's friend who was in the passenger hit his head on the windshield. My brother injured his knee because the dashboard went into it.
11. Was anyone taken by ambulance to hospital (which hospital)? The passenger passed out and was bleeding from his head. He was taken by ambulance.
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? (If so, what treatment was given?) Yes, the passenger got stitches. My brother had to have a brace and therapy for his knee.

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1218Y5857422	K62773	50,000
Terra Bella CA [REDACTED]			Dealer: CA038 Serpa Kia	

13. Is anyone currently under medical attention for this incident (if so, name of Doctor and treatment)? No, the insurance won't pay for it.

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). My brother was driving down Henderson. Henderson has 2 lanes both ways. The Buick was going the opposite direction and made a left turn in front of him. He slammed on his brakes and hit the Buick head on. The Seat Belt didn't lock up on the passenger's side and the passenger hit his head on the windshield. Neither of the airbags went off. The whole front end was wrecked (this is the most detailed description customer would give)

15. Were the police contacted? Yes

16. If the police were contacted what is the name of the officer? Don't have it

17. What is the Police report number (Was it State, Highway or City Police)? I think it was the Sheriff's Department. I don't have the report#.

18. Was insurance company contacted? (Get name, agent, address, phone and claim number). Yes. Workmans Comp through Bucklam and Mitchel. I don't have any of the information on me.

19. Has the customer settled with their insurance company? Yes.

20. Was the vehicle towed from the scene or was it driven (include name and telephone number of tow company)? Yes. Shorties Towing. I don't know their phone#

21. Where is the vehicle now? (If other than home, give location, address and phone where the vehicle is). I don't know where the car is now. I know the insurance company had taken the vehicle to Fresno. I doubt it's still there.

22. Have repairs been completed? I don't think so. It was paid off.

23. Were parties wearing seatbelts? Yes

24. Did the airbag deploy? No

25. Resolution sought by customer? I want to know why the airbags did not go off. When I bought this car I was told that it was safe because of the airbags. They never went off when I needed it. This is false advertisement.

Writer states:

1. In the first accident it was determined that the airbags should not have gone off.
2. The airbags are designed to go off in severe frontal and near frontal collisions.
3. They are not supposed to go off in every accident that the vehicle gets into.
4. The airbags are very forceful and you only want them to go off when you need them to.
5. This collision may not have been serious enough to cause the airbags to go off.
6. I will document your concerns and forward them to the appropriate department for review.
7. However, at this point in time, there is nothing for Kia to investigate.
8. The accident occurred several months ago.
9. You do not know where the vehicle is.
10. You have no information as far as a police report or insurance information.
11. Did you receive and read the airbag brochure that was sent to you the first time you called us?

Customer states:

1. I know my insurance company took pictures.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA LS</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1218Y5857422	K62773	50,000
Terra Bella CA		Dealer: CA058 Surpa Kia		

2. I can call them and find out where the vehicle is.
3. Everyone is telling me that they should have gone off.
4. I believe that this was a severe frontal collision.
5. I never got an airbag brochure when I first called.
6. I think I got one when I first bought the vehicle, but I never read it.

Writer states:

1. I will send you a brochure on the airbags.
2. This brochure contains detailed information on when the airbags should and should not go off.
3. I highly recommend that you review this brochure.
4. If Kia feels that this needs to be investigated, we cannot go off of pictures alone.
5. Please call me if you get further information.

[<For Internal Use Only

Customer was very vague and difficult to obtain information from.>]

*** NOTES 02/28/2003 03:47 PM US Mountain Standard Time JProkopp Action Type:Manager review
Writer sending airbag brochure to customer.
Writer forwarding to National for review.

*** NOTES 03/03/2003 11:26 AM US Mountain Standard Time NDegano Action Type:Manager review
NCA reviewed case.
Case was properly handled by KCC:
Customer does not know where the veh is and does not have police report or ins co info.
Customer was sent an airbag brochure and advised to call back if customer has more info

No further action needed at this time
Case closed pending any further contact from customer

*** CASE CLOSE 03/03/2003 11:26 AM US Mountain Standard Time NDegano

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1213Y5825364	K142462	43,850
<u>Brookings OR</u>			<u>Dealer: OR010 Butler Kia</u>	

Case History

Complaint Repair Assistance

*** PHONE LOG 02/24/2003 11:54 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says she is having a problem with her front seatbelt not wanting to Latch.
- 2.Says she heard there was a recall for some of the older Sephias for the seatbelt buckle problem.
- 3.Says she wanted to know if we could check this for her, and what we could advise.

—Writer advised customer:

- 1.That there are no recalls on her vehicle.
- 2.Advised that she needs to set up an appt. with her dealer to have this problem checked out.
- 3.Advised that her 3yr/36k limited basic warranty has expired on the vehicle.
- 4.Advised that her warranty start date is 1/9/00.
- 5.Advised that she only has the 5yr/60k powertrain warranty.
- 6.Updated file with all new owner info.

*** CASE CLOSE 02/24/2003 11:54 AM US Mountain Standard Time JCook
Info given.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1216Y5901076	K45879	35,000
Martinsville IN [REDACTED]			Dealer:	

Case History

Complaint Accident

*** PHONE LOG 12/03/2001 12:48 PM US Mountain Standard Time JProkopp

Customer states:

1. Was in an accident and the airbags did not deploy.
2. Is worried that there is a manufacturer's defect with the vehicle.
3. Name is [REDACTED] and was driving the vehicle at the time.
4. Had three passengers: [REDACTED]
5. The accident happened on 12/03/01 around 12-1 pm.
6. There were no unusual road conditions.
7. Was going about 50-55 mph when it happened.
8. Another vehicle was involved.
9. It was a gold van and that is about the extent of what she knows about the other vehicle.
10. Was driving down state route 144 near Draks.
11. No one in her party was seriously injured.
12. Just had bumps, scratches, and bruises.
13. The people in the van were taken away in an ambulance.
14. The accident occurred as follows:
 - a. Were driving down SR 144 and the van in front of them slammed on the brakes.
 - b. She hit her brakes and swerved to avoid the van.
 - c. She hit the corner of the van and the van swung around and hit her front end.
15. The Morgan County Sheriff department was on the scene, but she does not know if a report was filed or not.
16. Has contacted her insurance company.
17. Insurance company is Safs Co and they can be reached at 317-861-6861.
18. Her claim# is 13a013372027.
19. The vehicle was towed from the scene.
20. Is was taken to Morell's Paint and Body and they can be reached at 317-831-5114.
21. No repairs have been done to the vehicle at this time.
22. Everyone was wearing a Seat Belt.
23. Wants to know why the airbags did not go off.

Writer states:

1. Will document your concerns.
2. Will forward case to the regional department for her area.
3. Cannot specify what exactly will be done.
4. Someone will contact you.
5. Provided case#.

*** PHONE LOG 12/03/2001 03:26 PM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR LVM FOR CUST REQING C/B

*** PHONE LOG 12/04/2001 01:42 PM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR LVM FOR CUST REQING C/B

*** CASE CLOSE 12/04/2001 01:53 PM US Mountain Standard Time DWhite
WTR SENT AIRBAG,LETTER TO CUST THIS DATE

*** PHONE LOG 12/05/2001 10:04 AM US Mountain Standard Time JProkopp Action Type:Incoming call
Customer states:

1. Has new information.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1216Y5901076	K45879	35,000
Martinsville IN			Dealer:	

2. The Seat Belts on the vehicle did not lock up.
3. Her friend hit her head on the dash board in the passenger seat.
4. Her friend in the rear seat fell onto the floor board.

Writer states:

1. Will note her concerns and forward them to the person that was working on her file.
2. Asked customer if she had contacted DWhite about this.
3. She had the regional number, but has not been able to contact him yet.
4. Suggested that she contact him regarding her new concerns.

*** SEND CASE HISTORY 12/05/2001 10:05:05 AM JProkopp
Case details sent to dwhite@kiausa.com.

*** CASE CLOSE 12/05/2001 10:05 AM US Mountain Standard Time JProkopp

*** PHONE LOG 12/11/2001 01:55 PM US Mountain Standard Time DWhite Action Type:Incoming call
WTR RCVD VM FROM CUST REQING C/B

*** PHONE LOG 12/11/2001 02:09 PM US Mountain Standard Time DWhite Action Type:Outgoing call
WTR SPOKE W/CUST THIS DATE
CUST ADVISED:

1. BELIEVES THAT SEATBELTS DID NOT LOCK UP PROPERLY
 2. PASSENGER HIT HER HEAD ON THE DASH & REAR PASSENGER FELL ONTO THE FLOOR - WE ALL AHD WHIPLASH
 3. LOGGING AT BROCHURE, BELIEVES AIRBAG SHOULD HAVE DEPLOYED
 4. WE ARE OK NOW, BUT JUST WORRIED ABOUT OTHER KIA OWNERS
 5. INS. COMP. HAS NOT DONE INSPECTION YET, THEY WERE SUPPOSED TO DUE IT LAST WEEK BUT DIDN'T
- WTR STATES:
1. AFTER INS. INSPECTS VEH & IF THEY FEEL THAT KMA IS AT FAULT THEY WILL SUBROGATE AGAINST & CONTACT KMA DIRECTLY

*** CASE CLOSE 12/11/2001 02:09 PM US Mountain Standard Time DWhite
NO ASSISTANCE NEEDED AT THIS TIME

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1218Y58764B6	K4637	23,973
Philadelphia PA			Dealer:	

Case History

Inquiry Closest Dealer

*** PHONE LOG 05/02/2001 11:34 AM US Mountain Standard Time CBarrera
cust states:

1. she has scheduled appt with selling dealer for oil change
2. when she got there she was told they are no longer a Kia dealer
3. wants to know where to go for svo.

writer advised:

1. gave her Team Kia info
2. since I show them are nearest active dealer

*** CASE CLOSE 05/02/2001 11:34 AM US Mountain Standard Time CBarrera
gave dealer info

*** PHONE LOG 03/14/2003 09:32 AM US Mountain Standard Time SReed Action Type:Incoming call
Caller stated

1. I am currently having a problem with my seat-belts Latching
2. Are there any re-calls on my veh for this problem
3. I am also changing my brake pads frequently I think there is a problem with my brakes too

Wtr stated

1. There are currently no re-calls for this veh of any kind
2. If you are having problems with your seat-belts your warranty should cover this
3. The brakes after 12/12 are considered a wear and tear item and are not covered by your warranty

Caller stated

1. But I have changed them at least 3 or 4 times in the past 18000 miles

Wtr stated

1. In order for Kia consider the brakes a potential warranty issue you need to have all the brake work done by a Kia dealer
2. When you take the veh into the dealership for the seatbelt issue discuss brake pad issue with the SVC Mgr
3. Maybe there is an adjustment he can make to help this issue

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair Labor Code	Causal Part	Mileage
7/02/02	W	PA048 8497	1		WIRING ASSY-SHROUD	17200
10/05/01	W	PA006 17150	A		DISC BRAKE PAD ASSY(PAD SET-FRT)	6526
3/25/01	F	PA006 03887	A		ENGINE OIL FILTER A	3845

*** CASE CLOSE 03/14/2003 09:32 AM US Mountain Standard Time SReed
info given

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB121XY5860046	K71321	0
Imperial Beach CA			Dealer: CA073 Westcott Kia	

Case History

Complaint Repurchase

*** EMAIL IN 03/21/2002 05:05 PM GMT Standard Time
AMERICA/DU=CORPORATE/CN=RECIPIENTS/CN=STAPLETONP

Sent: Tuesday, March 19, 2002 5:18 PM
To: Stapleton, Paul
Cc: Ishii, Steven
Subject: Claim of [REDACTED]

Hi Paul,

I have one more request, in which I need your assistance. I am currently working on an attorney demand letter for the above mentioned customer. The subject vehicle is a 2000 Kia Sephia, bearing vin number KNAFB121XY5860046. The vehicle has been serviced at Westcott Mazda Kia located in National City, California.

Plaintiff's counsel is presenting this claim to KMA, alleging that the vehicle has a defect in the Seat Belt buckle. Please see the following Seat Belt repairs:

05/11/01 (26,021 miles) - customer states the front pass. Seat Belt will not Latch - dealer SOP Seat Belt buckle

12/02/01 (31,896 miles) - customer states the front pass. Seat Belt will not Latch again - dealer SOP Seat Belt buckle

01/09/02 (32,625 miles) - dealer installed the SOP Seat Belt buckle

I am requesting that someone in the Western Region contact the service manager for Westcott to ask the following questions:

- 1) Are the old Seat Belt buckles available?
- 2) If not, does the service manager recall why the buckles were replaced twice? Are there any internal notes regarding these repairs?
- 3) Did the customer spill something in it?

Please call me with any questions or concerns.

Thank you,
Brandon
ext. 17157

*** NOTES 03/21/2002 10:20 AM US Mountain Standard Time StapletonP Action Type:Manager review
WRITER SENDING CASE TO THE REGION TO HAVE THE QUESTIONS ANSWERED.

*** NOTES 03/28/2002 10:07 AM US Mountain Standard Time SDowns Action Type:Manager review
Seatbelt buckle and RO's given to B. Nakamura in Legal. Case being assigned to legal.

*** CASE CLOSE 09/04/2002 09:08 AM US Mountain Standard Time BNakamura

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB121XY5857096	K152504	59,000
Pleasant Hill TN			Dealer: TN016 Cookeville Kia	

Case History

Complaint Accident

*** PHONE LOG 04/04/2003 10:39 AM US Mountain Standard Time PMazur
Customer states

1. my airbag did not go off and Seat Belt did not lock
2. I do not feel safe in this car
3. They are not going to total this car
4. i would like Kia to buy back this car since I do not feel safe in vehicle

Writer states:

1. sorry for situation
2. will document and forward this for review
3. someone will be contacting you
4. there is no provision for a buyback

*** NOTES 04/04/2003 04:35 PM Pacific Daylight Time NDeGama Action Type:Manager review
NCA reviewed case.

Cust alleging airbag nondeployment and that Seat Belts did not lock up during incident.
Case dispatched to region for handling.

*** NOTES 04/07/2003 07:59 AM Pacific Daylight Time PMorris Action Type:Correspondence sent

Writer sent out a air bag brochure

{1<For Internal Use Only

Writer spoke with RCAM

RCAM said to get the details for customer send out a airbag brochure, call body shop and see if the stress webbing on the seatbelt is torn. >1]

*** PHONE LOG 04/07/2003 12:55 PM Pacific Daylight Time PMorris Action Type:Outgoing call

Vehicle is going to be repaired

Seatbelt did not lock when brakes were pressed

the buckle was all right

Customer said police report was at the body shop

customer said no repairs have been made as of yet to the vehicle

customer will find out today if any at all are going to be made

*** PHONE LOG 04/07/2003 02:47 PM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer tried to reach body shop and got no answer

*** PHONE LOG 04/08/2003 09:12 AM Pacific Daylight Time PMorris Action Type:Incoming call

Writer tried to call body shop and got no answer

*** PHONE LOG 04/08/2003 03:21 PM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called body shop

body shop man and he gave out house number 931-277-3509 home number

Body shop said the Seat Belt webbing was not torn on the label

body shop said insurance adjuster was going to go out there and look at it also

body shop said they would call writer if work can begin

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB121XY5857096	K152504	59,000
Pleasant Hill TN			Dealer: TN016 Cookeville Kia	

writer thanked body man

*** PHONE LOG 04/09/2003 08:16 AM Pacific Daylight Time PMorris Action Type:Incoming call

Writer called customer

writer told customer that the seatbelts were locked by a g force activated switch

customer understood

writer told customer that when vehicle is repaired to call me and so we can set up appointment to take it to the dealer

customer agreed

writer thanked customer

*** CASE CLOSE 04/09/2003 08:23 AM Pacific Daylight Time PMorris

*** PHONE LOG 04/18/2003 11:37 AM US Mountain Standard Time PMazur Action Type:Outgoing call

Customer called and left vm asking for call back. Customer is saying that Body Shop is getting upset because cant work on car because waiting for KIA

*** PHONE LOG 04/18/2003 11:39 AM US Mountain Standard Time PMazur Action Type:Outgoing call

Writer called PMorris RA

Perry states

1. ok to complete repairs

2. asked customer to call PMorris when repairs done to schedule inspection of car

Writer states:

1. thank you

*** PHONE LOG 04/18/2003 11:41 AM US Mountain Standard Time PMazur Action Type:Outgoing call

Writer called and left vm stating

1. spoke to RA on case

2. he states that would like call back when repairs completed to inspect seatbelts

3. call back writer if necessary

*** CASE CLOSE 04/18/2003 11:44 AM US Mountain Standard Time PMazur

information given

*** CASE CLOSE 05/21/2003 02:21 PM Mountain Standard Time PDorfman

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1215Y5830145	K113973	37,000
Manchester CT			Dealer: CT008 Suburban Kia	

Case History

Complaint Design

*** PHONE LOG 10/10/2002 11:05 AM US Mountain Standard Time ABegoody

Customer stated:

1. Is having a problem w/the seatbelt
2. this is the 2nd problem w/the seatbelt
3. the Latch is not locking on the passenger side
4. dlr advised cust the cost of the repair would be at cust expense
5. feels this is not right
6. this will be the 3rd seatbelt replaced in 2 years
7. would like to know what Kia recommends
8. dlr advised cust she would have to pay for the cost of the repairs

Writer stated:

1. apologized for the inconvenience
2. advised cust this veh is no longer covered under 3/36k mile LBW but is still covered under the 5/60k mile PTW
3. advised cust to call the dlr to make an appt
4. dlr will have to inspect the seatbelt to make a determination on what caused the problem
5. dlr is unable to diagnose the veh over the phone
6. because veh is out of the LBW by mileage cust may have to pay for the cost of the diagnostic fee & the cost of the parts replaced
7. after the veh has been diagnosed advised cust to call back w/the inspection results

*** CASE CLOSE 10/10/2002 11:05 AM US Mountain Standard Time ABegoody

Dlr will assist w/inspection

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1214Y5887842	K147117	39,000
Pensacola FL			Dealer: FL062 Kia AutoSport	

Case History

Complaint Accident

*** PHONE LOG 03/17/2003 09:44 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 03/17/2003 10:18 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LAST WEEK WE HAD AN ACCIDENT, MY WIFE, MYSELF AND OUR 2 KIDS.
2. THE SEAT BELT THAT I HAD WAS SECURED AND DURING THE ACCIDENT THE BUCKLE BECAME UNSECURED
3. THE AIRBAGS DID NOT DEPLOY WHEN THIS WAS A HEAD ON COLLISION AT 40 MPH
4. THE FOLLOWING IS THE ACCIDENT REPORT:

1. Vehicle Owner
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?)
3. What was the age of the Driver?
4. Driver's telephone number and address (if not in Clarify)?
5. Date and Time of the incident? 4PM, MARCH 13TH 2003
6. Road conditions at time of incident? SUNNY, GOOD
7. Weather conditions at time of incident? SUNNY AND DRY
8. Speed traveling at time of incident? 40 MPH
9. Any other vehicles involved (model, make and year of vehicle)? OLDSMOBILE DELTA 88
10. Any injuries (detail all injuries)? YES, PASSENGER CONCUSSION
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?)
NO
13. Is anyone currently under medical attention for this incident (if so, name of Doctor and/or Provider)?
NO
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 DRIVING SB ON BARANJUS, 4 LANE HIGHWAY. THERE IS A GREEN LIGHT AT INTERSECTION OF E ST AS CUSTOMER CAME UP TO INTERSECTION IN FAST LANE THE DELTA 88 CAME INTO THE INTERSECTION AND THE KIA COLLIDED WITH DELTA 88, THE RIGHT FRONT FENDER OF 88 HIT THE ENTIRE FRONT END OF KIA, KIA T-BONED THE DELTA 88. DAMAGE TO 88 WAS THE RIGHT FRONT WHEEL WELL. DAMAGE TO KIA ENTIRE FRONT END. AT TIME OF COLLISION THE DRIVER SEAT BELT CAME UNBUCKLED AND CUSTOMER HIT THE WINDSHIELD OF VEHICLE.
15. Were the police contacted? YES
16. If the police were contacted what is the name of the officer (? PENSACOLA CITY POLICE

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1214Y5887842	K147117	39,000
Pensacola FL			Dealer: FL062 Kia AutoSport	

17. What is the Police report number (Was it State, Highway or City Police)? CITY POLICE, 02323376
18. Was insurance company contacted? (Get name, agent, address and phone of insurance company, claim number)
1-800-403-1077 EXT 6023-GEORGIA, CLAIM 584474
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)?
FLETCHERS TOWING-NOT AVAILABLE, WIFE HAS INFO
21. Where is the vehicle now? (if other than home, give location, address and phone where the vehicle is)
FLETCHERS TOWING-NOT AVAILABLE, WIFE HAS INFO.
22. Have repairs been completed?
NO-IN STORAGE
23. Were parties wearing seatbelts?
YES-PEOPLE IN VEHICLE, DRIVER, PASSENGER, 2 YEAR OLD IN CAR SEAT, 4 YEAR OLD BUCKLED.
24. Did the airbag deploy?
NO
25. Resolution sought by customer (What is customer seeking from KMA)? LOOKING FOR COMPENSATION FOR ACCIDENT. I COULD HAVE BEEN KILLED IN THIS ACCIDENT THE SEAT BELT DID NOT STAY SECURED, MY HEAD COULD HAVE GONE THROUGH THE WINDSHIELD. THE AIRBAGS DID NOT DEPLOY AND THIS WAS A HEAD ON COLLISION WHERE OUR VEHICLE T-BONED THE DELTA 88 AT 40 MPH. I WANT KMA TO REPLACE THIS VEHICLE, IT HAS BEEN A LEMON SINCE NEW. WE HAVE HAD TO PUT 3 SETS OF BRAKES ON THIS CAR IN 30K MILES. I AM GOING TO HAVE TO GET AN ATTORNEY AND SUE KMA. I AM ALSO GOING TO GET DRESSED NOW AND GO TO THE HOSPITAL AND GET AN MRI AND AN ASSORTMENT OF OTHER TESTS FOR A LARGE HOSPITAL BILL FOR KMA TO ABSORB.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. EXPLAIN THAT AT THE POINT OF IMPACT THE VEHICLE MAY HAVE BEEN SLOWING DOWN AND THE ACTUAL IMPACT WAS NOT 40 MPH
3. AIR BAGS ARE DESIGNED TO DEPLOY IN SERIOUS ACCIDENT WHERE DIRECT RESULT OF ACCIDENT WOULD BE SERIOUS INJURY OR DEATH.
4. CUSTOMER DID NOT SUSTAIN SERIOUS INJURY IN THIS ACCIDENT SO MAY HAVE BEEN BETTER THAT AIRBAG DID NOT DEPLOY
5. AIRBAGS THEMSELVES CAN CAUSE INJURY AS WELL.
6. WILL FORWARD INFO TO PERSONEL THAT INVESTGATE ACCIDENTS FOR REVIEW.

*** NOTES 03/17/2003 10:24 AM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR FOLLOW UP
2. CUSTOMER IS REQUESTING COMPENSATION FROM KMA FOR ACCIDENT
3. CUSTOMER ALLEGES THAT AIRBAGS SHOULD HAVE DEPLOYED AND SEAT BELT BUCKLE DID NOT STAY BUCKLED.

*** SEND CASE HISTORY 03/18/03 11:01:17 AM PMorris

Case details sent to scameron@kiausa.com.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPLA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1214Y5887842	K147117	39,000
Pensacola FL			Dealer: FL062 Kia AutoSport	

*** PHONE LOG 03/18/2003 09:02 AM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer called DPSM and left a message

*** PHONE LOG 03/19/2003 07:50 AM US Mountain Standard Time PMorris Action Type:Incoming call
Writer received call from DPSM
DPSM said that he would be able to do the investigation on Wednesday the 26 of march
writer told DPSM that it will be set up if possible

*** PHONE LOG 03/19/2003 07:57 AM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer tried to call customer and got no answer

Writer called insurance and left a message

*** PHONE LOG 03/19/2003 12:47 PM US Mountain Standard Time PMorris Action Type:Outgoing call

*** PHONE LOG 03/19/2003 12:54 PM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer called insurance agent
agent said that they do not know where the car is
agent is trying to locate the car
agent is for the other vehicle in the accident
writer thanked agent and requested a call back when vehicle is located
agent agreed
writer told agent if we find the vehicle first that we would let them know
writer thanked agent

*** PHONE LOG 03/19/2003 12:57 PM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer called customer and got no answer

*** PHONE LOG 03/20/2003 06:04 AM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer called customer and got no answer

*** PHONE LOG 03/20/2003 10:10 AM US Mountain Standard Time PMorris Action Type:Incoming call
DPSM said to send customer a letter making us aware of the placenta of the vehicle so we can do a inspection
Fed Ex Overnight

*** PHONE LOG 03/20/2003 03:29 PM US Mountain Standard Time PMorris Action Type:Incoming call
Writer called customer and got no answer

*** PHONE LOG 03/20/2003 03:41 PM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer called Svcm
Svcm said that it might be at Gulf Coast 850-5455-8325

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1214Y5887842	K147117	39,000
Pensacola FL 32505			Dealer: FLO62 Kia AutoSport	

writer thanked Svem

*** PHONE LOG 03/20/2003 03:43 PM US Mountain Standard Time PMorris Action Type:Outgoing call
Writer called business number
writer got 850-429-0206

*** PHONE LOG 03/20/2003 03:59 PM US Mountain Standard Time PMorris Action Type:Incoming call
Writer called gulf coast and jobany said there was no car there by that name or make
writer thanked jorney

*** PHONE LOG 03/20/2003 04:01 PM US Mountain Standard Time PMorris Action Type:Incoming call
Writer called customer and got no answer

*** NOTES 03/20/2003 04:13 PM US Mountain Standard Time PMorris Action Type:Correspondence sent
Writer sent unable to contact letter writer will still try to contact customer via phone also

*** PHONE LOG 03/24/2003 04:10 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer review form customer
customer was concerned about airbag deployment
writer told customer that airbags only deploy in life ending situations
customer was not satisfied
writer asked where car was at
customer gave out number of 1-800-403-1077 Ext 6023 Georgia Solomon
Writer told customer that the case would be looked at inspected and reviewed.

*** PHONE LOG 03/24/2003 04:11 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer called insurance agent and left a message

*** PHONE LOG 03/25/2003 07:51 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called insurance agent and left a message.

*** PHONE LOG 03/25/2003 11:24 AM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received call from agent
agent was wanting the claim number

Writer called agent and left a message with the case number

*** PHONE LOG 03/25/2003 03:11 PM Pacific Daylight Time PMorris Action Type:Outgoing call
writer called insurance agent
agent said the car is in their possession
Rep did not know where car was rep asked if I call back at 5:00pm
rep said customer does not have insurance on vehicle
Writer gave out number to be called back at

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1214Y5887842	K147117	39,000
Panacola FL			Dealer: FLO62 Kia AutoSport	

*** PHONE LOG 03/26/2003 11:44 AM Pacific Daylight Time PMorris Action Type:Incoming call
Writer called rep and left a message to be called back

*** PHONE LOG 03/26/2003 11:46 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called rep and requested call back

*** PHONE LOG 03/27/2003 05:17 PM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called DPSM
DPSM could not get authority for permission to look at the vehicle
Writer could not get permission either
DPSM said to send a letter out to the customer requesting that we get permission in writing

*** NOTES 03/27/2003 05:47 PM Pacific Daylight Time PMorris Action Type:Correspondence sent
Writer sent letter requesting customer get written permission for agent

*** CASE CLOSE 03/27/2003 05:52 PM Pacific Daylight Time PMorris

*** NOTES 04/15/2003 11:45 AM Pacific Daylight Time PMorris Action Type:Manager review
Writer received letter from customer allowing us to look at the vehicle

Writer called DPSM and informed him of this situation
DPSM said fax letter over and he will get to it when the schedule allows it.

*** PHONE LOG 04/17/2003 01:27 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received call from customer
customer said they received the letter we sent out
customer sent a release to inspect the vehicle to us
writer told customer we received it
customer asked how long it would take for the inspection
writer told customer about 1 month
customer said she will call back later
writer thanked customer

*** PHONE LOG 04/21/2003 01:24 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received call from DPSM
DPSM said vehicle was damaged above the bumper and that the battery still had power
DPSM hooked up a scan tool and found there to be no codes

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1214Y5887842	K147117	39,000
Pensacola FL			Dealer: FL062 Kia AutoSport	

*** PHONE LOG 04/22/2003 09:24 AM Pacific Daylight Time PMorris Action Type:Incoming call

Writer received call from customer

customer was wondering the status of the case

writer told customer that our rep looked at it yesterday

customer asked how long writer told customer that it will be reviewed by national and a decision will be made through them.

*** PHONE LOG 04/30/2003 10:03 AM Pacific Daylight Time PMorris Action Type:Incoming call

Write received call from customer

Customer said they were going to get a lawyer if this does not get resolve quickly

Writer told customer that someone did look at your vehicle and that The info is being processed

Customer asked when the decision would be made

Writer told customer that it will take a while because we have to determine many different variables and someone will contact you to let you know what is going on with this vehicle.

Customer understood and said they will call back in 1 week.

Writer thanked customer.

*** PHONE LOG 05/08/2003 10:20 AM Pacific Daylight Time PMorris Action Type:Incoming call

Writer received call from customer

customer said he wanted the number to the national office

Writer gave out number

Customer asked if package was reviewed yet

Writer told customer that I should get it today

customer got upset and said they were going to get an attorney

customer said I told them that the package was sent to NCA a week ago

Writer said that I should get it from the Inspector not it was sent in

Customer got upset so writer told them that we had sent it in as to not get into a argument

writer told customer that they as a consumer have all of the rights to do what they want

writer told customer that we would review the package and get they a answer as soon as possible

customer said they were going to call NCA and see what we could do

Customer Hung Up

*** NOTES 05/13/2003 09:36 AM Pacific Daylight Time PMorris Action Type:Correspondence rec.

Writer received Pir

Writer sent PIR to Legal

*** STATUS CHANGE 05/13/2003 07:05 AM Pacific Daylight Time NDegamo

*** NOTES 05/14/2003 10:26 AM Pacific Daylight Time NDegamo Action Type:Manager review

NCA RECD PIR FROM REGION.

NEW CASE NUMBER K164916 OPENED TO DOCUMENT RECEIPT OF CA REQUESTED PIR

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1214Y5887842	K147117	39,000
Pensacola FL			Dealer: FL062 Kia AutoSport	

*** CASE CLOSE 05/14/2003 10:26 AM Pacific Daylight Time NDegamo
NEW CASE K164916

*** PHONE LOG 05/15/2003 01:20 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received call from customer wanting the status of the case
Writer told customer that it is under review
customer said she is going to get a attorney
Writer told customer that we will asses the case and get back with her to let her know what we find
customer understood
customer wanted to know what NCA ph was
writer gave it out
Writer thanked customer

*** CASE CLOSE 05/15/2003 01:20 PM Pacific Daylight Time PMorris

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1215Y5891463	K21571	14,000
Indianapolis IN			Dealer: IN018 Ray Skillman Eastside Kia	

Case History

Complaint Accident

*** PHONE LOG 07/16/2001 03:33 PM US Mountain Standard Time ALee
CUSTOMER STATES HE WAS INVOLVED IN AN ACCIDENT AND THE FOLLOWING IS THE REPORT.

1. Vehicle owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. Date and Time of the incident: 7/14/01; 4 a.m. EST.
4. Location of the incident: Southbound on Interstate Highway 75, 2 miles North of the Lexington/Athens exit.
5. Road conditions: Dry, Clear sky.
6. Speed: 60-65 mph.
7. Any other vehicles involved: No, hit a deer.
8. Any injuries: The customer states his forehead (bad headaches), neck, and back are sore, no medical attention needed.
9. Description of incident: The customer states it was dark, street lights on traveling SB on I-75, when 4 deer crossing road ran toward the headlights of the vehicle. Customer didn't have time to turn. Customer hit 1 deer head on. Deer hit the front of the vehicle proceeding over the top of the vehicle. Customer was hit the front wind shield causing head damage.
10. Was the police contacted: Yes, Lexington Police Dept.
150 E. Main St.
Lexington, KY 40507.
(606) 258-3600.
CR# 2001-125010.
11. Was the insurance company contacted: Yes, Allstate Insurance Company.
William Cochonfeld (agent).
5319 S. Emerson Ave.
Indianapolis, IN 46217.
(317) 786-1800.
Claim #1567418742.
12. Was the vehicle towed: No, Customer drove vehicle to nearest relative 1 hour from accident.
13. Vehicle location: 2130 Barth Ave. Indianapolis, IN 46203 (customers home).
14. Have repairs been completed: not as of yet, customer is waiting for agent to appraise vehicle.
15. Were parties wearing a Seat Belt: Yes, the driver (husband) was wearing his Seat Belt.
16. Resolution sought: The customer states, the entire front end, hood, & roof of vehicle has been damaged. The customer feels that the air bag should have deployed due to the impact of the deer. Customer would also like KMA to inspect the Seat Belt. At time of collision the Seat Belt did not restrain the customer. Customer said it felt like he was held back with a rubber band. The customer is requesting that a representative from KMA, inspect the vehicle and provide an explanation as to why the air bags did not deploy and why the Seat Belt did not restrain customer during impact.

*** NOTES 07/17/2001 11:11 AM US Mountain Standard Time StapletonP Action Type:Manager review
reviewed case notes:
Legal requesting PIR on Seat Belts and airbags..
sending to the region for handling

*** PHONE LOG 07/23/2001 09:27 AM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W/DPSM TOM JOHNSTON THIS DATE
WTR ADVISED:
1. DPSM TO CONDUCT PIR ON VEH ASAP
2. DPSM TO MAKE A COMPLETE PIR
3. DPSM TO UTILIZE SCAN TOOL ON AIR BAGS
4. DPSM TO INSPECT FOR MARKS ON SEAT BELTS & ENSURE SEATBELTS LOCK CORRECTLY
DPSM ADVISES:
1. DPSM WILL BE IN REGIONAL OFFICE THIS DATE

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Last name	First name	VIN of 2000 SEPLA	Case Number	Mileage
		KNAFB1215Y5891463	K21571	14,000
Indianapolis IN			Dealer: IN018 Ray Sklankun Eastside Kia	

WTR ADVISES:

1. WTR WILL GIVE HIM ALL INFO UPON HIS ARRIVAL

*** SEND CASE HISTORY 07/23/01 12:00:00 PM MViola
Case details sent to Tjohnston@kiausa.com.

*** NOTES 07/23/2001 09:30 AM US Mountain Standard Time MViola Action Type:Facsimile Sent
HARD COPY IN DPSM MAILBOX

*** COMMIT 07/23/2001 09:31 AM US Mountain Standard Time MViola Action Type:Callback Required

*** CASE CLOSE 07/23/2001 09:31 AM US Mountain Standard Time MViola
FILE CLOSED PENDING RECPT OF PIR FROM DPSM

*** PHONE LOG 07/23/2001 01:45 PM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W/ MR. BUNDY THIS DATE
WTR ADVISED:
1. CUST TO HAVE VEH @ IN004 ON THURSDAY 07/26/01 BY 10:00AM
2. DPSM WILL INSPECT VEH @ THAT TIME
CUST ADVISES:
1. WILL DO

*** COMMIT 07/23/2001 01:46 PM US Mountain Standard Time MViola Action Type:Callback Required

*** Commitment made 07/23/01 12:01:03 PM MViola Due date of 07/25/01 10:00:00 AM
P/U W/ DPSM ON DATE & TIME OF PIR

*** FULFILL 07/23/2001 01:46 PM US Mountain Standard Time MViola Action Type:Callback Required

*** COMMIT 07/23/2001 01:47 PM US Mountain Standard Time MViola Action Type:Callback Required

*** CASE CLOSE 07/23/2001 01:47 PM US Mountain Standard Time MViola
FILE CLOSED PENDING RECPT OF PIR

*** PHONE LOG 07/25/2001 02:37 PM US Mountain Standard Time K Woods Action Type:Incoming call
Cust states:
1. Cannot take us to the dealer tomorrow

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1215Y5891463	K21571	14,000
Indianapolis IN			Dealer: IN018 Ray Skilman Eastside Kia	

3. Needs to be provided with a rental car

Writer advised:

1. Will have person that is working on this case call her back

*** PHONE LOG 07/25/2001 02:45 PM US Mountain Standard Time KWoods Action Type:Outgoing call
Writer left v/m for Micheal V.

*** CASE CLOSE 07/25/2001 02:46 PM US Mountain Standard Time KWoods

*** PHONE LOG 07/25/2001 03:16 PM US Mountain Standard Time MViola Action Type:Incoming call
WTR RECVD VM FROM CALL CENTER

*** PHONE LOG 07/25/2001 03:24 PM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W / CUST THIS DATE

CUST ADVISES:

1. CANNOT DROP VEH OFF TOMORROW AS FACILITY DOES NOT OPEN UNTIL
SHE'S ALREADY AT WORK

WTR ADVISES:

1. WTR POKEW / CUST HUSBAND YESTERDAY & ADVISED HIM TO EITHER DROP OFF
VEH THIS AFTERNOON & P/U RENTAL OR DROP OFF TOMORROW & P/U RENTAL

CUST ADVISES:

1. WAS NOT TOLD THAT FROM HUSBAND

2. ALLEGES SHE ATTEMPTED TO CONTACT SVM GORDON AMOS SEVERAL TIMES
TODAY TO ADVISE W/ NO RESPONSE

WTR ADVISED:

1. WHY DIDN'T CALL WTR?

2. SVM CANNOT MAKE ARRANGEMENTS & DID NOT MAKE ARRANGEMENTS - WTR DID

3. DPSM WILL NOT BE @ DLR FOR ANOTHER 3-4 WEEKS

4. WTR WILL C/B CUST W/ DATE OF VISIT

CUST ADVISES:

1. FINE

*** SEND CASE HISTORY 07/25/01 05:56:58 PM MViola

Case details sent to Tjohnston@klaus.com.

*** FULFILL 07/26/2001 11:24 AM US Mountain Standard Time MViola Action Type:Callback Required

*** COMMIT 07/26/2001 11:25 AM US Mountain Standard Time MViola Action Type:Callback Required

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1215Y5891463	K21571	14,000
Indianapolis IN			Dealer: IN018 Ray Skillman Eastside Kia	

*** CASE CLOSE 07/26/2001 11:26 AM US Mountain Standard Time MViola
CUST CAN NOT MAKE APPOINTMENT
FILE CLOSED TO BE REOPENED ON NEXT SCHEDULED DLR VISIT BY DPSM

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Last Name	First Name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1216Y5898597	K132380	63,589
Gouldsboro PA			Dealer: PA019 Ertle Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/09/2003 12:13 PM US Mountain Standard Time BGauldin
customer stated:

1. wanted to know if the Seat Belts on this vehicle would be covered under warranty.
2. the Seat Belts on this vehicle is falling in the same way the belts do on the 1997 with the recall SC027.

writer stated:

1. this vehicle does not have the recall on Seat Belts.
2. the dealership would be the one to determine if covered by warranty for a repair.

*** NOTES 01/09/2003 02:05 PM US Mountain Standard Time BGauldin Action Type: Manager review
NOTE: NO SEATBELT RECALL ON THE 2000 VEHICLE. CUSTOMER WOULD HAVE TO CHECK TO SEE IF
WARRANTY REPAIR.
THIS CUSTOMER HAS 2 VEHICLE AND 2 CASES.

*** CASE CLOSE 01/09/2003 02:05 PM US Mountain Standard Time BGauldin
NEAREST DEALERSHIP - INFO GIVEN

*** PHONE LOG 01/27/2003 02:10 PM US Mountain Standard Time ABegoody Action Type: Incoming call
Customer stated:

1. called several times last week
2. veh is currently the dlr for a seatbelt repair
3. dlr advised cust the cost of the repairs would be at cust expense
4. feels that because there is a recall on this model veh the cost of the repairs should be covered by Kia
5. what will Kia do

Writer stated:

1. apologized for the inconvenience
2. advised cust this veh is no longer covered under 5/60k mile LBW but is still covered under the PTW
3. this veh is not part of the recall campaign
4. because veh is no longer covered under warranty the cost of the repairs would be at cust expense
5. offered to call the dlr on behalf of the cust (cust declined offer & disconnected)
6. writer called dlr (PA019) & Ken (svc adv) stated:
 - a. cust brought veh to dlr last week for the Seat Belt complaint
 - b. dlr cleaned the seatbelt buckle
 - c. this veh is not the cleanest veh, not maintained properly
 - d. cust brought veh back to dlr because the seatbelt buckle unlatches
 - e. the veh is not part of the recall
 - f. this is not caused by a mfg defect, cust will have to pay for the repairs
 - g. dlr will not clean the buckle again because of a liability issue
 - h. dlr order new buckle & will replace part when the buckle arrives
 - i. the cost of the svc \$71.75 plus taxes
7. will document comments to cust file

*** CASE CLOSE 01/27/2003 02:10 PM US Mountain Standard Time ABegoody
Info given.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Message
		KNAFB1215Y5829920	C201960	0
Graham MO			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 05/30/00 11:59 AM

CCG COMMENTS 1:

[053000-12:05PM-RJR]CALLER STATED 1. CUSTOMER GOT INTO A ACCIDENT ON FRIDAY AND THE AIR BAGS DID NOT DEPLOY AND THE SEAT BELTS DID NOT LOCK 2. CALLER SAID THAT KIA IS NOT AT FAULT FOR THE ACCIDENT JUST WANTS TO KNOW WHAT HAPPENED WITH THE AIR BAGS AND SEAT BELTS
*****CONCLUSION***** WRITER TOLD THE CALLER THAT HER INSURANCE NEEDED TO LOOK AT THE VEH AND WOULD HAVE TO DETERMINE WHAT HAPPENED WITH THE VEH'S AIR BAG AND SEAT BELT ALSO TOLD HER THAT A ACCIDENT SPECIALIST WOULD GIVE HER A CALL BACK WITH IN ONE BUSINESS DAY [053000- 3:16PM-GSB]WRITER CONTACTED CUST WHOEVER ANSWERED PHONE TOLD ME TO CALL BACK BECAUSE SHE DOES NOT HAVE AN INK PEN TO WRITER WITH [053100- 1:06PM-GSB] ee

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1215Y5829920	A49149	0
Graham MO [REDACTED]			Dealer: MO013 Anderson Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 11/14/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

11/14/00 (PDS) PER ACCIDENT REPORT THE CUST STATES: 1. VEH OWNER: MELVN ASHFORD ***** HARD FILE ***** 2. VEH DRIVER: GERALD JOHNSON 3. DATE OF INCIDENT: 11/3/00 4:30 PM 4. LOCATION OF INCIDENT: CONOR OF FRANCIS ST. JOSEPH MO 5. ROAD CONDITION: DRY 6. SPEED: 45 MPH 7. OTHER VEH : 2 8. INJURIES: MR JOHNSON HE WAS TAKEN BY AMBULANCE TO HARTLAND REGIONAL MEDICAL CENTER HE WAS TREATED FOR PULLED MUSCLE AND LOWER BACK PAIN. 9. PER CUSTOMER 30 MIN. BEFORE THE ACCIDENT HE HAS A FEW SHOTS OF WHISKEY HE STATED HE WAS CITED BECAUSE HE FAILED TO YIELD AT A STOP SIGN. 10. POLICE DEPT: ST JOSEPH POLICE DEPT NO REPORT 11. INSURANCE C: AMERICAN FAMILY INS CLAIM: 101-23524 12. VEH TOWED FROM THE SCENE: BY MIKE'S AUTO 13. VEH LOCATED AT MIKES AUTO (NO ADDRESS OR NUMBER) 14. REPAIRS: TOTALED 15. OWNER REQUESTING INSPECTION OF THE SEAT BELTS AND THE AIR BAGS THE INSURANCE CO WILL NOT COMPLETE AN INSPECTION FOR THE CUST. **** CUST STATES THE SEAT BELTS BECAME UNDONE DURING THE ACCIDENT:**** PIR ON SEAT BELTS. 11/15/00 (MW) WRITER CALLED MARIANNE JOHNSON, DAUGHTER OF OWNER, WHO STATED 1. THE INSURANCE CO HAS TOTALED THE VEH 2. THE VEH IS AT P & R AUTO STORAGE 3. INSURANCE CO WANTS TO BE NOTIFIED IF KIA IS INSPECTING VEH: CONTACT IS LINDA HYDE, INSURANCE ADJUSTOR 816 238 6814. 4. THE CUSTOMER INSISTED THAT KIA INSPECT THE SEATBELTS AND AIRBAGS BECAUSE IN MAY SHE HAD AN ACCIDENT AND TH AIRBAGS DID NOT DEPLOY >>>>> 5. CUSTOMER TOLD INSURANCE CO THAT SHE FELT THAT KIA IS RESPONSIBLE FOR THE AIR BAGS AND SEATBELTS WRITER SPOKE WITH JILL AT CRCA AND INFORMED OF THE ABOVE 6. ALSO, DRIVER IS THE DAUGHTERS BOYFRIEND. SHE WAS NOT IN THE VEH DURING THE ACCIDENT. 7. BOYFRIEND WAS GIVEN A TICKET BY THE POLICE DEPT FOR DRUNK DRIVING AND FAILURE TO YIELD TO A STOP SIGN 8. DAUGHTER CAN BE REACHED AT [REDACTED] WORK OR HOME AT [REDACTED] FILE OPEN TO THE REGION 11/16/00 (JSS) WRITER CONTACTED DPSM JENKS WHO STATED: 4:41 P.M. 1. DPSM WILL CONTACT INSURANCE COMPANY ASAP. 2. DPSM WILL LIKELY COMPLETE PIR ON 11/20/00

CLOSE COMMENTS

CONTACTED CUSTOMER AND ASKED IF WE COULD HELP AND SHE SAID SHE WOULD MAKE A LIST OF CONCERNES AND CALL ABCK TO MAKE AN APPOINTMENT. *****GOODWILL 0000000 640.00 12/21/2000***** GOODWILL 0000000 535.00 3/19/2001***** CHECK FROM SVC. MGR. UPON EXECUTION OF GOODWILL RELEASE. *****GOODWILL 0000000 647.66 2/28/2001***** GOODWILL% 06/06/01 MARIA WILLIAM ***** GOODWILL% 06/06/01 MARIA WILLIAM *****GOODWILL 0000000 8750.00 12/21/2000***** GOODWILL% 10/23/01 KATHY STRANG ***** GOODWILL% 10/23/01 KATHY STRANG ***** GOODWILL% 10/23/01 ALEE-RECREATE ***** INTERNAL FAILURE IN TRANSMISSION. TRANSMISSION WAS REPLACED ON 10-16-00. WHEN C/S CAME IN TO PICK UP THEIR VEHICLE,C/S WAS ASKED ABOUT OTHER CONCERN STATED ON HER KIA CONSUMER CONCERNS. C/S NEVER MENTIONED THAT SHE WAS HAVIN

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1215Y5829920	K24886	35,000
Graham MO			Dealer: MO013 Anderson Kia	

Case History

Complaint Accident

*** PHONE LOG 08/06/2001 10:05 AM US Mountain Standard Time LAnderson
ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. Date and Time of the Incident: November 3, 2000 @ 4:30 p.m.-5:00 p.m.
4. Location of the Incident:
5. Road Conditions:
6. Speed:
7. Any other vehicles involved:
8. Any injuries:
9. Description of incident:
10. Were the police contacted?
11. Was your insurance co. contacted?
12. Was the car towed:
13. Vehicle location:
14. Have repairs been completed:
15. Were parties wearing Seat Belts?
16. Resolution sought:

*** PHONE LOG 08/06/2001 10:18 AM US Mountain Standard Time LAnderson Action Type: Incoming call

4. Location of the Incident: 17th St./Francis St. in St. Josephs, MO.
5. Road Conditions: Clear/dry.
6. Speed: 25 mph-30 mph
7. Any other vehicles involved: 3
8. Any injuries: The driver [REDACTED] was injured, he sustained concussions, lacerations to his head/left arm due to the car turning over on it's side (drv side) The airbags did not deploy.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1215Y5829920	K24886	35,000
Graham MO			Dealer: MO013 Anderson Kia	

coming towards him WB. The Kia hit two parked vehicle's and turned on it's side.

10. Were the police contacted? St. Joseph's PD contacted.

11. Was your insurance co. contacted? American Family Insurance Paul Drake (660) 562-2747.

12. Was the car towed: Yes.

13. Vehicle location: P & S Auto in Elwood, KS (913) 365-0460.

14. Have repairs been completed: Vehicle was totaled.

15. Were parties wearing Seat Belts? Yes

16. Resolution sought: The Kia was involved in an accident in May/00. During this accident the airbags did not deploy and the Seat Belts didn't retract. I strongly feel that the airbags should have deployed both times. I am requesting that Kia inspect the seatbelts and airbag module's for manufacturing defects.

*** PHONE LOG 08/06/2001 10:29 AM US Mountain Standard Time LAnderson Action Type:Outgoing call
Writer states:

1. I spoke to Darren White/cra analyst regarding the case.

*** PRIORITY CHANGE 08/07/01 11:18:51 AM DWhite

*** PHONE LOG 08/07/2001 12:31 PM US Mountain Standard Time DWhite Action Type:Outgoing call

WTR LM W/FEMALE REQING C/B
WTR PROVIDED NAME & #

*** PHONE LOG 08/07/2001 01:10 PM US Mountain Standard Time DWhite Action Type:Outgoing call

WTR SPOKE W/CAROL @ P & S AUTO (913-365-0460) IN ELWOOD, KS

WTR INQUIRED:

1. LOCATION OF VEH NOW

CAROL ADVISED:

1. CUST NO LONGER OWNS VEH

2. TITLE WAS TURNED OVER TO AMERICAN FAMILY INSURANCE

3. VEH HAS BEEN SOLD

WTR THANKED FOR INFO

*** PHONE LOG 08/07/2001 04:00 PM US Mountain Standard Time DWhite Action Type:Outgoing call

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		KNAFB1215Y5829920	K24886	35,000
Graham MO			Dealer: MO013 Anderson Kia	

WTR LM W/FEMALE REQING C/B
WTR PROVIDED NAME & #

*** PRIORITY CHANGE 08/09/01 09:30:25 AM DWhite

*** PHONE LOG 08/10/2001 02:32 PM US Mountain Standard Time DWhite Action Type:Incoming call

WTR RCVD YM FROM LANDI @ KCC INFORMING:
1. [REDACTED] THE DRIVER, CALLED REQING C/B
2. TOLD [REDACTED] THAT CRCAA DWW TRIED TO CONTACT
REQ C/B @ EXT. 46384

*** PHONE LOG 08/10/2001 03:07 PM US Mountain Standard Time LAnderson Action Type:Incoming call
Cust states:
1. I haven't heard from anyone.

*** PHONE LOG 08/10/2001 03:14 PM US Mountain Standard Time DWhite Action Type:Outgoing call

WTR LVM FOR LANDI @ KCC REQING C/B

*** PHONE LOG 08/10/2001 03:33 PM US Mountain Standard Time LAnderson Action Type:Incoming call
cont. from earlier

cust (Gerald Johnson) states:
1. I have'nt heard from anyone.

Writer states:
1. The analyst working on your file attempted to reach you yesterday.
2. I will let him (Darren W./crca) know that you Inquiring a C/B.

*** PHONE LOG 08/10/2001 03:36 PM US Mountain Standard Time LAnderson Action Type:Outgoing call
writer states:
1. Writer attempted to contact Darren W./crca analyst LVM.

*** NOTES 08/10/2001 03:40 PM US Mountain Standard Time LAnderson Action Type:Manager review
cust (Gerald Johnson) left a vrn stating:
1. The first accident occurred 05/25/00.
2. The claim # is 101227583
3. The copies of all info filed can be obtained through the customer's insurance company.
4. American Family Insurance Paul Drake (660) 562-2747
5. Cust can be reached @ (816)901-9190.

*** PHONE LOG 08/13/2001 07:53 AM US Mountain Standard Time DWhite Action Type:Outgoing call

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Last Name	First Name	VIN of 2000 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1215Y5829920	K24886	35,000
Graham MD			Dealer: MO013 Anderson Kia	

WTR LVM FOR CUST REQING C/B
WTR PROVIDED #

*** PHONE LOG 08/13/2001 02:27 PM US Mountain Standard Time DWhite Action Type:Incoming call

WTR RCVD VM REQING C/B @ 816-901-9190

*** PHONE LOG 08/13/2001 02:28 PM US Mountain Standard Time DWhite Action Type:Outgoing call

WTR LVM FOR CUST REQING C/B

*** PHONE LOG 08/13/2001 03:42 PM US Mountain Standard Time DWhite Action Type:Outgoing call

WTR SPOKE W/ CUST (GERALD JOHNSON) THIS DATE
CUST ADVISED:

1. VEH WAS IN 2 ACCIDENTS IN 5/2000 & 11/2000
2. CONTACTED KMA RE: ACCIDENTS
3. AIRBAGS DID NOT INFLATE & THE SEAT BELTS DID NOT LOCK
4. VEH WAS NOT INSPECTED BY KMA REP
5. INSURANCE COMP HAS PAID OFF CAR
6. ACCIDENT IN MAY, 2000:
 - A. FIANCE WAS DRIVING VEH @ 30-35 MPH
 - B. HIT ANOTHER VEH
7. ACCIDENT IN NOVEMBER, 2000:
 - A. CUST [REDACTED] WAS DRIVING VEH
 - B. RAN A STOP SIGN
 - C. WAS HIT ON THE SIDE BY ANOTHER VEH

WTR STATED:

1. SENSORS ON THE VEH DETECT FRONTAL COLLISIONS
2. AIRBAGS INFLATE ON SEVERE FRONTAL OR FRONT-ANGLE COLLISIONS
3. SIGNAL GOES OFF, DEPENDING ON THE SEVERITY & ANGLE OF THE CRASH, & THE SPEED & OBJECT THAT WAS STRUCK
4. AFTER REVIEWING PREVIOUS FILE (AS400 #53856)
5. PIR WAS COMPLETED BY FIELD REP, DPSM BRYAN JENKS
6. INSURANCE AGENT WAS PRESENT
7. VEH WAS STRUCK IN THE REAR QUARTER
8. SEATBELTS WERE TESTED - OPERATING TO SPECS
9. DUE TO POINT OF IMPACT, AIRBAGS DID NOT DEPLOY
10. LTR WAS SENT TO CUST IN JANUARY, 2001

CUST RUDELY STATED:

1. I WAS IN THE ACCIDENT & KMA SHOULD BE RESPONSIBLE
2. DID NOT RECEIVE ANY NOTIFICATIONS FROM KMA RE: ACCIDENTS
3. WILL TAKE MATTERS INTO MY OWN HANDS

*****CUST HUNG THE PHONE UP*****

*** CASE CLOSE 08/13/2001 03:43 PM US Mountain Standard Time DWhite
FILE CLOSED AS NO FURTHER ASSISTANCE IS NEEDED FROM CRCA

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1211Y5849629	K145382	33,000
Phila PA			Dealer: PA043	Valus Kia

Case History

Complaint Warranty

*** PHONE LOG 03/07/2003 02:02 PM US Mountain Standard Time CRountree

CUSTOMER STATES:

1. HAD TO PAY FOR DOOR BEING JAMMED.
2. SEAT BELT JAMMED
3. HAD TO CUT SEAT TO GET OUT OF CAR.
4. THEY TOLD ME THE
5. CEL CAME ON 2 WKS AGO.
6. THEY SAID THE CATALYTIC CONVERTER BAD

WRITER STATES:

1. WILL CONTACT SM AT DEALER, PLEASE HOLD.
- 2 SPOKE TO YVONNE, SA.

DEALER, YVONNE, SA, STATES:

1. CAME IN COMPLAINING ABOUT CEL.
2. WAS TO DO A GOODWILL, PER JOE DUPRE, IF THERE WAS A PROBLEM WITH SEATBELT.]
3. FOUND PLASTIC BEAD JAMMED INTO MECHANISM.
4. LAST TIME CAR WAS IN FOR CEL, CATALYTIC CONVERTER WAS CHANGED.
5. CUSTOMER THINKS IT IS THE CATALYTIC CONVERTER THIS TIME.
6. TOOK BEAD OUT OF SEATBELT MECHANICISM.
7. WE GOODWILLED WEATHER STRIPPIN ON THE DOOR.
8. THE DOOR HAD BEEN JIMMIED.
9. AFTER SAYING DOOR WAS GLUED SHUT SHE TOLD US SHE OPENED IT.

WRITER STATES:

1. EXPLAINED TO CUSTOMER THE WARRANTY ON HER VEHICLE.
2. EXPLAINED SHE WOULD NEED TO CONTACT DEALER TO MAKE AN APPOINTMENT WITH A DEALER FOR SERVICE.
3. INFORMED CUSTOMER THAT THE DIAGNOSTIC FEE IS PAID IF THE PROBLEM IS NOT COVERED BY WARRANTY OR THE CUSTOMER DECIDES NOT TO HAVE THE WORK DONE.
4. SINCE CUSTOMER FEELS THE CAR IS UNSAFE, INFORMED CUSTOMER SHE WOULD HAVE TO MAKE ARRANGEMENTS FOR GETTING THE CAR REPAIRED.

CUSTOMER STATES:

1. WHAT IS THE WARRANTY.
2. NOT SURE WHAT TO DO.
3. WHY DO I HAVE TO PAY A DIAGNOSTIC FEE.

*** CASE CLOSE 03/07/2003 02:03 PM US Mountain Standard Time CRountree
VEHICLE MUST GO TO DEALER TO DETERMINE COVERAGE AND PROBLEM

*** PHONE LOG 03/12/2003 08:53 AM US Mountain Standard Time JCook Action Type: Incoming call

Customer Stated:

1. Says she has been dealing with a Calvin about her case.
2. Says she would like to speak with him if possible.
3. Says she is still having a problem with the CEL going on in her vehicle.

—Writer advised customer:

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1211Y5849629	K145382	33,000
Phila PA			Dealer: PA048 Value Kia	

1. That Calvin should be in the office in about an hour.
2. Advised that we will leave him a message to give her a callback.
3. Advised of her case number, and transferred her over to his voicemail to leave a message as well.

*** CASE CLOSE 03/12/2003 08:53 AM US Mountain Standard Time JCook
Info given.

*** PHONE LOG 03/12/2003 12:00 PM US Mountain Standard Time CRountree Action Type:Incoming call
CUSTOMER STATES:
1. LEFT MESSAGE FOR CALLBACK.

*** PHONE LOG 03/12/2003 12:01 PM US Mountain Standard Time CRountree Action Type:Outgoing call
WRITER STATES:
1. LEFT MESSAGE FOR CUSTOMER TO RETURN CALL.

*** PHONE LOG 03/12/2003 12:04 PM US Mountain Standard Time CRountree Action Type:Incoming call
CUSTOMER, JASON, FRM SALE KIA, STATES:
1. PLEASE CALL ME ABOUT THIS CASE.

*** PHONE LOG 03/12/2003 12:04 PM US Mountain Standard Time CRountree Action Type:Outgoing call
WRITER STATES:
1. LEFT MESSAGE FOR JASON TO CALLBACK.

*** PRIORITY CHANGE 03/12/2003 03:15:41 PM CRountree

*** PRIORITY CHANGE 03/12/2003 04:15:26 PM CRountree

*** PHONE LOG 03/12/2003 07:00 PM US Mountain Standard Time CRountree Action Type:Incoming call
CUSTOMER STATES:
1. TOOK CAR IN ON THE 10TH.
2. HE PUT SOMETHING ON MY CAR AND SAID IN NEED A TUNEUP.
3. PAID 40 DOLLARS FOR DIAGNOSIS.
4. TOLD ME I NEEDED TO PAY 499 DOLLARS FOR A TUNEUP.
5. THEY HAVE A TERRIBLE ATTITUDE OUT THERE.
6. DONT THINK THEY KNOW WHAT THERE ARE DOING.

WRITER STATES:
1. I DONT NEED A TUNEUP.
2. SUGGESTED OWNER SPEAK TO SERVICE MANAGER.
3. ADVISED CUSTOMER TO TAKE VEHICLE TO ANOTHER KIA DEALER.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SEPHIA LS</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB1211Y5849629	K145382	33,000
Phila PA			Dealer: PA048 Value Kia	

*** CASE CLOSE 03/12/2003 07:03 PM US Mountain Standard Time CRountree
ADVISED CUSTOMER TO SPEAKE WITH MANANGEMENT AT DEALER OR CHOOSE ANOTHER DEALER

*** PHONE LOG 03/14/2003 12:59 PM US Mountain Standard Time CRountree Acton Type:Incoming call
CUSTOMER, JASON, IN SALES, LEFT MESSAGE FOR CALLBACK.

*** PHONE LOG 03/14/2003 01:04 PM US Mountain Standard Time CRountree Acton Type:Outgoing call
WRITER STATES:

1. RETURNED [REDACTED] CALL.
2. STATED RETURNING YOUR CALL.
3. CUSTOMER'S NAME IS CURRY AIKENS.
4. CONCERNS WERE A TUNEUP AND SEAT BELT.
5. APOLOGIZED FOR CUSTOMER BRINGING UP YOUR NAME.
6. CASE HAS BEEN CLOSED OUT.

DEALER, JASON, SALESMAN, STATES:

1. DONT KNOW WHY SHE REFERRED YOU TO ME.
2. I WORK IN SALES.
3. I MAY HAVE GIVEN HER A BUSINESS CARD.

*** CASE CLOSE 03/14/2003 01:05 PM US Mountain Standard Time CRountree
SALEMAN INADVERTANTLY INVOLVED, NOT RELEVANT TO CUSTOMER COMPLAINT

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1211Y5849629	K142951	32,000
Phila PA [REDACTED]		Dealer: PA048 Value Kia		

Case History

Complaint Dealer

*** PHONE LOG 02/26/2003 07:28 AM US Mountain Standard Time CHamilton

Caller states:

1. Veh is back here at home
2. Value Kia PA048 sent notice to have some maint
3. When got veh back, CEL light on
4. Took back, replacement of cat converter under warr
5. When got home, door handle would not work
6. They had glued the weather stripping back on
7. Went to therapy, opened OK
8. When I got home, the door would not open
9. Told me that someone tried to steal the car
10. Now Door handle will not open door
11. Seat Belt will not unbuckle--had to cut it off
12. Took back, took mirror control off on d/s, did not put back on, waiting for parts
13. I have the 100K mile warr
14. Gave me a number to call about the seatbelts and the door

Wtr states:

1. Apologized for caller's frustration
2. Advised warr start date is 11/28/1999
3. 3/36 LBW is expired
4. Balance of 5/60 PTW covers engine, transmission and axles--internal parts only from man defects
5. Man warr is for man defects, not wear or maint
6. Seat Belt and door lock would have been covered under LBW--expired due to time
7. Placed caller on hold and contacted Value Kia PA048

Svc Wtr Yvonna at Value Kia PA048 states:

1. Veh was in for CEL on, LOF, replaced cat converter, did maint
2. We re-glued the molding back on as a GW--it is not under warr for that now
3. She is a sweet little old lady
4. She admits the door opened when she left here, opened when she got in and out at therapy, but not when she got home
5. There is a lot of damage at the window frame where someone tried to jimmy the lock--we think the rod is probably broken
6. Offered to look at it, order parts and only charge 1 hr labor, no matter how long it takes us--declined--she doesn't have the \$\$
7. The seatbelt on pass side is cut--the buckle is stuck--isn't that a recall

Wtr states:

1. No recall on this veh for seatbelt
2. That is not what recall was for anyway
3. Wtr will tell customer door is damage--not warrantable
4. Understand seatbelt buckle is out of warr, but would like to see if DPSM Joe Dupre is willing to GW the repair

Yvonne checked with Service Mgr Mike who said Wtr should go ahead and call DPSM

Wtr returned to caller and states:

1. Man warr is for man defects
2. Neither of these items is under man warr at this time
3. Door lock repair is due to damage--will be at owners expense--advised dealer is willing to charge only for 1 hr labor
4. Advised Wtr will contact DPSM and request GW on the seatbelt--cannot guarantee
5. Wtr will call back with answer

Caller states:

1. I had locked my keys in the car last year and someone was sent out to open my door then
2. They (Bernieker Kia Sold 2/21/01 PA034) told me when I purchased veh that it had 100K mile warr

Wtr states:

1. Referred to sales paperwork for info on extended warr
2. 10/100 PTW was not available until July of 2000--was not available thru KMA at time purchased the veh

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1211Y5849629	K142951	32,000
Phila PA [REDACTED]		Dealer: PA048 Value Kia		

3. No recalls outstanding

5/25/01 W PA048 3792 I 02	WTHSTP-DOOR,RH	15721
1/30/01 W PA034 49299 C 02	WTHSTP-DOOR,RH	14179
8/31/00 W PA034 45961 A 02	BRAKE DISC ASS'Y (F PLATE-DISC	9588
8/31/00 W PA034 45961 C 02	WTHSTP-DOOR,RH	9588

*** PHONE LOG 02/26/2003 07:34 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr left VM for DPSM Joe Dupre stating:

1. Left case number, name, extension and customer info
2. Veh made maint and cat converter replaced at Value Kia
3. Door has some damage from someone trying to jimmy lock—dlr and wtr explained this is damage not under warr
4. Pass Seat Belt buckle is stuck locked and was cut to remove
5. Requesting GW assistance on seatbelt/buckle replacement
6. Request call back

*** PHONE LOG 02/27/2003 09:16 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
During conversation with service advisor Yvonne at Value Kia for case number k143279, Yvonne states:

1. [REDACTED] was in here this morning telling us you at Kia told her Kia was going to pay for all the repairs
2. She still thinks we glued her door closed
3. Said you personally told her we were going to fix the seatbelt and the door today--paid by Kia
4. We told her that we had to get authorization before we could do any of the work and
5. She said she was going to sit there and wait until we heard
6. Then she said she was going to tell everyone who came thru the waiting area what was wrong with Kia
7. Mike told her "[REDACTED] go home and we'll call you when we hear—it is only 7AM in CA"
8. She then called the police
9. The Policeman told her "[REDACTED] go home"
10. Police did not have to come out
11. Mike doesn't even want to work on the car anymore, but selling dlr is closed
12. We also called to request GW on the seatbelt and are waiting to hear

Wtr states:

1. Wtr told her yesterday that the door was not going to be covered under warr--would be customer pay
2. Wtr told customer would request GW repair on seatbelt and Wtr left message for DPSM
3. Wtr told customer would call her back with decision and might take a couple days
4. Thanked Yvonne for the info

*** PHONE LOG 02/27/2003 09:30 AM US Mountain Standard Time ABegoody Action Type:Incoming call
CUSTOMER STATED:

1. WOULD LIKE TO SPEAK TO CARRIE.

WRITER STATED:

1. GAVE CUSTOMER CASE NUMBER.
2. TRANSFERED TO CARRIE'S VM.

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1211Y5849629	K142951	32,000
Phila PA [REDACTED]		Dealer: PA048 Value Kin		

*** PHONE LOG 02/27/2003 11:20 AM US Mountain Standard Time CHamilton Action Type:Incoming call

VM received states:

1. [REDACTED] we spoke yesterday
2. About Seat Belts and door jammed shut on d/s
3. Took to dlr and they were really nasty this morning
4. want this corrected
5. lock works--door is jammed
6. Took piece off side view window
7. Call me back ASAP

*** PHONE LOG 02/27/2003 11:21 AM US Mountain Standard Time CHamilton Action Type:Incoming call

VM received states:

1. Same message as previous PLUS
2. Took veh to dlr and they refused
3. They told me you called them and are waiting for your approval
4. Call me and them

*** PHONE LOG 02/27/2003 11:31 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr spoke to Yvonne at dlr who stated:

1. Spoke to Joe Dupre earlier--he was looking for Mike
2. Mike was under a car and could not speak to him
3. Did not tell me his decision--he will call Mike back a little later
4. Mike told [REDACTED] he would pop the door panel off for him

Wtr states:

1. Have several messages from [REDACTED]
2. Wtr waiting to hear decision from DPSM--was hoping for answer before calling customer back
3. Wtr did not tell [REDACTED] the decision was made, only that GW was requested and could not be guaranteed and only for the seatbelt

*** PHONE LOG 02/27/2003 11:43 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Wtr states:

1. Want to verify status
2. Door stuck is due to damage and is not under warr--this repair is your responsibility--not going to be covered by Kia or Kia dlr
3. Seatbelt stuck would have been covered under LBW that is expired
4. Wtr and Dlrship have both requested a GW repair of seatbelt from DPSM
5. We are waiting for call back with his decision
6. If answer is yes, seatbelt may be repaired as 1X GW offer--not under warr
7. Answer may also be no, and then seatbelt repair will be at your expense--it is not under warr

Caller states:

1. Started to explain every detail again

Wtr states:

1. Wtr and dlr are already aware of all these facts and have them documented
2. Will have to wait for return phone call from DPSM with decision

Caller states:

1. Then who should I call then

Wtr states:

1. You should not call anyone or take veh back to dlr until answer is received

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1211Y5849629	K142951	32,000
Phila PA	[REDACTED]		Dealer: PA048 Value Kia	

2. Wtr will call you back--promise

*** PHONE LOG 02/28/2003 06:55 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr attempted to contact Yvonne

Female answering phone states:

1. She's not here --I think she ran a customer home

Wtr will call back a little later

*** PHONE LOG 02/28/2003 08:37 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr spoke to Yvonne in Service and requested status of GW request

Yvonne states:

1. We have not heard

2. Let me check with Mike

3. We are going to call Joe again right now

Wtr states:

1. Request call back when answer is received

2. Provided Wtr's name and extension--Yvonne agreed

3. Wtr promised owner would call her back with answer either way

*** PHONE LOG 03/04/2003 08:48 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr reached Yvonne who stated:

1. Mike spoke to DPSM Joe Dupre

2. Have her make appt to bring veh in

3. We will take Seat Belt buckle apart

4. If there is anything stuck in there, we will not cover it

5. If nothing stuck, we will replace as GW

6. Tell her not to just come in today

Wtr states:

1. Will advise customer to MAKE AN APPT and of terms of GW repair

2. Dlr will take Seat Belt buckle apart

3. If there is anything stuck in there, Kia/Dlr will not cover the repair

4. If nothing stuck, Dlr/Kia will replace as GW

5. Will advise [REDACTED] that she must make an appt--not just bring it in

*** PHONE LOG 03/04/2003 09:00 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Wtr attempted to reach [REDACTED] at home

VM picked up--no message left

Wtr will call again later

(!<For Internal Use Only

Wtr did not leave message, due to not wanting to confuse issues with customer

>!)

*** PHONE LOG 03/04/2003 12:45 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr left VM for [REDACTED] stating:

1. Carrie from Kia Motors

2. Left phone, extension and case number

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1211Y5849629	K142951	32,000
Phila PA [REDACTED]		Dealer: PA048 Value Kia		

3. Request call back

*** PHONE LOG 03/04/2003 02:35 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr left VM for [REDACTED] stating:

1. Carrie from Kia Motors
2. Left phone, extension and case number
3. Request call back

*** PHONE LOG 03/04/2003 02:51 PM US Mountain Standard Time CHamilton Action Type:Incoming call

[REDACTED] reached this wtr and stated:

1. My CEL is on again today
 2. Did you give them the go ahead to fix my seatbelt
- Wtr states:
1. Advised Wtr does not have the authority to authorize any repairs
 2. Wtr and Service Mgr communicated with Kia factory rep who stated:
 - A. Have customer make an appt
 - B. Dlr will take seat buckle apart
 - C. If there is anything stuck in buckle causing the problem, repair will be at owners expense
 - D. If thing is stuck in the buckle causing the problem, Kia will pay for the repair
 3. VERY IMPORTANT TO CALL TO MAKE APPT, NOT JUST GO IN TO DLR
 4. When make appt, let them know the CEL is on again

Caller states:

1. I just tried to call them and nobody answered

Wtr placed [REDACTED] on hold and called dlr

Operator states:

1. Service is closed for the day

Wtr returned to caller and stated:

1. Dlr service is closed for the day
2. Advised call in the morning or Wtr can call in the morning to make appt

[REDACTED] states:

1. I will call them tomorrow

*** CASE CLOSE 03/04/2003 02:53 PM US Mountain Standard Time CHamilton

Advised customer to make appt. Dlr will take buckle apart—if anything is stuck, repair is at owners expense. If nothing stuck in there, repair is Kia GW. MAKE APPT for repair

*** PHONE LOG 03/05/2003 02:17 PM US Mountain Standard Time CHamilton Action Type:Incoming call

VM received states:

1. Returning your call
2. Called dlr this AM
3. Made appt for tomorrow
4. Have therapy then
5. Call me and let me know
6. Are they going to fix the engine on light
7. Repeated info on door and seatbelt from previous calls

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1211Y5849629	K142951	32,000
Phila PA			Dealer: PA048	Value Kia

*** PHONE LOG 03/05/2003 02:19 PM US Mountain Standard Time CHamilton Action Type:Incoming call

VM received states:

1. [REDACTED]
2. Returned your call
3. You left me a message
4. Have an appt tomorrow at 8AM
5. Have therapy at 11AM
6. Called this Am, could not take me today--too busy
7. There is nothing stuck in the seatbelt
8. Can you authorize them to fix it

*** PHONE LOG 03/05/2003 02:22 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr attempted to reach [REDACTED] at home

VM picked up--no message left

Wtr will call again later

[!<For Internal Use Only

Customer is confused and forgetful

Wtr did not leave message, due to not wanting to confuse issues with customer

She does not remember information given during previous phone calls>!]

*** PHONE LOG 03/05/2003 02:50 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr attempted to reach [REDACTED] at home

Line is busy

Wtr will call again later

*** PHONE LOG 03/07/2003 07:42 AM US Mountain Standard Time PDaigle Action Type:Incoming call

Writer rec'd call from svc mgr at dlr:

- 1) cust is there stating someone from Kia told her to bring the car there and they would fix it.
- 2) Mike wanted to know what the customer was told.
- 3) writer read through the file notes and advised svc mgr cust was advised to make and appt about her **Seat Belt** and to let you know the CEL is on also.
- 4) svc mgr advised: last time cust was there she called the police stating that the dlr glued the door shut.
- 5) he will check her veh but will first have her acknowledge it is a customer pay job.

*** CASE CLOSE 03/10/2003 11:22 AM US Mountain Standard Time CHamilton

Closed epding call back from customer. Customer is to make appt with dlr to look at seatbelts.

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
		KNAFB121115033266	K68709	10,142
Bridgeport CT			Dealer: CT003 Stevens Kia	

Case History

Complaint Warranty

*** PHONE LOG 03/06/2002 07:10 AM US Mountain Standard Time ALee

Customer [redacted] stated:

1. veh is currently at dlr.
2. just recently daughter had to climb out of Seat Belt because the seatbelt Latch would not release.
3. there is also a rattling noise coming from under the passenger dash.
4. dlr advised cust the repairs may be at cust expense depending on the outcome of the repair.
5. can the dlr charge cust for a svc if the veh has a warranty.

Writer stated:

1. advised cust the veh has a 5/60k mile LBW with a 10/100k mile PTW.
2. if there is a problem w/the veh advised cust the veh will have to be taken to dlr for an inspection.
3. if problem is caused by a mfg defect the cost of the repairs would be covered under the mfg warranty, but if problem is not caused by mfg defect the cost of the repairs will be at cust expense.
4. after inspecting the veh dlr will be able to determine if problem is going to be or not be covered under the mfg warranty.
5. Kia will stand behind there product & repair the veh under the terms of the warranty.
6. advised cust to keep all warranty repair, paid repairs, & maintenance receipts.

*** CASE CLOSE 03/06/2002 07:10 AM US Mountain Standard Time ALee
Info given.

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121915047982	K109405	10,000
Corros TX [REDACTED]			Dealer: TX068 Kia of Kingwood	

Case History

Complaint Accident

*** PHONE LOG 09/20/2002 12:28 PM US Mountain Standard Time ERobinson Action Type: Incoming call
RAY STANDIFER CALLING ON BEHALF OF WIFE SHERRY STANDIFER STATES:

1. I OWN A 2001 Sephia W/ 10K.
2. MY DAUGHTER WAS IN AN ACCIDENT.
3. THE AIRBAG SHOULD DEPLOY BUT IT DID NOT.
4. THE SEAT BELT DID NOT LATCH.
5. THE INSURANCE CO. SENT \$7,625 TO KIA FINANCIAL.
6. THE TOTAL PAY OFF IS \$10,695.
7. I OWE \$2,157.49 AND I AM NOT GOING TO PAY FOR THIS.
8. I AM REQUESTING TO WAIVE THAT \$2,157.49.
9. IF WE HAVE TO GO TO COURT AND I WILL GET A LAWYER BECAUSE THE SEATBELT AND THE AIRBAG DID NOT WORK PROPERLY.

WRT STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE
2. INFORMED CUST WRT WILL HAVE TO FILE AN ACCIDENT REPORT.
3. WRT CANNOT PROMISE CUST ANYTHING BUT WRT WILL FORWARD CUST'S REQUEST TO THE PROPER DIVISION.

ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
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? 19
4. Driver's telephone number and address (if not in Clarify)? ALT # 932-309-3609
5. Date and Time of the incident? 08/14/02 3:30 PM
6. Road conditions at time of incident? DRY
7. Weather conditions at time of incident? CLEAR
8. Speed traveling at time of incident? 10-15 MPH IN A PARKING LOT
9. Any other vehicles involved (model, make and year of vehicle)? 92 BUICK CENTURY
10. Any injuries (detail all injuries)? YES, BRUISE ON CHEST AND SHOULDER
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?) NO
13. Is anyone currently under medical attention for this incident (if so, name of Doctor and treatment)? NO
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). MY DAUGHTER WAS IN PARKING LOT. SHE DROVE IN THE LANE OF TRAFFIC TRAVELING 10-15

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
		KNAFB121915047982	K109405	10,000
County TX			Dealer: TX068 Kia of Kingwood	

MPH WHERE ALL THE CARS ARE SUPPOSE TO DRIVE. A LADY CROSS ALL THE PARKING SPOTS WHERE CARS ARE SUPPOSED TO PARK AND WAS CUTTING BTWN OTHER VEHICLES. MY DAUGHTER HIT BUICK CENTURY ON DRIVER SIDE BY THE FRONT WHEEL. THE POLICE SITED THE OTHER DRIVER'S FAULT.

15. Were the police contacted? YES

16. If the police were contacted what is the name of the officer? STEVEN DAVIS #1766

17. What is the Police report number (Was it State, Highway or City Police)? CONROE POLICE DEPT. #02081682

18. Was insurance company contacted? (Get name, agent, address, phone and claim number). YES, GMAC INSURANCE (DO NOT HAVE THE INFORMATION).

19. Has the customer settled with their insurance company? YES, THEY SENT THE CHECK TO KIA FINANCIAL \$7,625 AND THE PAY OFF IS \$10,595.

20. Was the vehicle towed from the scene or was it driven (include name and telephone number of tow company)? YES, CUZ WRECKER

21. Where is the vehicle now? (If other then home, give location, address and phone where the vehicle is). CUZ WRECKER TOWED THE VEHICLE TO THEIR STORAGE LOT AND THAN TOWED THE VEHICLE TO GMAC INSURANCE

22. Have repairs been completed? NO, THE VEHICLE IS TOTAL

23. Were parties wearing seatbelts? YES, THE SEATBELT DID NOT GRAB.

24. Did the airbag deploy? NO

25. Resolution sought by customer? THE ACTUAL PAY OFF IS \$2,157.49 THAT I OWE AND I DO NOT WANT TO PAY FOR THIS. I WANT KIA TO WAIVE THE COST.

4. CLARIFY FRONT AIR BAGS ARE DESIGNED FOR ONE PURPOSE AND ONE PURPOSE ONLY: TO DEPLOY IN SEVERE FRONTAL OR FRONT-ANGLE COLLISIONS THAT PRODUCE HIGH RATES OF DECELERATION. IF YOUR VEHICLE IS STRUCK FROM THE SIDE OR REAR OR ROLLS OVER, THE AIR BAGS ARE UNLIKELY TO DEPLOY. IF THEY DO DEPLOY, IT IS BECAUSE SOME PART OF THE ACCIDENT CAUSED THE VEHICLE TO DECELERATE IN A FORWARD DIRECTION. IN ADDITION, THERE ARE MAY FRONTAL COLLISIONS IN WHICH THE VEHICLE IS MOVING MUCH FASTER THAN 14 MPH, BUT THE OBJECT IT HITS ONLY SLOWS DOWN THE VEHICLE SLIGHTLY, EITHER BECAUSE THE OBJECT IS NOT HARD ENOUGH OR THE ANGLE OF IMPACT IS INDIRECT, THUS KEEPING THE INSTANTANEOUS IMPACT BELOW THE DEPLOYMENT LEVEL FOR THE AIR BAG. AIR BAGS MAY ALSO NOT BE HELPFUL IF YOU CAR UNDER RIDES ANOTHER VEHICLE, DEPENDING ON HOW FAR FORWARD YOUR VEHICLE GOES.

5. WRT WILL SEND CUST A BROCHURE PERTAINING TO AIRBAQ.

6. WRT WILL DOCUMENT CUST'S CONCERNS.

*** NOTES 09/23/2002 02:47 PM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending file to the region for PIR on airbag and Seat Belt inspection.

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Last name	First name	VIN of 2001 SEPLA	Case Number	Mileage
		KNAFB121915047982	K109405	10,000
Copper TX			Dealer: TX068 Kia of Kingwood	

*** SEND CASE HISTORY 09/24/2002 11:02:49 AM JSifford

Case details sent to FKrause@kiausa.com.

*** PHONE LOG 09/24/2002 08:12 AM US Mountain Standard Time JSifford Action Type:Outgoing call

Writer contacted Sherry Standifer

Per Ms. Standifer--Dealing with Kenneth @ GMAC San Antonio--210-657-8505

believes that GMAC has had vehicle moved

*** EMAIL OUT 09/24/2002 08:16 AM US Mountain Standard Time JSifford Action Type:External email

Send to:[FKrause@kiausa.com]

K109405--Sherri Standifer--KNAFB121915047982--ACCIDENT

Writer attempted to contact Kenneth Tatum @ GMAC to gather information on location of vehicle.

LM on VM requesting call back

*** PHONE LOG 10/15/2002 01:49 PM US Mountain Standard Time JSifford Action Type:Outgoing call

Writer attempted to contact Kenneth Tatum @ GMAC insurance

LM on VM requesting call back

*** NOTES 10/21/2002 06:35 AM US Mountain Standard Time JSifford Action Type:Manager review

Per review with SRCAM--unable to contact GMAC to verify location vehicle

Writer to send letter to customer explaining that we have made several attempts to contact GMAC to verify the location of the vehicle so that an inspection can be performed

and answers to questions can be offered however

GMAC has not returned calls and we are unable to verify the location of the vehicle, at this time the file is being closed.

*** CASE CLOSE 10/21/2002 08:08 AM US Mountain Standard Time JSifford

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121915047982	K106743	0

Corroco TX

Dealer: TX064 Kia of Corroco

Case History

Complaint Dealer

*** PHONE LOG 09/11/2002 09:54 AM US Mountain Standard Time StapletonP
writer rec email from the cust that was forwarded to KMC:

*** EMAIL IN 09/11/2002 04:55 PM GMT Standard Time
AMERICA/OU=CORPORATE/CN=RECIPIENTS/CN=STAPLETONP
To: callcenter
Sent: Tuesday, September 10, 2002 2:42 AM
Subject: Fw: 2001 Kia Sephia

— Original Message —

To: ca@kia.com
Sent: Wednesday, August 28, 2002 8:55 PM
Subject: 2001 Kia Sephia

I am not sure who to send this letter to so I will start with this department. We purchased a 2001 Sephia in June of 2001 from Kia Of Corroco. The car immediately started having problems with the brakes. We had to take it back to the dealer within 3 months of purchase to have the brakes repaired. Then in January of 2002 the exhaust started leaking. We returned to the dealer who said they needed to order the manifold. Finally after continually getting the same answer, the dealer went out of business. I had to take the car to the next nearest dealer approximately 30 miles away. On August 14, 2002 my daughter was driving the car in a parking lot. She was in a collision with another car. She was traveling approximately 10 - 20 mph and hit the side of another car that was cutting across the parking lot between the parked cars. The front end was damaged so severely that the insurance company declared the car a total loss. Even with such a severe blow directly to the front bumper the air bag did not deploy nor did the Seat Belts prevent my daughter from impacting the steering wheel. The insurance is only paying \$7,600.00 on the car. The payoff is \$10,600.00. This is where the problem comes in. I had agreed to pay the sticker price of \$13,350.00. Due to some slick, and quite possibly illegal, maneuvers by the dealer the contract I received in the mail over a month later from the dealer shows a purchase price of \$18,471.95. I traded in 2 vehicles for total trade in of \$6,600.00 minus a \$2,600.00 payoff on one of them. I also paid \$1,500.00 cash and also see that the dealer gave himself my rebate of \$1,250.00. This is a total down payment of \$6,750.00. I paid 12 monthly payments of \$350.77 per month for a total of \$4,209.24. Now if I add the \$4,209.24 to \$6,750.00 plus the \$7,600.00 this comes to \$18,559.24 that I and my insurance have paid for this car that according to the MSRP is \$13,350.00. Your finance department is telling me that I have to pay another \$3,000.00 minus a service contract refund of \$1,200.00. Now this \$13,000.00 car is up to \$20,000.00. I feel that \$7,000.00 is a very good profit margin for a car that failed the most basic of safety tests, ie. the airbag and seatbelt. Due to this failure of these safety devices my daughter did receive some injuries. I have already told the finance department that I refuse to pay out any more money for this car.

I would appreciate a response from someone regarding this matter. I can be reached by e-mail at [REDACTED]@[REDACTED].com or by telephone @ [REDACTED]. My mailing address is

[REDACTED]
Corroco, TX [REDACTED]

*** NOTES 09/11/2002 09:57 AM US Mountain Standard Time StapletonP Action Type:Manager review
case sent to the region for customer contact

*** PHONE LOG 10/11/2002 01:43 PM US Mountain Standard Time JSifford Action Type:Outgoing call
Writer contacted Rick Stapdifer

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
		KNAFB121915047982	K106743	0
Conroe TX			Dealer: TX064 Kia of Conroe	

alleges

1. entire front end of vehicle distorted
2. airbag should have deployed
3. seatbelt should have locked
4. only minor injuries
5. paid too much for vehicle
6. feel vehicle was a piece of junk and unsafe
7. vehicle traveling 15-20 mph
8. has settled with insurance

Writer reviewed

1. Kia Motors, according to fed. regulation can not own, operate, or participate in the sales of vehicles to the public
2. can not comment of sales related issues
3. will require that the name of insurance co, number, agent name, adjuster name, copy of police report, copy of repair estimate

Customer will call back with this information

Writer provided name and contact number

File closed pending customer providing necessary information to locate vehicle and request authorization to inspect.

*** CASE CLOSE 10/11/2002 01:44 PM US Mountain Standard Time JSifford

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121615014163	K18843	4,000
Germantown MD [REDACTED]			Dealer: MD017 Criswell Kin	

Case History

Complaint: Repair Assistance

*** PHONE LOG 06/29/2001 06:28 AM US Mountain Standard Time CDiaz

Customer States:

1. I bought a new car and the car is having problems
2. I have been talking to Ike in the service dept.
3. My seatbelt on the drivers side does not work.
4. The strip on the side of the car is the wrong color and looks to be off by 1/16th of an inch.
5. They charged me too much for the car at the dealer.
6. The list is long.

Writer States:

1. I called the dealer and spoke to Ike:
 - a. The customer was here yesterday for the seat problem that we fixed.
 - b. The customer was here all day with us adding problems as the day went on.
 - c. We tried to fix all the problems for her in the day.
 - d. She is back today for her seatbelt not staying Latched.
 - e. We will take a look at this today for the customer, and fix it.
2. This customer was letting me know every problem she had from medical to her home phone.
3. She added about 20 other problems with the car during our conversation.
4. Ike has tested the seat while the customer was there and it was fine.
5. The customer will make an appointment to have the other issues looked at.

*** CASE CLOSE 06/29/2001 06:29 AM US Mountain Standard Time CDiaz

Ike at the dealer is helping address the customer's issues with the car.

*** PHONE LOG 10/30/2001 01:39 PM US Mountain Standard Time ALee Action Type: Incoming call

CUSTOMER CALLED & STATED:

1. THE SHIFT GEAR IS LOSE.
2. THERE IS TOO MUCH PLAY IN THE STEERING WHEEL.
3. LAST VISIT DLR ADJUSTED STEERING WHEEL.
4. CUST HAD A PROBLEM W/THE DRIVER'S SEAT.
5. VEH REPLACED THE SEAT BUT CUST FEELS THIS SEAT IS NOT THE RIGHT SEAT FOR THIS VEH.
6. THE HANDLE ON THE SEAT IS DIFFERENT FROM THE FIRST SEAT THAT WAS ON THE VEH.
7. WOULD LIKE ISSUE ADDRESS & FIXED BY DLR.
8. IS NOT SATISFIED W/RESULTS FROM DLR.
9. VEH CURRENTLY HAS 7K MILES.
10. CUST WAS CALLING FROM DLR.

WRITER STATED:

1. APOLOGIZED FOR THE INCONVENIENCE.
2. COMPLAINT WILL BE DOCUMENTED TO FILE.
3. IF CUST IS HAVING PROBLEM W/VEH @ ADVISED CUST TO HAVE VEH INSPECTED BY TECH @ DLR.
4. ADVISED CUST TO HOLD (CUST AGREED).
5. WRITER CALLED DLR & JOHN (SVC MGR) STATED:
 - a. dlr is aware of cust complaint.
 - b. tech @ dlr has addressed cust complaint but is unable to duplicate problem.
 - c. dlr can't something that is not broken.
 - d. the seat that was installed on veh is the seat for veh.

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
		KNAFB121615014163	K18843	4,000
Germantown MD			Dealer: MD017 Criswell Kia	

- e. the only difference on the seat is the handle to adjust seat is shorter.
- f. no problem found w/steering wheel.
- g. if cust is not satisfied w/results cust was advised to take veh to another dlr.
- 6. WILL DOCUMENT COMMENTS TO FILE.
- 7. ADVISED CUST OF INFO GIVEN BY DLR.
- 8. IF CUST IS NOT SATISFIED W/DLR ADVISED CUST TO TAKE VEH TO ANOTHER KIA DLR FOR A 2ND OPINION.
- 9. GAVE CUST THE NAME & # OF THE NEXT CLOSEST DLR'S IN THE AREA.

*** CASE CLOSE 10/30/2001 01:39 PM US Mountain Standard Time ALec
DLR WILL ASSIST W/REPAIRS.

*** PHONE LOG 11/01/2001 09:54 AM US Mountain Standard Time TAnderson Action Type:Incoming call
CUSTOMER STATES:

- 1. Have spoken with different managers and really don't like what the resolution was
- 2. Have had problems with svc dept. just not liking women
- 3. They have repaired auto many times and have not done it correctly
- 4. They replaced the tracking for repair on the seat which now has a different handle (which I do not like)
- 5. When confronted them they got huffy and told me it was the same as the others
- 6. Also they were supposed to fix Seat Belt repaired
- 7. They did not repair it and when confronted IKE svc mgr got mad
- 8. Made him sit in seat and try Seat Belt then he found that indeed it was not repair
- 9. He then repaired it
- 10 At that time he told me that I was not allowed to go back there

WRITER STATES:

- 1. Have documented complaint
- 2. Advised customer that she will have to work it out with that svc dept if she chooses to continue to go there
- 3. Advised customer to try a different svc dept. which may be better for her
- 4. Will not go to telling svc depts how to do repairs, can only asked them to repair auto

*** CASE CLOSE 11/01/2001 09:54 AM US Mountain Standard Time TAnderson

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB121815057631	K161738	0
<u>Place FL</u>			<u>Dealer: FL062 Kia AutoSport</u>	

Case History

Complaint Accident

*** PHONE LOG 05/06/2003 06:17 AM US Mountain Standard Time CBarrera

*** PHONE LOG 05/06/2003 12:29 PM US Mountain Standard Time CBarrera Action Type:Incoming call
cust status:

1. my wife had accident and seatbelt did not restrain her
2. and airbags did not deploy

(customer did not have mileage for vehicle)

writer advised:

1. will forward information for review

*** NOTES 05/06/2003 12:32 PM US Mountain Standard Time CBarrera Action Type:Manager review
Writer advised customer to mail in pictures of vehicle to National....

*** NOTES AND STATUS CHANGE 05/12/2003 09:31 AM Pacific Daylight Time NDegamo Action Type:Manager review
NCA reviewed case.

Cust alleging airbag nondeployment and seatbelt not locking during accident.
Case dispatched to Legal for review & recommendation of further action.

*** NOTES 05/29/2003 04:06 PM Pacific Daylight Time BNakamura Action Type:Manager review
Reviewed case with supervisor. Please schedule a DPSM to go out to inspect the subject vehicle. The ADU should be checked for any stored codes in addition to checking the operation of the driver's side Seat Belt (customer alleges did not stay Latched during the accident). Please report the DPSM's findings to the legal department for further review and analysis.

*** NOTES AND STATUS CHANGE 05/30/2003 09:15 AM Pacific Daylight Time NDegamo Action Type:Manager review
Case dispatched to region to schedule DPSM inspection.
Please see above notes from Legal Re: handling.

*** PHONE LOG 05/30/2003 12:50 PM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called customer and got no answer

*** PHONE LOG 06/02/2003 08:45 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called Customer and Left 3 messages

*** PHONE LOG 06/02/2003 08:57 AM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received Message form customer
customer left Call of 850-232-5195

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<u>Last Name</u>	<u>First Name</u>	<u>VIN of 2001 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB121815057631	K161738	0
<u>Pace FL</u>			<u>Dealer: FL062 Kia AutoSport</u>	

*** PHONE LOG 06/02/2003 09:08 AM Pacific Daylight Time PMorris Action Type:Outgoing call

Body Shop
Bryana Garage
850-944-5510
Airbags and seatbelt not working
Customer asked what makes a airbag deploy
writer explained operating of airbags to customer

*** PHONE LOG 06/02/2003 09:57 AM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called Body Shop and left a message

*** PHONE LOG 06/03/2003 11:11 AM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called body shop
owner of body shop said they are almost done repairing the vehicle
owner said that insurance agent has pictures
Agent is Martlene Dalley
PH 850-473-5529 and claim number of [REDACTED]
Writer thanked Body Shop

Writer called Agent

Write explained situation to agent
Agent said she does not think that the airbags should of deployed
Agent said customer had a seizure and hit the rear end of another vehicle (no damage was caused to the other vehicle)
than went off the road into a concrete sign causing frontal damage
Agent said she will e mail the pics to me
Writer thanked agent

Writer called DPSM and explained situation to him

DPSM said to call the customer and let them know when the vehicle is repaired we want to look at the seatbelt and check for codes at the dealer
DPSM said also to inform NCA of the situation also

*** NOTES 06/03/2003 11:20 AM Pacific Daylight Time PMorris Action Type:Correspondence rec.

Writer received E Mail containing Pics

*** NOTES 06/03/2003 11:53 AM Pacific Daylight Time PMorris Action Type:Manager review

[!<For Internal Use Only

Writer attached Pics to case>!]

*** PHONE LOG 06/03/2003 01:55 PM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called customer and left a message

*** PHONE LOG 06/03/2003 02:02 PM Pacific Daylight Time PMorris Action Type:incoming call

Writer received call form customer

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
		KNAFB121815057631	K161738	0
Price FL			Dealer: FLO62 Kia AutoSport	

Writer informed customer that DPSM wants to look at the safety restraints on the vehicle after it is repaired
writer asked if customer could call writer to inform us of when the vehicle will be ready for inspection
customer agreed
writer thanked customer

*** PHONE LOG 06/25/2003 09:33 AM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called customer and asked if vehicle was repaired

customer said it was still at the body shop

customer said they might get it this week

Writer told customer we were calling to see if you could get it to the dealer tomorrow so we could inspect the restraint system

customer said he probably will not have it available to do that

customer said they are not really concerned about the seatbelt operation

customer said they want to know more of why the airbags did not deploy

Writer told customer that I can forward the case to NCA and see what they can determine

they might want to have someone look at the vehicle still but since you are not concerned about the seatbelt anymore and you are

concerned about the airbag we might not have to have someone to look at it.

customer agreed customer said that he talked about the seatbelt with his insurance rep and they determined his wife slumped in the seat before the accident occurred.

Write Thanks customer

[!<For Internal Use Only

Please review attached pics. Vehicle was in process of being repaired when I contacted him so all I have is the insurance pics. Let me know if you need anything else. >!]]

*** NOTES AND STATUS CHANGE 06/25/2003 08:13 AM Pacific Daylight Time NDegamo Action Type:Manager review
NCA printed attached pics from ins co for review by legal.

*** NOTES AND STATUS CHANGE 06/25/2003 04:25 PM Pacific Daylight Time NDegamo Action Type:Manager review
NCA reviewed case w/ legal.

Per EDiaz, legal recommends region deny claim - impact not sufficient to deploy airbags.

Case reassigned to region for denial.

*** PHONE LOG 06/26/2003 01:17 PM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called customer and got someone who was unable to write down a call back number but they did get my name and for Joseph to call me back.

*** PHONE LOG 06/27/2003 09:14 AM Pacific Daylight Time PMorris Action Type:Outgoing call

Writer called customer and left a message

*** NOTES 06/30/2003 11:01 AM Pacific Daylight Time PMorris Action Type:Correspondence sent

Writer sent letter to customer stating legal's decision

*** CASE CLOSE 06/30/2003 11:02 AM Pacific Daylight Time PMorris

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121815057631	K161738	0
<u>Proc FL</u>	[REDACTED]	<u>Dealer: FL062 Kia AutoSport</u>		

*** NOTES 07/29/2003 09:56 AM Pacific Daylight Time PMorris Action Type:Correspondence rec.
Writer received unclaimed certified letter

Writer sent letter via reg mail

*** CLERK OF COURT APPROVED 10-01 11:47 AM - DALLAS TEXAS - MARRIAGE

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
		KNAFB121215051727	K141158	36,000
Springhill LA			Dealer: LA024 Garry McKinsey Kia	

Cust History

Complaint Accident

*** PHONE LOG 02/18/2003 12:46 PM US Mountain Standard Time CLausch
cust advised [REDACTED] the finance of the the daughter of the owner of the veh

1. we were in a accident
2. the air bags & Seat Belts did not work in the veh
3. will not be messing with this, the ins co & the dlr are giving us the run around
4. both said to contact kia on this issue of the air bags & the Seat Belts not working
5. this is bal*%^, will be giving this to our lawyer
6. our lawyer will be calling kia on what we will want from kia
7. due to the airbags & the Seat Belts not working
8. don't care what the manual or the air bag booklet says in the veh
9. & have read both of them, the dlr & the ins co says that they all should have worked
10. you can have the veh tested if you want but it will not change that we will want something from kia that
11. our lawyer will let you know of in the future

writer advised cust

1. The electric diagnostic system continually monitors the air bag sensors & all related air bag items when the ignition is on.
2. A frontal collision is an impact that is head on or at a small angle with another vehicle or solid object
3. The sensor will determine whether or not to deploy the air bags, based on how severe the impact is likely to be
4. Air bags are designed to deploy in severe frontal or front angle collisions that may be a life or death situation
5. Airbags are not intended to deploy in all accident situations.
6. Air Bags are designed to supplement the safety belt system
7. Airbags themselves can cause some injuries because of the speed and force with which they must deploy
8. Kia's engineers designed your airbags to only deploy in severe accidents, where the risk of serious injury or death is substantial.
9. Your primary safety restraints are your seatbelts
10. Seatbelts have been proven to be the best protection in all types of collisions, including frontal crashes, side and rear impacts and rollovers.
11. While airbags can contribute to the protection of the vehicle occupants, they are only effective in the most serious collisions.
12. Air bag system is designed to supplement or add to the protection offered by the safety belt system
13. The air bags will not provide protection from later impacts in a multiple impact collision
14. since the cust stated that this veh hit multiple small saplings before hitting the 10 in tree, this could fall under this category
15. There is no certain speed in which the air bag will inflate
16. Whether the air bag inflates depends on a combination of factors, speed, angles of impact, density & stiffness of the object the vehicle hits in the collision
17. The dealership can inspect the air bag system with a scan test for any malfunctions
18. The air bags operation is also explained in the owner's manual under the section "knowing your vehicle"
19. will document that the cust has reviewed the air bag brochure & the owners manual on the operation of the
20. air bags & the Seat Belts
21. will forward this issue to the proper dept for a review & that dept will determine any further action on this issue
22. am glad that the cust's were not seriously injured
23. will also document that the cust will be letting an attorney handle this issue
24. the attorney will know the procedure of contacting kia on this issue

*** NOTES 02/18/2003 01:22 PM US Mountain Standard Time CLausch Action Type:Manager review
ACCIDENT REPORT

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
██████████	██████████	KNAFB121215051727	K14115B	36,000
Springhill LA ██████████			Dealer: LA024 Garry McKinney Kia	

1. Vehicle owner: ██████████
2. Vehicle driven by: ██████████ the daughter of the owner
3. What is the age of the Driver? 23
4. Driver's telephone number and address (if not in Clarify)? Corr in clarify(daughter lives at home)
5. Date and Time of the incident? 2/15/03 at 430 pm
6. Road conditions at time of incident? wet
7. Weather conditions at time of incident? rainy
8. Speed traveling at time of incident? 50 mph
9. Any other vehicles involved)? no
10. Any injuries? Yes ██████████ sustained head & knee injuries , Passenger ██████████ sustained head injury
11. Was anyone taken by ambulance to hospital? No
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? both ██████████ went to Spring Hill Medical center in Spring Hill, La
13. Is anyone currently under medical attention for this incident ? ██████████ is under her dr's care at LSU Medical center in La, where her dr is(██████████ did not know who the Dr was)
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged. On hwy 157 south between the cities of Pine Dillon & Spring Hill. Traveling 50 mph on a slight decline(over a small hill) approaching a curve to the left in the road, the veh started to Hydroplane, could not control the veh, the veh went off the right side of the road. The veh hit many saplings before hitting a 10 in tree, the impact of the 10 in tree stopped the veh & brought up the rear end of the veh in the air & came down at a angle. The veh hit the tree square in the front of the bumper, the whole front of the veh is pushed back to the engine. Drivers Seat Belt came undone during the impact & driver hit the windshield with her head, knees hit the dash & the steering wheel. Passengers Seat Belt came undone during the impact & passenger hit the windshield with his head.
15. Were the police contacted? Yes but the did not file a report & told us to call our Ins Co, the LA State Troopers
16. If the police were contacted what is the name of the officer? No report filed
17. What is the Police report number ? no report#
18. Was insurance company contacted ? yes, Farm Bureau, don't know the pol # but can call ██████████ for more info
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)? Veh is at Lewis Wagners Wrecking in Springfield La
21. Where is the vehicle now? Lewis Wagners Wrecking

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SEPHIA</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFB121215051727	K141158	36,000
Springhill LA			Dealer: LA024 Garry McKinsey Kia	

- 22. Have repairs been completed? no
- 23. Were parties wearing seatbelts? Yes, but came loose on both the passenger & the driver on impact
- 24. Did the airbag deploy? no
- 25. Resolution sought by customer? My lawyer will be calling kia on what we want on a law suit

writer advised cust

- 1. this report will be forwarded to the proper dept for a review of this report

*** NOTES AND STATUS CHANGE 02/19/2003 02:06 PM US Mountain Standard Time NDeGamo Action Type:Manager review

NCA reviewed case.

Case dispatched to Legal for review & recommendation due to injuries, Seat Belt unLatching, and customer stating his lawyer will be contacting KMA.

*** NOTES 02/27/2003 12:31 PM US Mountain Standard Time BNakamura Action Type:Manager review

Reviewed case with supervisor. Based on the accident report, this matter will be sent out to counsel to perform an investigation and report back to KMA. The file will be opened to legal

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
		KNAFB121X15914550	K118756	35,000
Taunton MA			Dealer: MA005 Herb Chambers Kia	

Case History

Complaint Accident

*** PHONE LOG 11/04/2002 09:17 AM US Mountain Standard Time ERobinson Action Type:Incoming call

CUST STATES:

1. I WAS IN AN ACCIDENT.
2. I OWN A 2001 Sephia W/ 35K.
3. I WAS REAR ENDED BY A FORD UTILITY TRUCK GOING 20-25 MPH.
4. MY VEHICLE WAS AT A STAND STILL.
5. I BELIEVE THE SEAT BELT DID NOT RESTRAIN LIKE THEY WERE SUPPOSED TO.

WRT STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE
 2. WRT WILL DOCUMENT CUST'S ACCIDENT.
- ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
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? 31
4. Driver's telephone number and address (if not in Clarify)? SAME AS CLARIFY
5. Date and Time of the incident? 10/31/02 5:30 EST PM
6. Road conditions at time of incident? DRY
7. Weather conditions at time of incident? CLEAR, COLD
8. Speed traveling at time of incident? AT A STOP
9. Any other vehicles involved (model, make and year of vehicle)? 98 FORD UTILITY TRUCK (SUV)
10. Any injuries (detail all injuries)? MY NECK AND SHOULDER IS SORE, MY BACK IS SORE, 4 YEAR OLD [REDACTED] SON NO INJURIES, [REDACTED] (HUSBAND) PASSENGER SEAT NECK IS SORE..
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?) I WENT TO THE EMERGENCY ON MY OWN AND THE DOCTOR STATED IT WAS JUST WIP PLASH
13. Is anyone currently under medical attention for this incident (if so, name of Doctor and treatment)? NO
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). I WAS AT STOP BECAUSE THE VEHICLE IN FRONT OF ME WAS AT A STOP. I WAS ON ROUTE 44 IN RAYNHAM MA GOING WB. THERE IS A LEFT TURN LANE AND 2 STRAIGHT AWAY AND I WAS ON THE FAR RIGHT ON THE STRAIT WAY DIRECTION. A FORD UTILITY TRUCK HIT US IN THE REAR TRAVELING AROUND 20 MPH. THE REAR BUMPER, TRUNK AND THE WINDSHIELD ARE DAMAGE..
15. Were the police contacted? YES
16. If the police were contacted what is the name of the officer? OFFICE 716

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
		KNAFB121X15914550	K118756	35,000
Taunton MA			Dealer: MAD05 Herb Chambers Kia	

17. What is the Police report number (Was it State, Highway or City Police)? RAYNHAM POLICE DEPT 508-824-2717, ADDRESS 53 ORCHARD ST, RAYNHAM MA 02767.
 18. Was insurance company contacted? (Get name, agent, address, phone and claim number). YES (MET LIFE) CAROL #WBA94328 1-800-854-6011-X3300, THE FORD DRIVE'S INSURANCE IS ARBELLA 1-800-232-1974 LAKEVILLE MA OFFICE. PAMELA GIBBS X223 IS THE ADJUSTER. 343305 IS THE CLAIM #. I AM USING MY INSURANCE.
 19. Has the customer settled with their insurance company? NO, THE INSURANCE IS ASSESSING THE DAMAGE
 20. Was the vehicle towed from the scene or was it driven (include name and telephone number of tow company)? YES, HARRY AUTO BODY 508-822-9455 FAX 508-823-9603 ADDRESS 679 S ST. RAYHAM 02767. ROBERT POWELL IS THE CONTACT PERSON.
 21. Where is the vehicle now? (If other than home, give location, address and phone where the vehicle is). HARRY AUTO BODY LOT
 22. Have repairs been completed? NO, THE INSURANCE IS SENDING ADJUSTER.
 23. Were parties wearing seatbelts? YES.
 24. Did the airbag deploy? NO
 25. Resolution sought by customer? SEAT BELT DID NOT RESTRAINT LIKE THEY SHOULD HAVE.
3. CLARIFY TO CUST THE SEAT BELT DID WORK ADEQUATELY.
 4. IF THE SEAT BELT DID NOT RESTRAIN CUST OR HUSBAND IN THE PASSENGER SEAT, THEY WOULD HAVE FLOWN OUT OF THE WINDOW OR SMASHED THEIR FOREHEAD ON THE WINDSHIELD OR DASH.
 5. INFORMED CUST THE VEHICLE DID PROTECT CUST AND CUST'S FAMILY BECAUSE A UTILITY TRUCK HIT CUST'S VEHICLE FROM BEHIND AND CUST'S VEHICLE WAS AT A STAND STILL.
 6. THERE WAS NO FATALITY AND CUST'S FAMILY IS OKAY.
 7. THE INSURANCE IS TAKING CARE OF CUST DAMAGES.
 8. WRT IS HAPPY THAT EVERYONE IS OKAY AND CUST SHOULD NOT HAVE ANYTHING TO WORRY ABOUT.
 9. THE VEHICLE DID WHAT IT WAS INTENDED TO DO, PROTECT THE OCCUPANTS IN THE VEHICLE WHILE IN AN ACCIDENT.
 10. WRT WILL DOCUMENT CUST'S ACCIDENT AND FORWARD CUST'S CASE TO THE PROPER CHANNEL.

*** NOTES 11/04/2002 01:52 PM US Mountain Standard Time StapletonP Action Type:Manager review
PLEASE COMPLETE PIR ON SEAT BELTS

*** RETURN 11/05/2002 07:56 AM US Mountain Standard Time TBeam
please clarify why we are doing PIR on seatbelts in a rear end collision. Thank You

*** NOTES 11/05/2002 09:36 AM US Mountain Standard Time StapletonP Action Type:Manager review
case sent to the region for PIR on Seat Belts due to the customer alleging the Seat Belts did not restrain driver. Please complete PIR and send it to NCA.
thank you

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Last name	First name	VIN of 2001 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121X15914550	K118756	35,000
Taunton MA [REDACTED]		Dealer: MA005 Herb Chambers Kia		

*** PHONE LOG 11/05/2002 10:59 AM US Mountain Standard Time ERobinson Action Type:Incoming call
WRT STATES:

1. CLARIFY ON STATEMENT TO CUST PERTAINING SEATBELT.
 - A. WRT CLARIFY THAT THE SEATBELT WORK PROPERLY FOR CUST.
 - B. CUST INFORMED WRT THAT THE SEAT BELT DID NOT SECURE DURING THE COLLISION.
 - C. THE LATCH DID NOT COME APART FROM THE RESTRAINING HOLSTER.(FEMALE PART FOR THE SEATBELT LATCH).
 - D. THE SEAT BELT DID NOT TIGHTLY RESTRAINT CUST AS CUST ANTICIPATED IT WOULD.
 - E. CUST ANTICIPATED THE SEAT WOULD GRIP CUST BODY W/O THE BODY MOVING FORWARD.
 - F. THE SEATBELT LATCHED AND RESTRAINED CUST
 - G. CUST BODY SWUNG FORWARD BUT THE SEAT BELT DID LATCH AND RESTRAIN CUST IN THE SEAT.
 - H. WRT INFORMED CUST IF THE SEATBELT DID NOT LATCHED THAN CUST BODY AND FOREHEAD MIGHT HAVE HIT THE DASH OR THE WINDSHIELD.

*** RETURN 11/05/2002 02:12 PM US Mountain Standard Time TBeam

Again, please clarify why a PIR is being requested. Appears call center has explained it very clearly the seatbelts appear to have operated as designed. Only injury was whiplash, which a seatbelt will not prevent. Seatbelt buckle stayed attached per customer comments. It appears a PIR is not required.

*** NOTES 11/08/2002 12:55 PM US Mountain Standard Time StapletonP Action Type:Manager review

case sent to the region for customer contact to gather more information regarding the accident and the alleged concern and if necessary region will complete PIR

*** CASE CLOSE 12/09/2002 12:13 PM US Mountain Standard Time TBeam

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121X15012769	K127160	32,700
PELHAM GA			Dealer: FL052 Kia AutoSport	

Case History

Complaint Accident

*** PHONE LOG 12/12/2002 03:12 PM US Mountain Standard Time CLausch

CUST ADVISED: CHASITY HARRISON

1. HAD A ACCIDENT
2. WE REAR ENDED ANOTHER VEH & THE AIR BAGS & SEAT BELTS DID NOT WORK
3. WANT KIA TO INVESTIGATE WHY THESE SAFETY FEATURES DID NOT WORK
4. THERE WERE NO INJURIES
5. THE VEH WILL BE TOTALED ACCORDING TO THE BODY SHOP

Writer advised

- 1.The electric diagnostic system continually monitors the air bag sensors & all related air bag items when the ignition is on.
- 2.A frontal collision is an impact that is head on or at a small angle with another vehicle or solid object
- 3.The sensor will determine whether or not to deploy the air bags, based on how severe the impact is likely to be
- 4.Air bags are designed to deploy in severe frontal or front angle collisions that may be a life or death situation
- 5.Airbags are not intended to deploy in all accident situations.
- 6.Air Bags are designed to supplement the safety belt system
- 7.Airbags themselves can cause some injuries because of the speed and force with which they must deploy
- 8.Kia's engineers designed your airbags to only deploy in severe accidents, where the risk of serious injury or death is substantial.
- 9.Your primary safety restraints are your seatbelts
- 10.They have been proven to be the best protection in all types of collisions, including frontal crashes, side and rear 11.impacts and rollovers. While airbags can contribute to the protection of the vehicle occupants, they are only effective 12.in the most serious collisions.
- 13.The dealership will inspect the air bag system with a scan test for any malfunctions
- 14.An Air Bag brochure will be sent to customer explaining the air bag operation
- 15-Air Bags may not deploy in rear end accidents when your veh under rides another veh
16. will forward this to the proper dept for review
17. writer does not determine if this veh will be inspected but will forward your req

*** NOTES 12/13/2002 07:26 AM US Mountain Standard Time CLausch Action Type:Manager review
ACCIDENT REPORT

1. Vehicle owner: [REDACTED]
2. Vehicle driven by: [REDACTED] DAUGHTER & [REDACTED] MY SUP
3. What is the age of the Driver? 23
4. Driver's telephone number and address (if not in Clarify)? CORRECT IN CLARIFY
5. Date and Time of the Incident? 12/10/02
6. Road conditions at time of incident? WET
7. Weather conditions at time of incident? RAINY
8. Speed traveling at time of incident? 40 MPH
9. Any other vehicles involved? 3 VEH ACCIDENT, THE ONE THAT PULLED IN FRONT OF THE VEH IN FRONT OF ME CAUSED THE ACCIDENT & LEFT THE SCENE, THEN I GOT THE TICKET FOR THE ACCIDENT

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121X15012769	K127160	32,700
PELHAM GA [REDACTED]			Dealer: FL052 Kia AutoSport	

10. Any injuries? CHASITY HAS CHEST SORNESS DUE TO HITTING THE STEERING WHEEL & THE PASSENGER HAS JUST SORE MUSCLES
11. Was anyone taken by ambulance to hospital? NO
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? NO
13. Is anyone currently under medical attention for this incident? NO
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged. WAS ON APLACHIA PARKWAY, THERE WAS ONE VEH IN FRONT OF ME, THERE WAS A VEH IN THE LEFT HAND LANE THAT TURNED INTO THE VEH INFRONT OF ME, CAUSING THE VEH INFRONT OF ME TO BRAKE, I SLAMMED ON MY BRAKES, MY VEH SKIDDED 50 FT & THEN HIT THE VEH INFRONT OF ME (WHICH WAS A BLAZER) & ENDED UP UNDER THE REAR OF THE BLAZER. THE FRONT OF THE VEH IS DEMOLISHED & THINK THAT THEY WILL TOTAL THE VEH. BOTH FRONT SEAT BELT'S FAILED & OPENED ON IMPACT & THE AIR BAGS DID NOT WORK.
15. Were the police contacted? YES, DO NOT HAVE THE REPORT INFO WITH ME
16. If the police were contacted what is the name of the officer? CAN'T REMEMBER
17. What is the Police report number? DON'T HAVE
18. Was insurance company contacted? YES, GA. FARM BUREAU, CONTACT IS GARY SUMNER POL# 2293774142
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 TO UNIVERSIAL COLLISION IN TALLAHASSEE, FL
21. Where is the vehicle now? AT UNIVERSIAL COLLISION
22. Have repairs been completed? NO
23. Were parties wearing seatbelts? YES BUT THEY FAILED
24. Did the airbag deploy? NO & THEY FAILED
25. Resolution sought by customer? WANT AN INVESTIGATION INTO WHY THE AIR BAGS DID NOT DEPLOY & WHY THE SEAT BELT'S CAME OPEN DURING IMPACT. DO NOT BELIEVE WHAT YOU HAVE TOLD ME ABOUT REAR END COLLISIONS & THAT THE AIR BAGS MAY NOT DEPLOY IN THESE SITUATIONS, WANT THIS INVESTIGATED BY KIA.

*** NOTES 12/13/2002 07:33 AM US Mountain Standard Time Clausch Action Type:Manager review
WRITER SENT OUT AIR BAG LETTER TO THE CUST WITH A AIR BAG BOOKLET

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121X15012769	K127160	32,700
PELHAM GA [REDACTED]			Dealer: FL052 Kia AutoSport	

*** NOTES 12/13/2002 12:32 PM US Mountain Standard Time NDeGamo Action Type:Manager review
Writer reviewed file.
File dispatched to region for handling.

*** PHONE LOG 01/24/2003 11:56 AM US Mountain Standard Time AJones Action Type:Outgoing call
Called information to get phone # for Universal Collision. Phone # is (850) 576-9990.

*** PHONE LOG 01/24/2003 11:57 AM US Mountain Standard Time AJones Action Type:Outgoing call
Contacted Universal Collision, spoke to Cheryl. Per Cheryl:
1. Do not have any record of veh
2. Writer may want to try West Side Towing
3. Their # is (850) 575-0264

*** PHONE LOG 01/24/2003 11:58 AM US Mountain Standard Time AJones Action Type:Outgoing call
Contacted West Side Towing & was referred to "Irv" at (850) 566-1281.

*** PHONE LOG 01/24/2003 11:58 AM US Mountain Standard Time AJones Action Type:Outgoing call
Contacted "Irv":
1. They do not have veh.

*** PHONE LOG 01/24/2003 12:00 PM US Mountain Standard Time AJones Action Type:Outgoing call
Attempted to contact cust. LM requesting call back.

*** EMAIL OUT 01/24/2003 02:08 PM US Mountain Standard Time NDeGamo Action Type:External email
Send to:[bnakamura@kiausa.com]
CC List:[ajones@kiausa.com]
Hi Brandon,

Per the Southern Region:

Could you please request that the Legal Dept. review this file via the Clarify system. It's an accident report on a 2001 Sephia in which the customer alleges that the air bags did not deploy & that both front seatbelts opened on impact. I am currently trying to locate the vehicle and will have my DPSM perform an investigation as soon as I am able to locate it. However, Leo Raines advised that I should e-mail you and request Legal Dept. review.

*** PHONE LOG 01/27/2003 12:17 PM US Mountain Standard Time AJones Action Type:Outgoing call
Contacted GA Farm Bureau at (229) 377-4142. Per GA Farm Bureau, veh was not totaled & has been repaired

*** PHONE LOG 01/31/2003 10:56 AM US Mountain Standard Time AJones Action Type:Outgoing call
Attempted to contact cust. No answer. Writer sending "Call Me" letter to cust & closing file pending further contact from cust.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SEPHIA LS</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121X15012769	K127160	32,700
PELHAM GA [REDACTED]			Dealer: FL052 Kia AutoSport	

*** CASE CLOSE 01/31/2003 11:00 AM US Mountain Standard Time AJones

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB121X15079047	K134165	26,000
great bend KS			Dealer: NE002 Williamson Kia	

Case History

Complaint Accident

*** PHONE LOG 01/17/2003 11:19 AM US Mountain Standard Time BGauldin

customer stated:

- 1.e-mailed Kia and was told to call this number about accident.
- 2.even with the Seat Belt on the strap did not hold owner and head went into windshield.
3. passenger's hand hit the windshield and broke hand.
- 4.will answer questions.
- 5.the Seat Belt had tightened in past situations on the customer.
- 6.will read manual on Seat Belts and will look into new Kia's.

writer stated:

- 1.apologized for the customer's accident.
- 2.want to complete a accident report for vehicle records.
- 3.sending the customer out a brochure that addresses airbag issue but does contain Seat Belt information.
- 4.the owner's manual also has information regarding Seat Belts.
- 5.ask if the Seat Belt light had come on when the vehicle was started.
- 6.the Seat Belt buckle did not release so the belt was operational.
- 7.appreciate the customer responding to accident questions.

*** NOTES 01/17/2003 05:11 PM US Mountain Standard Time BGauldin Action Type:Manager review
ACCIDENT REPORT

1. Vehicle owner: [REDACTED]
2. Vehicle driven by: owner was driving with passenger Gary Parr
3. What is the age of driver? Owner is [REDACTED] years of age.
4. Driver's telephone number and address (if not in clarify) Yes verified
5. Date and time of the incident: Oct,5,2002 about 12:45 PM
6. Road condition: The road was dry pavement
7. Weather conditions at time of incident? Clear and sunny day.
8. Speed: 15 MPH
9. Any other vehicles involved: One other vehicle 1996 Plymouth Breeze
10. Any injuries (detail all injuries): Yes, the driver's head hit windshield and had a bump on head. The passenger broke the right hand.
11. Was anyone taken by ambulance to hospital (which hospital): Only the passenger went to hospital.
12. Did anyone receive medical attention by an EMT, hospital, or private doctor and treatment? Driver's head was looked at but that was all. And Passenger received treatment, IV was administered and took to emergency room at St. John's Hospital, 1923 S Utica Ave. Tulsa OK 74104 (918)744-2191 Dr. Victoria Wilson saw passenger in ER. Hand was wrapped and referred to Orthopedic Surgeon Dr. Chokofsky, 6465 S Yale Ave Suite 304, Tulsa Ok. The passenger had x ray of hand and was taken to surgery, placed 4 pins put in the hand and then placed hand in cast.
13. Is anyone currently under medical attention for this incident (is so, Name of Doctor and Treatment) Passenger is still under [REDACTED] and is in Physical Therapy.
14. Description of incident, including street names, location, all vehicles involved,
what part on vehicle damaged: Owner was westbound on 21st Street and at intersection of Yale Ave. owner was going thru the intersection of the 4 lanes. Had cleared 2 lanes when owner was hit by vehicle coming east on 21st turning north on Yale. The vehicle was hit front left in the headlight area, the wheel on the driver's side was bent in. The frame seemed bent and windshield was cracked on passenger side and spider webbed on driver's side. The other vehicle seemed to have hood damage.
15. Was police contacted: Yes
16. What is police officer's name: Officer DO Winter, Badge H575 Tulsa Police Department.
17. What is police report number (was it state, hwy, or city) #2002074834
18. Was the insurance company contacted (get name, agent, address, phone and claim number): Yes, Columbia Insurance, agent Patricia Wahling, 1502 1st Corso, Nebraska City, NE. (402)873-5485.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SEPHIA LS</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFB121X15079047	K134165	26,000
great bend KS [REDACTED]			Dealer: NB002 Williamson Kia	

19. Has the customer settled with their insurance company? Yes
20. Was vehicle towed or driven from scene (include name & number of Tow company) :Yes, the vehicle was towed by AJ Storey Wrecker, 10 N Erwood , Tulsa OK no phone #.
21. Where is vehicle location (If other than home , give location address and phone number where vehicle is) :Last known at salvage yard, address unknown.
22. Have repairs been completed:The vehicle was totaled.
23. Were Parties wearing seatbelts: Driver was wearing Seat Belt but passenger was not wearing belts.
24. Did airbag deploy? Both the air bags deployed.
25. Resolution sought by customer: Owner stated* Just want Kia to know about the Seat Belt that did not keep owner from windshield. Surprised the belt allowed customer going that much forward into the windshield.*

*** NOTES 01/17/2003 05:41 PM US Mountain Standard Time NDegamo Action Type:Manager review
NCA reviewed case.

No further action needed as cust is not requesting anything from KMA, and main injury was to passenger that wasn't wearing a Seat Belt.

*** CASE CLOSE 01/17/2003 05:41 PM US Mountain Standard Time NDegamo

*** CASE CLOSE 05/22/2003 09:38 AM Pacific Daylight Time NDegamo
reclassified case type

*** CASE CLOSE 05/22/2003 11:14 AM US Mountain Standard Time BGauldin
accident and was dispatched to NCA