

RQ03-007

HYUNDAI AMERICA

1/08/04 LETTER TO ODI

APPENDIX 1(B), (C), & (D)

PART 2 OF 2

Appendix 1(b)

to

Response of

Kia Motors America, Inc.

To

Request for Information – Recall Query

NVS-212lhs

RQ03-007

January 8, 2004

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Consumer Affairs Department**

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<u>Last Name</u>	<u>First Name</u>	<u>VIN of 1999 SEPHIA</u>	<u>Case Number</u>	<u>MSource</u>
		KNAFB1212X5773370	C255625	0
<u>LAS VEGAS NV</u>			<u>Dealer:</u>	

Case History

Unknown N/A

CCG CREATE DATE: 02/23/01 5:36 PM

CCG COMMENTS 1:

[022301- 5:38PM-06P]CUST STATES: 1.CUST STATES THT THE SEAT BELT COMB UNDONE. 2.WANTS TO KNOW IF THERE IS A KNOWN PROBLEM WITH BRAKES ON HIS VEH. *****CONCLUSION: WRITER ADVISED CUST ALL COMMENTS WILL BE NOTED ON FILE. WRITER ADVISED CUST TO SPEAK TO SVC MGR, DON ABRAHMSON AT COURTESY KIA IN LAS VEGAS ABOUT HIS CONCERNS AND SET UP A SVC APPT.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
TYLER TX		KNAFB1211X5772436	C173761	0
			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 11/04/99 3:34 PM

CCG COMMENTS 1:

[110499- 3:35PM-CG3]CUSTOMER STATED (ACCIDENT IS AS FOLLOWS: 1. THAT ON 10/27/99 AT 6:00PM THE WEATHER WAS CLEAR AND DRY 2. [REDACTED] THE (OWNER OF VEH) GRANDAUGHTER [REDACTED] WAS DRIVING ON AN UNSPECIFIED HIGHWAY (HE DID NOT KNOW WHAT ROAD EXACTLY) IN BEN WHELLER [110499- 3:46PM-CG3]TX. A TRUCK, 3 VEHs AHEAD OF HER WAS MAKING AN ILLEGAL LEFT TURN. THE 1ST VEH BEHIND THE TRUCK MANUVERED AROUND IT, THE 2ND TRUCK SLAMMED ON THEIR BRAKES, AND [REDACTED] SLAMMED ON HER BRAKES AND THEY LOCKED UP AND SHE SKIDDED INTO THE VEH IN FRONT OF HER (SHE WAS GOING UNDER 55 MPH BUT AT HWY SPEED) 4. HER SEAT BELT DID NOT RESTRAIN HER AND HER AIR BAG DID NOT DEPLOY 5. [REDACTED] SLAMMED INTO HER DASHBOARD CAUSING A SLIGHT CONCUSSION 6. NO ONE ELSE WAS HURT AND NO ONE (INCLUDING [REDACTED]) RECEIVED MEDICAL ATTENTION. 7. THE TEXAS HWY PATROL WERE CONTACTED 8. NO REPORT NUMBER WAS AVAILABLE (DOES NOT BELIEVE ONE WAS TAKEN) 9. STATE FARM INSURANCE WERE CONTACTED AFTER THE ACCIDENT 10. THE AGENT OF INSURANCE COMP. IS ANN HOWELL, HER NUMBER IS 903-561-2246 11. THE VEH WAS DRIVEN FROM THE SITE AND IS IN FRONT OF THEIR HOME 12. THE VEH HAS NOT BEEN WORKED ON YET BUT NEEDS A NEW HOOD, PANEL & BUMPER 13. CUSTOMER IS REQUESTING TO KNOW WHY THEIR SEAT BELTS DID NOT WORK AND WHY THE AIR BAGS DID NOT DEPLOY

*****CONCLUSION***** 1. WRITER REFERRED CUSTOMER TO THEIR INSURANCE COMPANY FOR INSPECTION PF OF THE VEH. 1. WRITER REFERRED CUSTOMER TO THEIR INSURANCE COMPANY FOR INSPECTION OF VEHICLE. 2. WRITER MADE HIM AWARE THAT IF THEY FIND THAT THE RESTRAINTS DID NOT WORK AND THAT THE AIR BAGS SHOULD HAVE DEPLOYED, THEY WILL CONTACT KIA DIRECTLY ON THEIR BEHALF 3. HARD COPY ACCIDENT REPORT WAS DOCUMENTED

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
TYLER TX		KNAFB1211X5772436	A40161	0
			Dealer:	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 11/16/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

11/16/99 (LW) PER KOC FAX CUST STATES: 1. ACCIDENT OCCURRED ON 10/27/99 AT 6PM. THE WEATHER WAS CLEAR AND DRY. 2. GRANDDAUGHTER [REDACTED] WAS DRIVING ON UNSPECIFIED HWY. IN BEN WHEELER, TX. 3. A TRUCK, 3 VEHs AHEAD OF HER WAS MAKING AN ILLEGAL LEFT TURN. THE FIRST VEH BEHIND THE TRUCK MANUVERED AROUND IT, THE 2ND TRUCK SLAMMED ON THEIR BRAKES, AND JEN SLAMMED ON HER BRAKES AND THEY LOCKED UP. CUST SKIDDED INTO THE VEH IN FRONT OF HER. CUST WAS GOING 55 MPH. 4. THE SEAT BELT DID NOT RESTRAIN HER AND HER AIR BAG DID NOT DEPLOY. 5. MS. ANISTON SLAMMED INTO HER DASHBOARD CAUSING A SLIGHT CONCUSSION. 6. NO ONE ELSE WAS HURT AND NO ONE (INCLUDING [REDACTED]) REC'D MEDICAL ATTN. 7. THE TX HWY PATROL WERE CONTACTED (NO REPORT NO. PROVIDED). 8. STATE FARM INSUR. WERE CONTACTED, AGENT ANN HOWELL, 903-561-2246. 9. VEH WAS DRIVEN FROM SITE AND IS AT HOME. 10. VEH HAS NOT BEEN REPAIRED, BUT NEEDS A NEW HOOD, PANEL & BUMPER. 11. CUST WANTS TO KNOW WHY SEAT BELT DID NOT WORK AND AIR BAGS DID NOT DEPLOY. LEGAL REQUESTS FIR. FILE OPENED TO THE REGION. 11/19/99 (JMS)PER DPSM JOHN MILNER. DPSM TO CONTACT CUSTOMER FOR LOCATION AND SCHEDULING OF FIR. 11/23/99 (JMS)PER DPSM JOHN MILNER. DPSM CONTACTED SM WHO STATES VEHICLE HAS BEEN REPAIRED AND CUSTOMER PICKED UP VEHICLE. CUSTOMER IS DRIVING VEHICLE. DEALER INSPECTION DID NOT INDICATE ANY CONCERNS WITH SEAT BELTS. SEAT BELTS FUNCTIONING PROPERLY. VEHICLE PICKED UP 11/19/99. RO# 58293- DPSM WILL ARRANGE FOR INSPECTION WEEK OF DEC 13, FILE CLOSED AND WILL RE- OPEN ON DEC 13 FOR UPDATE OF DPSM INSPECTION. 12/13/99 (JMS)FILE REOPENED FOR SEAT BELT INSPECTION. V-MAIL TO DPSM AS>>>> REMINDER TO SET APPT FOR INSPECT. 12/14/99 (JMS)PER DPSM JOHN MILNER-SM INSPECTION DID NOT INDICATE ANY CONCERN WITH VEHICLE. FILE CLOSED TO REGION.

CLOSE COMMENTS

***** GOODWILL% 05/08/00 MELANIEDOUGHE ***** GOODWILL%
08/02/00 MELANIEDOUGHE ***** GOODWILL% 08/02/00 MELANIEDOUGHE
***** THIS CUSTOMER HAS EXPERIENCED QUITE A FEW PROBLEMS WITH HER SEPHIA. AFTER MEETING WITH THE CUSTOMER, DPSM FELT A GOODWILL GESTURE WAS IN ORDER. SINCE WE ARE UNABLE TO FURNISH HER WITH AN ESC (TOO MANY MILES), DPSM AGREED TO MAKE A GOODWILL GESTURE TO THE CUSTOMER FOR AN AMOUNT EQUAL TO FOUR CAR PAMENTS. DPSM ALSO AGREED TO REIMBURSE HER FOR OUT OF POCKET RENTAL EXPENSES INCURRED WHILE HER VEHICLE WA ON THE SHOP. TOTAL AMT: \$ 01400.94 ***** GOODWILL% 05/08/00 MELANIEDOUGHE ***** GOODWILL%
03/09/00 DONALD PESCEO ***** GOODWILL% 02/10/00 MACKD *****
2/20/01 (TW) PER JOAN MURPHY FROM MAHWAH-STATES THEY PUT PASS/DR SIDE HUBS VEH WAS PICKED UP 2/19/01

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1212X5786314	C205437	0
FAYETTEVILLE NC			Dealer:	

Case History

Unknown N/A

COG CREATE DATE: 06/19/00 5:58 PM

COG COMMENTS 1:

[061900- 6:04PM-VCM]CALLER STATED; 1. CALLER SAYS THAT HE WAS IN AN ACCIDENT LAST FRIDAY AND HIS AIR BAG DID NOT DEPLOY AND THE SEAT BELT'S DID NOT LOCK. 2. CALLER SAYS THAT HE TALKED TO KIA OF FAYETTEVIL TOLD HIM TO CALL KIA CONSUMER AFFAIRS. *****CONCLUSION WRITER INFORMED THE CALLER THAT SOMEONE WOULD CALL HIM TOMMOROW.E

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Last name	First name	VIN of 1999 BPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1215X5760113	C156723	0
FELTON DE	[REDACTED]		Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 08/11/99 5:14 PM

CCG COMMENTS 1:

[08/11/99- 5:16PM-LNH]CUSTOMER STATES: 1. VEHICLE HAS BEEN AT WINNER KIA IN DOVER FOR 34 DAYS, SINCE 7/9/99 2. INITIALLY WAS TOLD STARTER WAS BAD, REPLACED IGNITION WIRE SWITCH 3. CUSTOMER TOOK VEHICLE HOME, WOULD NOT START 4. DURING REPAIR WIRING HARNESS PINCHED VEHICLE HAS BEEN AT DEALERSHIP SINCE 7/15 WAITING FOR WIRE HARNESS 5. KIA REF SAW THE VEHICLE, FOUR WIRING HARNESSES HAD TO BE ORDERED BECAUSE WRONG ONE WAS SENT 6. WAS TOLD FIFTH WIRING HARNESS WORKING, WHILE PUTTING DASH BACK THEY BROKE A PART 7. HUSBAND WENT LAST NIGHT TO PICK UP VEHICLE A/C NOT BLOWING THROUGH VENTS, PASSENGER SEAT BELT WONT WORK 8. WINDSHIELD WASHERS WILL NOT WORK 9. HAVE ORDERED NEW WASHERS AND SEAT BELT AND WAITING FOR CLAMP FOR A/C 10. CUSTOMER WAS REQUESTING COPIES OF REPAIRS DONE 11. HAS TOLD DEALERSHIP SHE WILL NOT TAKE VEHICLE BACK 12. DEALERSHIP IS WORKING OUT PRICES TO PUT CUSTOMER INTO NEW VEHICLE 13. CUSTOMER WANTS ALL OF THIS DOCUMENTED SO THAT KIA WILL KNOW WHAT SHE HAS BEEN GOING THROUGH *****CONCLUSION***** ADVISED CUSTOMER HER COMPLAINTS HAVE BEEN DOCUMENTED AND SUGGESTED SHE CONTINUE TO WORK WITH THE DEALERSHIP BECAUSE THEY ARE GOING TO PUT HER INTO A NEW VEHICLE AS SHE HAS REQUESTED NO CALL BACK NECESSARY

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1213X5774513	C242690	0
WEST PALM BEACH FL			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 11/27/00 10:03 AM

CCG COMMENTS 1:

[112700-10:07AM-RIR]CALLER STATED 1. CUSTOMER SAID THAT SHE GOT INTO A ACCIDENT AND SHE WAS WEARING HER SEAT BELT 2. CUSTOMER SAID THAT HER SEAT BELT CAME UNDONE DURING THE ACCIDENT AND HIT HER IN THE SHOULDER 3. CUSTOMER WANTS TO KNOW IS THIS SUPPOSE TO HAPPEN *****CONCLUSION***** WRITER TOLD THE CALLER THAT I WOULD HAVE A ACCIDENT SPECIALIST GIVE HER A CALL BACK WITHIN 24 HOURS [112700- 2:21PM-GSB]e e [112700- 2:39PM-GSB]LINES WERE BUSY e eE

14:45:28

Concern Open Screen

Analyst: CATSDPW File: 54154 CCG: 541237 Status: CLOSE Mode: Inquiry
 Veh ID:7 K3AFB1213X5774513 C/Mil: 17000 Purch Dt: 7/14/99
 Warranty Start Date: 7/14/99 Sold Plz: MAD01
 Concern Opened: 11/29/00 Closed: 12/22/00 Reopened: 0/00/00 Closed: 0/00/00

Title:

Last Name: ?

First Name:

Address:



MI:

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Cty/State: WEST PALM BEACH

FL

Zip:

Phone# Work

Home: 000 000 - 0000

Assign To: ? E ? 90208

Con Src: ? 0

Concern Type: ? C Response: ? T * Priority: ? M *

NOTICE: Priority concern must be updated by 12/04/00 and closed by 12/14/00

Condition ?

OPEN:

Category ?

Component ?

999 OTHERS

0991 MECHANICAL PREMISE 0

More...

F3=Exit F2=Wrtty Hist F22=Print F21=Veh Repur F8=Reopen
 F9=View Close F12=Scan Screen F20=Open Comment Screen

14:46:26

OPEN CONSENT SCREEN

NAKAGURAB

Veh ID: KIAFR1213X5774513
Last Name: [REDACTED]File: 54164
First: [REDACTED]CC-File: 541237
MI:

01 11/29/00 (GR) - PNR 975 FAX:
 02 ACCIDENT REPORT:
 03 1. VEH OWNER: ELEANOR F. TOOMY
 04 2. VEH DRIVER: ELEANOR F. TOOMY
 05 3. DATE OF INCIDENT: 11/21, 4PM
 06 4. LOC. OF INCIDENT: SR25 CR33; LEEBURG, FL
 07 5. RD. CONDITION: FINE
 08 6. SPEED: 35-45 MPH
 09 7. OTHER VEH: 1
 10 8. INJURIES: ACCORDING TO CUST SHE DID NOT RCVD MED. TREATMENT AT ANY HOSP.
 11 BUT SHE PLANS ON GOING TO HER PC PHYSICIAN FOR EVALUATION. SHE STATED THE
 12 SEAT BELT BRUISED HER NECK AND SHOULDER, SHE STATED SIDE OF HER FACE WAS
 13 HIT & ALSO SHE'S SUFFERING FROM BACK PAIN. SHE'S CURRENTLY TAKING ADVIL
 14 AND DARVOCITTE.

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More...

F21-Veh. Repurchase

F12-Open Consent Screen

F17-GOODWILL Comments

14:46:26

OPEN COMMENT SCREEN

KAKAMURA

Veh ID: KNV2121328774513
Last Name: [REDACTED]File: 54154
First: [REDACTED]CC-File: 541237
MI:

- 15 9. DESCRIPTION: ACCORDING TO CUSTOMER SHE WAS DRIVING DOWN THE RD. ALL OF A
 16 SUDDEN SHE REALIZED THERE WAS 3 SETS OF LIGHT, ONE TO TURN LEFT & THE
 17 OTHER IS TO STRAIGHT, SHE STATED SHE CONTINUED DRIVING SINCE SHE WAS
 18 GOING STRAIGHT. SHE STATED THAT THE DRIVER IN FRONT OF HER HAD STOPPED
 19 BECAUSE THE LIGHT HAD TURNED RED, SHE STATED THAT SHE VEERED INTO THE
 20 PASSING LANE AND HIT THE RIGHT BACK SIDE OF THE OTHER DRIVER AND THE
 21 LEFT FRONT SIDE OF HER VEH IS SMASHED IN.
- 22 10. POLICE DEPT CONTACTED: LANSBURG HIGHWAY PATROL REPORT # NOT AVAILABLE.
 23 SHE STATED THAT SHE WAS CITED AT THE SCENE OF ACCIDENT AND TICKET #
 24 IS 3481 ANK 3.
- 25 11. INS. CO: ALLSTATE INS. CO. CLAIM # 6871662091, PH. # 800-491-1116 X-
 26 1528, GUS DOMERO.
- 27 12. VEH TOWED FROM SCENE BY ECONOMY TOWING.
- 28 13. VEH LOCATED: ED MORSE KIA, 3703 NORTH LAKE BLVD, LAKE PARK, FL, PH. #
 Here...

F21=Veh Repurchase

F12=Open Concern Screen

F17=GOODWILL Comments

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14:45:26

OPEN COMMENT SCREEN

NAKAMURAB

Veh ID: KMAFB1213X5774813
 Last Name: [REDACTED]

File: 54164
 First: [REDACTED]

CC-File: 541337
 MI:

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29 [REDACTED]
 30 14. REPAIRS: NONE
 31 15. CUST STATED SHE WAS WEARING SEAT BELT.
 32 OWNER [REDACTED] STATED: SHE WAS WEARING SEAT BELTS, SHE STATED DUE TO
 33 IMPACT OF ACCIDENT HER SEAT BELTS BECAME UNLOCKED WHICH CAUSED MINOR INJURI
 34 ES TO HER. SHE STATED THAT SHE DOES NOT BELIEVE HER BRAKES WERE WORKING
 35 EITHER. CUST WANTS TO KNOW HOW KIA PLANS TO ASSIST HER W/THIS MATTER.
 36 FILE OPENED TO REGION FYI
 37 11/30/00 COPY CA FILE TO DPM MAILBOX FOR REVIEW.
 38 12/12/00 (GS) - PER KCC FAX CUST STATES:
 39 1. VEH AT DLR DUE TO ACCIDENT.
 40 2. DLR TOLD CUST KIA RHP INSPECTED VEH & CUST WANTS TO KNOW STATUS
 41 3. CUST WANTS TO SPE W/THAT RHP TO SEE HOW KIA WILL ASSIST.
 42 FILE OPENED TO REGION.

Note...

F21=Veh Repurchase

F12=Open Concern Screen

F17=GOODWILL Comments

14:46:26

OPEN COMMENT SCREEN

NAKAMURAB

Veh ID: KNAPB1213X5774813
Last Name: [REDACTED]

File: 54164
First: [REDACTED]

CC-File: 541237
MI:

43 12/20/00 (PO) PER JACK BRAMBLE, DPEM, SENT PIR TO SRCA. PIR SHOULD BE REC'D
44 IN SRCA TODAY OR TOMORROW.
45 12/21/00 (PO) SRCA REC'D PIR FROM DPEM. WRITER WILL REVIEW WITH LEE HAINES
46 CA MGR. (12/22/00) FOR RESPONSE TO CUSTOMER.
47 12/22/00 (PO) AFTER REVIEW BY LEE HAINES, CA MGR, LETTER WILL BE SENT TO
48 CUSTOMER INFORMING NO DEFECT AND/OR MALFUNCTION OF VEHICLE COMPONENTS.
49 ***FILED IN PIR DRAWER. PIR ON FILE IF NEEDED/REQUIRED AT LATER DATE.

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More...

F21-Veh Repurchase

F12-Open Concern Screen

F17-GOODWILL Comments

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1213X5774513	C237474	0
WEST PALM BEACH FL			Dealer:	

Case History

Unknown N/A

OCG CREATE DATE: 12/01/00 12:18 PM

OCG COMMENTS 1:

[120100-12:22PM-CHI]CALLER STATED: 1. VEH IS AT ED MORSE KIA FOR REPAIRS FROM AN ACCIDENT 2. THE
SM STATED THAT THEY ARE WAITING TO PERFORM THE REPAIRS UNTIL SOMEONE FROM KIA LOOKS AT
THE VEH REGARDING HER CLAIMS THAT THE SEAT BELT AND BRAKES DID NOT WORK PROPERLY
***** CONCLUSION: WRITER
REFERRED CALELR TO SVC MGR FOR POSSIBLE ASSITANCE

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Last Name	First Name	VIN of 1999 SEPHIA LS KNAFB1215X5759754	Case Number C230854	Mileage 0
HUTCHINSON KS			Dealer:	

Case History

Unknown N/A

COG CREATE DATE: 10/20/00 4:22 PM

COG COMMENTS 1:

[102000- 4:26PM-AAF]CALLER STATED: 1. DRL IS STEVEN KIA, SRV. MGR. JOHN MCKLUSKERY. 2. THE CALLER IS HAVING A PROBLEM WITH PAINT ON HIS MIRROR CHIPPING 3. CENTER CONSOLE, TIRES, ALIGNMENT. [102000- 4:31PM-AAF]4. THE CALLER HAS NOT YET SPOKEN WITH HIS SRV. MGR. 5. THE CALLER HAS KUMHO TIRES. *CONCLUSION:***** WRITER WAS REFERRED TO KUMHO'S 800 LINE FOR TIRE WARR. INFO AND HIS SERVICE MANAGER FOR REPAIR ISSUES. [102000- 5:02PM-CAA]CALLER STATED 1. CUSTOEMR HAS ALSO HAD PROBLEMS WITH THE SEAT BELTS, WIRE HARNESS, ENGINE LIGHT, FLY WHEEL, AND THE PADS AND ROTORS 2. CURRENTLY HE IS HAVING PROBLEMS WITH THE PAINT,GLOVEBOX,CENTERCONSOLE WINDOW REGULATOR, AND IT IS PULLING TO THE RIGHT 3. SOPKE TO THE SER MGR AT THE DEALER WHO SAID THAT THERE WAS NOTHING HE COULD DO 4. CUSTOEMR WANTS OUT OF THE VEH OR A NEW ONE ***** CONCLUSION: TOLD CUSTOEMR THAT OUR POLICY IS TO REPAIR NOT REPALCE AND TOLD HIM TO CONTACT THE SER MGR AT THE DEALER WHO WILL BE ABLE TO CONTACT THE PROPER PERSONS WHO CAN RESOLVE THIS SITUATION

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1213X5787312	C164752	0

WINDSOR LOCKS CT

Dealer:

Case History

Unknown N/A

CCG CREATE DATE: 09/17/99 10:05 AM

CCG COMMENTS 1:

[091799-10:07AM-NMD] CUSTOMER STATED 1. B [091799-10:25AM-NMD] 1. I AM CALLING TO ASK IF THERE HAS BEEN ANY RECALL ON MY VEH SEAT BELT 2. I WAS IN AN ACCIDENT ON AUG. 14TH AND MY SEATBELT DIDNT RESTRAIN ME 3. I HIT MY HEAD ON THE SIDE OF THE WINDSHIELD FRAME ACCIDENT REPORT 1. AT 3:40 PM TUESDAY SEPT 14TH 1999 I WAS INVOLVED IN AN ACCIDENT 2. THE ROAD WAS DRY AND I WAS IN SUFFIELD CT RT. 75 3. I WAS STOPPED AT A FORK IN THE ROAD WAITING TO GO AFTER THE TRAFFIC STOPPED AND A VEH HIT ME FROM BEHIND 4. THE OTHER VEH MAY HAVE BEEN TRAVELING AT 5 TO 10 MPH IM NOT SURE 5. I WAS HURT I HIT MY HEAD AND RECEIVED A BRUISE 6. I DID NOT RECEIVE MEDICAL CARE 7. THE POLICE WERE NOT CONTACTED 8. NO POLICE REPORT WAS MADE 9. MY INS CO WAS CONTACTED THEY ARE TRAVELERS INC. AGENT LISA COTE PHONE # 1860-225-7721 10. THE VEH IS WITH ME I DROVE IT FROM THE ACCIDENT SCENE 11. NO REPAIRS WERE MADE I DONT KNOW IF THE PARTS WILL BE AVAILABLE 12. I AM REQUESTING FROM KIA : INFORMATION AS TO WHY THE SEAT BELT DID NOT RESTRAIN ME WHEN I WAS HIT. WRITER STATED 1. EXPLAINED THE INSURANCE CO. WILL CONDUCT AN INVESTIGATION AND WILL REPORT ANY INFO TO KIA'S LEGAL DEPARTMENT 2. SUGGESTED HE TAKE ANY MORE QUESTIONS TO HIS INSURANCE CO. CONCLUSION ***** NO CALL BACK

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1212X5810031	C247056	0
Surfside Fl			Dealer:	

Case History

Complaint 975

CCG CREATE DATE: 12/22/00 3:30 PM

CCG COMMENTS 1:

[122200- 3:50PM-CAA]CALLER STATED 1. CUSTOMER IS HAVING A PROBLEM WITH THE VEH HAVING TROUBLE COMING OUT OF PARK 2. ALSO THE SEAT BELT IS NOT WORKING CORRECTLY 3. DEALING WITH CENTRAL KIA 4. SER PERSON THERE UPON HEARING ABOUT THE PROBLEM WITH THE SHIFTER SAID HE WILL ORDER ANOTHER ONE AND DID NOT EVEN LOOK AT THE VEH SO THE SEAT BELT PROBLEM HAS NOT BEEN LOOKED AT YET 5. THE SHIFTER WILL NOT GET TO THE DEALER UNTIL 1/5/01 AND CUSTOMER WANTS TO KNOW IF WE CAN GET IT IN SOONER BECAUSE SHE WAS TOLD NOT TO PUT THE VEH IN PARK UNTIL THE DEALER CAN REPAIR IT AND SHE DOES NOT WANT TO KEEP LEAVING IT IN NEUTRAL 6. CUSTOMER ALSO WANTS THE SEAT BELT PROBLEM RESOLVED

***** CONCLUSION: TOLD CUSTOMER THAT WE USUALLY CANNOT GET A PART IN FASTER BUT THAT I WILL FORWARD THIS ON TO SEE IF WE CAN FIND A DEALER THAT ALREADY HAS ONE AND SHIP IT TO CENTRAL AND THAT SHE SHOULD CONTACT THE SER MGR OF THE DEALER ALSO

CCG COMMENTS 2:

[122200-03:49PM-CAA]975 - ATTN: SUPERVISOR

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1212X5810031	C244344	0
Surfside FL			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 12/06/00 9:57 AM

CCG COMMENTS 1:

[120600-10:08AM-JAM]CUSTOMER STATED: 1. HER CURRENT PROBLEM FOR THE SECOND TIME IN ONE MONTH IS THE AIR CONDITIONAR, HEAT, AIR, SEAT BELT NOT HOLDING. 2. SHE WANTED THIS DOCUMENTED. ***** CONCLUSION; WRITER ADVISED CUSTOMER TO SPRAK WITH HER LOCAL KIA DLRHSIP CENTRAL KIA. TO MAKE AN APT.

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Last Name	First Name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1217X5778614	C232373	0
PHOENIX AZ			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 10/31/00 9:41 AM

CCG COMMENTS 1:

[103100- 9:46AM-RIR]CALLER STATED 1. CUSTOMER SAID THAT THE HER FRIEND WAS DRIVING HER VEH AND ANOTHER DRIVER WAS BACKING UP ON THE INTERSTATE AND THEY HIT THE VEH DOING 55MPH AND THE AIR BAGS DID NOT DEPLOY AND THE SEAT BELT DID NOT LOCK 2. CUSTOMER WOULD LIKE TO KNOW WHY THE SEAT BELT AND AIR BAGS DID NOT WORK
*****CONCLUSION***** WRITER TOLD THE CALLER
THAT A ACCIDENT SPECIALIST WOULD GIVE HIM A CALL BACK WITHIN 24 HOURS

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1217X5778614	C232699	0
PHOENIX AZ			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 11/01/00 3:55 PM

CCG COMMENTS 1:

[110100- 3:59PM-EDS]CALLER STATED 1.HER CAR WAS WRECKED AND SHE CALLED HERE YESTERDAY. 2.THE AIR BAGS DID NOT DEPLOY. 3.THE SEAT BELTS TOO DID NOT HOLD AND THE DRIVER AND A PASSENGER HIT THE WIND SCREEN 4.SHE WAS CALLING TO FIND OUT WHEN THE ACCIDENT SPECIALIST WOULD CALL AND WHETHER KIA WILL SEND SOMEONE TO LOOK AT IT OR NOT SINCE THEY WANTED TO MOVE THE VEH. *****CONCLUSION***** WRITER INFORMED THE CALLER THAT HER CASE WOULD BE FORWARDED TO THE ACCIDENT SPECIALIST ONCE AGAIN AND WE WILL HAVE HER CALL HER BACK FOR THE ACCIDENT REPORT.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
PHOENIX AZ		KNAFB1217X5778614	A49057	0
Dealer:			COMPLAINT N/A	

Case History

AS400 CREATION DATE: 11/08/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

11/8/00 (PDS) PER ACCIDENT REPORT THE CUST STATES: 1. VEH OWNER: D NEWTON 2. VEH DRIVER TRACY COMSTOCK (FRIEND) 3. DATE XOF INCIDENT: 10/16 4. LOCATION OF INCIDENT: I-17 MCDALE EXIT 5. SPP ED 55MPH 6. RAOD CONDITION: FINE 7. OTHER VEH I 8. INJURIES: NONE 9. PER CUST ACCORDING TO WHAT SHE WAS TOLD A TRUCK MISSED ITS EXIST ON THE FREEWAY HE THEN STOPPED AND MADE A U TURN, THER VEH COLLIED WITH THE TRUCK. 10. DPS HIGHWAY PATRIOL CONTACTED 200006554 11. INS CO: AMERICAN NATIONAL INS. 02A06U303 12. VEH TOWED : WESTERN TOWING 13. VEH LOCATED: WITH INSURANCE CO 14. REPAIRS TOTALED 15. CUST STATES THE AIR BAGS AND SEAT BELTS WERE DEFECTIVE. REQUESTING PIR FILE OPENED TO THE REGION. 11/09/00 (SD) WRITER LEFT MSG FOR CUST W/ WR \$00# REQ'G RETURN CALL. 11/14/00 (SD) WRITER CALLED CUST TO FIND OUT WHERE VEH IS LOCATED, AT THE REQUEST OF THE DPSM. CUST DID NOT KNOW WHERE VEH WAS, BUT IS GOING TO CONTACT HER INS CO. AND CALL WRCA W/ THAT INFO. 11/17/00 (SD) FILE FORWARDED TO DPSM FOR COMPLETION OF PIR. FILE CLOSED TO REGION PENDING RECEIPT. 12/18/00 (MC) WRITER SENT E-MAIL TO SD IN WEST REGION REQUESTING CUST CONTACT & DETERMINATION MADE AS TO WHETHER PIR SHOULD BE CONDUCTED. 1/8/01 (MC) WRITER SENT E-MAIL TO TTOWNSEND IN WRCA REQUESTING UPDATE. PIR MAY NOT BE NECESSARY. 01/15/01 (SD) PER DPSM, PIR IS NOT NEEDED. AIR BAGS SHOULD NOT HAVE DEPLOYED IN THIS ACCIDENT. DPSM TO CONTACT MC FOR FURTHER FOLLOW-UP AND CLARJFICATION. FILE CLOSED TO REGION. 01/15/01 (SD) PER PHONE CALL FROM CUST: 1. VEH WAS BEING DRIVEN BY ONE OF HER TENANTS OF THE APPT COMPLEX SHE MANAGES. 2. TENANT IS Suing [REDACTED] INS CO. BECAUSE THE PERSON WHO HIT HER WASNT INSURED. 3. [REDACTED] THOUGHT THAT SHE WAS ALSO Suing KIA BECAUSE THE AIR BAGS DID NOT DEPLOY

CLOSE COMMENTS

***** GOODWILL% 01/05/01 MELANIEDOUGHE ***** GOODWILL%
 01/05/01 MELANIEDOUGHE *****GOODWILL 0000000 4250.00 1/18/2001*****
 *****GOODWILL 0000000 459.14 1/18/2001***** GOODWILL 0000000 2500.00 4/10/2001*****
 *****GOODWILL 0121445 878.97 11/16/2000***** GOODWILL 0000000 570.72 12/21/2000*****
 *****GOODWILL 0000000 905.00 1/08/2001***** GOODWILL 0000000 4500.00 1/08/2001*****
 ***** GOODWILL% 10/23/01 KATHY STRANG ***** GOODWILL%
 10/23/01 KATHY STRANG ***** GOODWILL% 10/23/01 ALBE-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 1999 SEPHIA	Case Number	Mileage
		KNAFB1216X5782038	C200157	0
GEORGETOWN TX			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 05/16/00 5:15 PM

CCG COMMENTS 1:

[051600-528PM-AS1]CALLER STATED 1.CALLER SAID THE BACK SEAT OF THE CAR WAS REPLACED 2.CALLER STATED THE AIR CONDITION DOESNT AS OF NOW,THE BRAKES ARE SQUEAKIN G,THE STEERING WHEEL, RATTLE,THE SEAT BELT'S ARE NOT WORKING AND SHE HAS SMALL CHILDREN 3.CALLER SAID THE CAR HAS AN AWFUL ODOR.SHE HAD ALREADY MET WITH A REP ONCE BEFORE WHEN SHE USED TO LIVE AT ANOTHER PLACE REGARDING THE PLASTIC THAT WAS RIPPED IN THE CAR 4.CALLER NEEDS TO MEET WITH A REP AGAIN REGARDIND ALL THE PROBLEMS SHE IS CURRENTLY HAVING WITH THE VEHICLE 5.CALLER SAYS SHE IS LOOKING FOR ANOTHER VEHICLE BECAUSE SHE CAN'T DEAL WITH THE VEH NO LONGER *****CONCLUSION*****; WRITER TOLD CALLER IF SHE'D LIKE TO MEET WITH A REP THE SM AT BEASLEY KIA WOULD BE THE ONE WHO COULD DO THAT FOR HER. W

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB121XX5812870	C171972	0
LAKEWOOD NJ			Dealer:	

Case History

Complaint 975

CCG CREATE DATE: 10/25/99 3:57 PM

CCG COMMENTS 1:

[102599- 4:01PM-LN1]CUSTOMER STATED 1. SHE WAS IN AN ACCIDENT LAST WEEK(ACCIDENT REPORT PREVIOUSLY TAKEN) 2. SHE WANTS TO KNOW WHY HER AIR BAGS DIDN'T DEPLOY 3. SHE WANTS TO KNOW HER SEAT BELT GAVE OUT 4. SHE DOESN'T FEEL THAT THE VEHICLE IS SAFE AND KNOW LONGER WANTS THAT VEHICLE BECAUSE SHE IS AFRAID OF THE VEHICLE 5. SHE WAS INFORMED TO CALL BACK THIS NUMBER FOR A STATUS *****CONCLUSION***** 6. WRITER APOLOGIZED FOR THE MISCOMMUNICATION.ADVISED CUSTOMER THAT SHE WOULD NEED TO SPEAK WITH THE INSURANCE COMPANY AND HAVE THEM INSPECT THE VEHICLE AND IF THEY BELIEVE THAT IT IS A KIA DEFECT THEY CAN CONTACT KIA'S APPROPRIATE PARTY NO CALL BACK [102599- 5:29PM-LN1]ON 10/12/99 VEHICLE WAS IN ACCIDENT 1. ON 10/12/99 SHE WAS IN AN ACCIDENT 2. LOCATION WAS BROAD ST AND PHIL 3. ROAD CONDITIONS DRY 4. SHE WAS TRAVELING 20 MPH 5. SHE RECEIVED MEDICAL ATTENTION WITH DR. WHINESTOCK PH. 6. THE PHILADELPHIA POLICE WHERE CONTACTED 7. HER INSURANCE COMPANY ANROW INSURANCE WERE NOTIFIED 8. AGENTS NAME MR. MCOY PHONE # 9215 (215)-248-2211 9. THE VEHICLE IS CURRENTLY AT ACTIONS AUTO PART 10. WANTS TO KNOW WHY AIR BAGS DIDN'T DEPLOY AND WHY THE SEAT BELT GAVE???? SHE DOESN'T WANT THE VEHICLE BECAUSE SHE DOESN'T FEEL SAFE IN THE VEHICL

CCG COMMENTS 2:

[102599-04:00PM-LN1]975 - ATTN: SUPERVISOR

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1216X5776627	C197830	0

LAKE DALLAS TX

Dealer:

Case History

Unknown WA

CCG CREATE DATE: 05/01/00 12:33 PM

CCG COMMENTS 1:

[050100-12:41PM-JM1]CALLER STATED: 1. TOOK VEH IN FOR REPAIR SEAT BELTS NOT LOCKING AND WHEN CHECK TIRES THE BRAKES WERE METAL TO METAL 2. SRVC TECH SAID IT WAS FROM TIRES NOT HAVING ENOUGH AIR AND WAS CHARGED \$230.13 FOR THE REPLACEMENT OF THE BRAKE WANT TO KNOW WHY AFTER ONLY 15,000 MILES HE HAD TO HAVE BRAKES REPAIRED 3. DEALING W/HUFFINES KIA
*****CONCLUSION***** WRITER INFORMED
CALLER THAT HE WAS NOT A TECH. AND THE PERSON WHO CAN BEST ANSWER CALLER'S QUESTION IS THE SRVC MGR AND REFERRED CALLER TO SEE CHARLIE SMYTHE

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1219XS773768	C159282	0
LAKELAND FL			Dealer:	

Case History

Complaint 975

CCG CREATE DATE: 08/23/99 4:25 PM

CCG COMMENTS 1:

[082399-428PM-LNH]CUSTOMER STATES: 1. SPOKE TO GESSICA ON 8/16 AND 8/17 REGARDING THE PROBLEMS WITH HER VEHICLE 2. ALSO BRAKES LOCKED AND STEERING LOCKED CAUSING AN ACCIDENT, AIR BAG DID NOT DEPLOY AND SEAT BELTS DID NOT LOCK 3. INSURANCE COVERED THE ACCIDENT BUT CUSTOMERS RATES WENT UP 4. CUSTOMER STATES SHE TOLD GESSICA ABOUT THE ACCIDENT ON 8/17 BUT IT WAS FOR SOME REASON NOT FORWARDED CORRECTLY SO NO ONE HAS CALLED HER BCK 5. WAS ALSO TOLD THAT THIS WOULD BE FORWARDED TO KIA FOR A CALL WITHIN 3-5 BUSINESS DAYS FROM THE REGIONAL REP 6. DEALERSHIP LAKELAND KIA IS REFUSING TO HELP CUSTOMER BY CONTACTING THE REG REP AND TOLD CUSTOMER TO CALL STATE ATTY GEN OFFICE 7. CUSTOMER HAS BEEN WAITING FOR A RETURN CALL FROM KIA SINCE 8/20 8. S/M TERRY WILLIAMS AT LAKELAND KIA PROMISED THE CUSTOMER A RENTAL AND IT WOULD BE COVERED, BUT SHE HAS NOT HEARD ABOUT THE COVERAGE IT IS COSTING CUSTOMER \$26/DAY FOR THE VEHICLE, WANTS TO BE REIMBURSED FOR THIS AS WELL 9. VEHICLE IS STILL NOT READY BECAUSE WORK ORDER HAS NOT BEEN COMPLETED OVER THE GAS TANK
*****CONCLUSION***** ADVISED CUSTOMER I SPOKE WITH MY SUPERVISOR ABOUT THIS PROBLEM AND THAT THE SUPERVISOR WOULD HAVE THIS FORWARDED ON TODAY FOR A CALL FROM KIA - I WAS UNABLE TO FIND THE ACC REP AND CUST REFUSED TO GIVE ANOTHER

CCG COMMENTS 2:

[082399-04:27PM-LNH]975 - ATTN: SUPERVISOR

[082399-04:27PM-LNH]ATTN:MICHELLE

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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>
		KNAFB1218X5809420	C164545	0
COTTONWOOD AZ 86326			Dealer:	

Case History

Unknown N/A

COG CREATE DATE: 09/16/99 1:12 PM

COG COMMENTS 1:

[091699- 1:20PM-CHT]CUSTOMER STATES 1. THE GAS KIT CANNOT BE FILLED ALL THE WAY UP. 2. DRIVER'S SIDE SEAT BELT FASTENER DOES NOT WORK. 3. THERE IS NOISE IN THE STERRING WHEEL WHEN IT IS TURNED. 4. THE NAME OF THE DEALER IS MOUNTAIN KIA AND THE SERVICE MANAGER IS JERRY RUDNICK. 5. SHE HAS NOT CONTACTED THE DEALER. 6. WRITER APOLOGIZED TO CUSTOMER AND ADVISED HER TO CONTACT THE SERVICE MANAGER AT THE DEALER WHO IS TECHINCALLY TRAINED TO DO ALL THE REPAIRS ON HER VEHICLE. *****CONCLUSION***** NO CALL BACK REQUIRED

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1213X5800799	C208405	0
WOODBRIDGE VA			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 07/06/00 9:29 AM

CCG COMMENTS 1:

[070600- 9:41AM-C22]CALLER STATED 1. HE IS ON VACATION AND HE IS DRIVING HIS VEH 2. HE IS 15HOURS AWAY FROM HOME, BY THE TIME HE GOT HOME HIS WARRANTY WILL BE OVER 36,000MLG 3. HE WANT'S TO LET US KNOW 4. HIS VEH SEAT BELTS ARE NOT WORKING (METALS PIECE WONT GO INSINE THE LOCK. *****CONCLUSION***** WRITER TOLD CALLER THAT SHE COULD FIND OUT THE PHONE # OF THE NEAREST DLR IN THE AREA HIS DRIVING RIGHT NOW SO HE CAN TAKE THE VEH TO BEFOR HIS WARRANTY IS OVER. CALLER REFUSE TO STOP HIS VEH. SO HE SAID THAT HE WILL CALL THE DLR WHERE HE GOT SERVICE FROM SO WHEN HE GOT HOME HE CAN GO GET IT REPAIR. [070600- 6:19PM-JUP]ERE

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1216X5814034	C213604	0
INDIANAPOLIS IN			Dealer:	

Case History

Complaint 975

CCG CREATE DATE: 07/31/00 11:21 AM

CCG COMMENTS 1:

[073100-11:33AM-DES]CUSTOMER STATED 1. [REDACTED] THE MOTHER TO [REDACTED] WHO WAS IN THE ACCIDENT CALLED. 2. A DEER RAN IN FRONT OF THE VEHICLE AND THE VEHICLE ROLL 7 TIMES AND THEN DROVE 7 MILES TO FAMILY HOME FOR A PHONE. 3. [REDACTED] HAD SEAT BELTS BRUISE S, THE DRIVER HAD SEAT BELT'S BRUISES ON SHOULDERS, HAS HAIR LINE FRACTURE AND HIT HIS HEAD, 4 YOUNG MEN IN THE VEHICLE AND THEY ALL WALK AWAY FROM THE ACCIDENT. 4. [REDACTED] STATED SHE WANTED KIA TO KNOW HOW WELL THE VEHICLE STOOD UP. 5. SHE ALSO REQUESTED A NEW VEHICLE. 6. THE VEHICLE IS STILL AT HER HOME BUT WILL BE TOWED TO SKILLMAN KIA [073100-11:39AM-DES]OF INDIANAPOLIS,IN AND THE INSURANCE CO HAS BEEN CALLED 7. THE ACCIDENT TOOK PLACE ON 7/8/00.
*****CONCLUSION***** WRITER STATED THAT AN ACCIDENT PERSON WILL CALL [REDACTED] TO TAKE DOWN AND ACCIDENT REPORT. WRITER STATED ONCE THE INSURANCE COMPANY IS DONE AND IF KIA NEEDS TO BECOME INVOLVE THE INSURANCE CONPAMY WILL SEND A LETTER OF SUBROGRATION. [080100-10:58AM-GSB]LEFT MESSAGE ON MACHINE

CCG COMMENTS 2:

[073100-11:42AM-DES]975 - ATTN: SUPERVISOR

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Last Name	First Name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1214X5773211	C195266	0
WOODBRIDGE VA			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 04/11/00 6:51 PM

CCG COMMENTS 1:

[041100- 6:53PM-R04]CAL STATED: 1. VEH IS CURRENTLY IN SHOP (MALLOY KIA) FOR REPAIRS ON WATER LEAKING DOWN FROM PASSENGER SIDE 2. CAL IS UPSET W/ NUMEROUS REPAIRS AND VEH IS LESS THAN 1 YEAR OLD 3. VEH HAD BRAKE PADS REPLACED 4 MONTHS AFTER PURCHASE 4. CAL SPOKE W/ SM AT DLR ROY GARRISON 5. CAL CLAIMS TO HAVE TAKEN VEH IN FOR MANTAINCE AND 3000 MI TUNE UPS 6. CAL FEELS ROY IS NOT BE COOPORATIVE AND HE IS RUDE [041100- 7:00PM-R04]CAL CLAIMS ROY TOLD HE CANT DO ANYTHING TO HELP HIM 7. HE IS REQUESTING A NEW VEH IF THESE PROBS CANT BE FIXED 8. WRITER AGAIN STATED THAT THE SERV MNGR IS BEST TO ASST HIM BUT HE WOULD NOT ACCEPT THAT AND STATED THAT THE SERV MNGR WILL NOT HELP HIM 9. JACK TOOK OVER THE CALL AND STATED: A. THE CUSTOMER IS UPSET THAT HIS VEH HAS BEEN IN SO MANY TIMES ALREADY (BRAKES REPLACED AFTER 4K MILES, WATER LEAK 2 TIMES, RUBBER RIM REPLACED ONCE, MIDDLE CONSOL AND CIGARETTE LIGHTER WERE REPLACED TWICE EACH, SEAT BELT WOULD NOT RETRACT, FUEL GAGE WAS NOT WORKING, AND HE HAS HAD OTHER BASIC MAINTENANCE) B. HE NO LONGER WANTS THE VEH C. JACK MADE HIM AWARE THAT KIA DOES NOT HAVE A POLICY ON REPALCING THE VEH AND REFERRED HIM TO THE SERV MNGR FOR POSS ASST D. CUSTOMER REFUSED TO DO THIS E. JACK MADE HIM AWARE THAT THE ONLY OTHER OPTION WOULD BE TO SEND A LETTER TO THE CORP OFFICE FOR POSS ASST F. CUSTOMER REFUSED THAT ALSO AND STATED THAT HE WILL JUST CALL HIS LAW LAWYER FOR ASST G. JACK MADE HIM AWARE THAT IF ANY ASST CAN BE OFFERED, IT WILL BE OFFERED BY KIA ***** CONCLUSION: CUSTOMER WILL CALL THE DLR FOR POSS ASST AND AGREED TO SEND A LETTER IF THE DLR REFUSES ASST 2. HE WILL NOT BE CALLING A LAWYER AT THIS TIME 3. HE IS CONCERNED ABOUT WHAT COULD HAPPEN TO THE VEH WHILE WAITING FOR A RESPONCE FROM THE LETTER 4. JACK TOLD HIM TO CONTINUE TO WORK WITH THE DLR WITH ANY FUTURE PROBS [041100- 7:42PM-R04] WILL SEND AN ALERT FAX TO MAKE THE SERV MNGR AWARE THAT HE WILL BE CALLING FOR ASST (MALLOY KIA)

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Last Name	First Name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1214X5790543	A37668	0

LACONIA NH Dealer: CA109 Shaver Kia

Case History

COMPLAINT N/A

AS400 CREATION DATE: 08/17/1999
RESPONSE: LETTER

AS400 COMMENTS:

081799 (SH) PER 48 HOUR PHONE CALL CUSTOMER STATES: 1. SEAT BELTS NOT WORKING
*****ATTN. SERVICE MANAGER ***** PLEASE CONTACT
CUSTOMER RESOLVE AND UPDATE FILE

CLOSE COMMENTS

081799 DVD FILE OPENED FOR TRAINING BY SARAH JANIS INTMENT WHEN SHE IS ABLE TO BRING IT IN. B GG.
***** GOODWILL% 07/26/00 MARIA WILLIAM ***** 4/13/00 (MVW) CUST'S VEH HAS BEEN
TO DLR 5X IN THE FIRST 9 MTHS OF SERVICE FOR CONCERNS INCLUSIVE OF STALLING (1X), HARD START
(1X), FUEL GAUGE INOP (1X), THEFT DETERRENT INOP (2X), DOME LIGHT INOP (1X), SERVICE CAMPAIGN 014
(1X) W/18 DAYS OUT OF SERVICE...CUST REQUESTED REPURCHASE...DPSM DENIED AND OFFERED
REIMBURSEMENT OF 2 CAR PAYMENTS AS A ONETIME GOODWILL OFFER CONTINGENT ON A SIGNED
RELEASE...CUST ACCEPTED TOTAL AMT: \$ 00475.80 ***** GOODWILL% 04/13/00 MARIA WILLIAM
***** FACILITY, AND THAT CATES AUTOMOTIVE IS ASL. DPSM REQUESTS KIA BE RELEASED FROM
CUSTOMER'S REPURCHASE REQUEST, AS THIS VEHICLE HAS A 3/36 WARRANTY. S FILE REPAIRS HAVE BEEN
DONE TO CUSTOMERS SATISFACTION.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
MARGATE FL		KNAFB1217X5762039	A45219	0

Dealer: FL018 Coral Springs Kia

Case History

COMPLAINT N/A

AS400 CREATION DATE: 05/24/2000
RESPONSE: FAX

AS400 COMMENTS:

5/24/00 (LW) PER KCC FAX CUST STATES: 1. CUST WAS GIVEN NO. TO BBB SINCE DLR STATED THEY CANNOT ASSIST. 2. THE BBB REFERRED CUST BACK TO DLRSHIP. 3. LAST SUNDAY, THE TRANSMISSION WENT OUT. SINCE REPAIR, VEH HAS BEEN STALLING. CUST HAS HAD MULTIPLE PROBLEMS AND REQUESTED TO MEET W/REP, BUT DLR HAS NOT HELPED. FILE OPENED TO SRCA. 5/25/00 (LW) PER KCC FAX CUST HAS YET TO REC. A CALL BACK. FILE UPDATED TO THE REGION AS AN FYI 05/25/00 (CT) WRITER SPOKE TO CUSTOMER AT 1:55 PM AND CUSTOMER STATED THAT SINCE THE TRANSMISSION WAS REPAIRED, THE VEHICLE STALLS OUT. HE ALSO STATES THAT THE ENGINE MISFIRES AND HE DOES NOT TRUST THE VEHICLE. CUSTOMER REQUESTING TO MEET WITH THE DPSM TO DISCUSS CONCERNS AND RESOLUTION. WRITER INFORMED CUSTOMER THAT THIS INFORMATION WOULD BE SENT TO THE DPSM WITH REQUEST FOR REVIEW AND INVOLVEMENT. COPY TO ART BERKELEY, DPSM. (M/B) 5/31/00 (AB) TRANSMISSION WAS NEVER REPLACED - CLUTCH WAS REPLACED AWHILE AGO. CUST STEAM CLEANED ENGINE AND WATER GOT INTO SPARK PLUG HOLES CAUSING A MISFIRE. DEALER REPAIRED NO CHARGE. ON SAT MAY 27,2000 CUST WAS AT DEALER WITH MISFIRE BECAUSE OF #3 SPARK PLUG WIRE FAILURE. SPARK PLUG WIRE WAS REPLACED NO CHARGE. CUST WAS ABUSIVE WHILE AT DEALER AND WAS TOLD IF HE DOES NOT MODIFY HIS BEHAVIOR HE WILL NO LONGER BE WELCOME AT CORAL SPRINGS KIA. VEHICLE IS REPAIRED AND OPERATING CORRECTLY AT THIS TIME. 12/12/00 (GS) - PER CUST CERTIFIED LTR: 1. RCVD MVDEFECT NOTIFICATION & R.O'S FILE OPENED TO REGION 12/15/00 (ARJ) SRCA REC'D FL MVDN. CUSTOMER CONCERNS: 1. STALLS OUT WHILE DRIVING 2. DEFECTIVE SEAT BELTS 3. A/C DOESNT WORK 4. BRAKES HAVE FAILED 5. TRANS FAILURE 6. ELECTRICAL SYSTEMS (MULTIPLE) 7. IGNITION 8. STEREO 9. AIRBAG SENSOR SCHED APPT FOR REPAIR ON 01/02/00 @ 9AM (FEDX). NOTIFIED DPSM BRAMBLE (FAX & V/M) & FL018 (FAX). CLOSED FILE, FILED IN FL DRAWER. 1/8/01 (ARJ) SRCA REC'D BBB CCF (KIA0151633) CUSTOMER CONCERNS: 1. CAR BELT SEAT FALL TO THE SIDES/NOT WELL ADJUSTED - CURRENT - 2X

CLOSE COMMENTS

***** GOODWILL% 07/11/00 MELANIEDOUGHE ***** GOODWILL%
07/11/00 MELANIEDOUGHE ***** GOODWILL% 08/08/00 MELANIEDOUGHE
***** GOODWILL% 08/08/00 MELANIEDOUGHE *****
GOODWILL% 08/15/00 MELANIEDOUGHE ***** GOODWILL% 08/15/00
MELANIEDOUGHE ***** GOODWILL% 09/11/00 MELANIEDOUGHE *****
***** GOODWILL% 09/11/00 MELANIEDOUGHE ***** AND HE ALSO OFFERED A 2 CAR PMT
REIMBURSEMENT. CUST ACCEPTED. COPIES OF THE CUST'S PROOF OF PMT AND WARRANTY HISTORY SENT
TO NCA. TOTAL AMT: \$ 00682.36 ***** GOODWILL% 05/23/00 D. MOORE *****
GOODWILL IS FOR ONE MONTH CAR PAYMENT AS CAR HAS BEEN AT DEALERSHIP FOR ALMOST ENTIRE
MONTH OF MAY.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAPB1213X5802004	A40899	0
MC CAYSVILLE GA			Dealer: GA027, Kia of Blue Ridge	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/16/1999
RESPONSE: NO RESPONSE

AS400 COMMENTS:

12/16/99 (KYM) SCRA AS PER SERVICE SURVEY, GOT THE RUN AROUND UNTIL CUS REP ORTED SITUATION, ON 2ND VISIT, WRENCH WAS FOUND BETWEEN HEADLIGHT & HOOD, D ANGEROUS TO DISLodge. OPENED TO DLR FOR RESOLUTION.

CLOSE COMMENTS

TALKED TO CUSTOMER. SHE WAS UNHAPPY WITH HER KIA PRODUCT AS WELL AS THE SERVICE SHE RECEIVED @ GA027. WE DIDN'T TALK ABOUT DETAILS BECAUSE SHE HAS ALREADY TRADED HER KIA IN ON ANOTHER VEHICLE. 12/16/99 (DM) PER WRCAM M. CAMERON: THIS CUST HAS HAD NUMEROUS PROBLEMS WITH HER KIA. SOME OF THE RECURRING PROBLEMS HAVE BEEN INOP SEAT BELTS, CLUTCH NOISE AND INOP 4WHEEL DRIVE. BECAUSE OF THESE PROBLEMS, THE CUST HAD REQUESTED A REPURCHASE. WRCAM HAS MEDIATED WITH THE CUST AND HAS OFFERED A 3 CAR PAYMENT REIMBURSEMENT AS A GESTURE OF GOODWILL IN LIEU OF A REPURCHASE. CUST HAS ACCEPTED THE OFFER. COPIE OF THE CUST'S PAYMENT COUP AND WARRANTY HISTORY SENT TO NCA. PLEASE MAKE CHECK AS FOLLOWS: TOTAL AMT: \$ 01122.81
***** GOODWILL% 12/16/99 D. MOORE ***** GOODWILL% 09/08/00
CLYDE TEASLEY ***** THAT NAME. ALSO TRIED TO CALL CELL # NO ANSWER SENT POST CARD FOR CUST TO CONTACT DEALER

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Last name	First name	VIN of 1999 SEPHEA	Case Number	Mileage
RIVERDALE MD		KNAFB1211X5785204	A36603	0
Dealer:				

Case History

COMPLAINT N/A

AS400 CREATION DATE: 07/09/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

7/9/99 (SB) NATIONAL RECEIVED CERTIFIED LETTER 1. VEHICLE HAS HAD CONTINUAL PROBLEMS WITH THE BRAKES 2. BRAKES ARE SQUEAKING 3. CUSTOMER HAS NOT YET RECEIVED ANY RESPONSE BY KIA REPRESENTATIVE 4. CUSTOMER IS VERY DISSATISFIED AND IS REQUESTING THAT SHE BE RESPONDED TO WITHIN 15 DAYS OF THE RECEIPT OF THIS LETTER LETTER SENT TO REGION FOR HANDLING 7/08/99 (BW) SPOKE TO THE CUSTOMER BY PHONE. REVIEWED CONCERNS. ADVISED CUSTOMER I WILL LOOK INTO RELEASE DATE OF NEW DISC BRAKE PADS. I EXPECT TO HAVE ANSWER BACK TO CUSTOMER BY THE 13TH. (BW) 7/14/99 (EW) REC'D LETTER FROM CUST. WITH ON GOING REPAIRS. CC TO BILL WYATT. 7/16/99 (EW) REC'D LETTER FROM AUTOMOTIVE CONSUMER ACTION PROGRAM FOR CUSTOMER. CC TO BILL WYATT. (BW) UPDATED BRAKE PADS WERE ORDERED AND SENT TO LANHAM KIA FOR THIS OWNER. THESE ARE THE FINAL FIX PADS FOR THIS VEHICLE. 8/9 (BW) DEALER RECEIVED SHIPMENT OF NEW BRAKE PADS. DEALER SERVICE MANAGER IS CONTACTING THE CUSTOMER TO SCHEDULE THE PAD REPLACEMENT. (BW) 1/13/00 (SB) NATIONAL RECEIVED CERTIFIED LETTER 1. BRAKES: REPLACED 3X AND DEGLAZED 2. HEADLAMP REPLACED 3. RIGHT FRONT PASSENGER SEAT BELT WAS RETRACTED BECAUSE IT WAS LOCKED 4. CUSTOMER IS REQUESTING TO BE CONTACTED 5. CUSTOMER ALSO REQUESTING REFUND OF MONEY THAT WAS PUT INTO THE VEH WHICH INCLUDES ALL CAR NOTES, DOWNPAYMENT, AND TAXES AND TAGS MINUS AGREEABLE COST FOR THE MILEAGE PUT ON THE VEH 6. CUSTOMER REQUESTING RESPONSE WITHIN 30 DAYS OR ATTORNEY GENERALS OFFICE WILL BE CONTACTED FILE OPEN TO REGION 2/1/00 (EW) WRITER REC'D LETTER FROM AUTOCAP. CUSTOMER WANTS A RESPONSE TO HER LETTER AND ALSO A RESPONSE FROM THE DPSM. WRITER WILL DO A RECAP. FILE TURNED OVER TO CR FOR RESOLUTION. 2/8/00 (CR) REC'D CALL FROM TONY BELL @ AUTOCAP WHICH STATES: - 1250PM 1. SEEKS RESPONSE - ONE LTTR WAS SENT IN 7/99 W/NO RESPONSE A. 'CR' TO CALL CUST TO MAKE OFFER BEFORE GIVING RESPONSE 2/8/00 (CR) PLACED CALL TO CUST. @ WORK # - NO LONGER WORKS THERE - 1255PM 2/8/00 (CR) PLACED CALL TO CUST. @ HOME # - LP MESS VMX FOR CALL BACK - 1PM 2/8/00 (CR) REC'D CALL FROM CUST. WHICH STATES: - 340PM 1. 'CR' EXPLAINED TO CUST THAT KIA HAS INSTALLED NEWLY DESIGNED BRAKE PAD

CLOSE COMMENTS

DPSM INSPECTED VEHICLE AND TEST DROVE 20 MI. NO UNUSUAL ODORS WERE DETECTED *****
GOODWILL% 07/26/00 SUSAN OLIVER ***** GOODWILL% 07/26/00 SUSAN OLIVER ***** D. ALSO, RAN AN EMISSIONS TEST WHICH SHOWED THE VEHICLE AT .01% CO VS A MAX LIMIT OF 1.2 AN 4PPM HC VS A MAX OF 220PPM. NO PROBLEMS WERE EVIDENT WITH THE VEHICLE EXCEPT FOR SOME WINDNOISE ON THE DRIVER'S SIDE WHICH DPSM CORRECTED. PLEASE CLOSE THANKS, JFM, DPSM ***** GOODWILL% 02/28/00 SUSAN OLIVER ***** REIMBURSEMENT OF CAR PAYMENTS TO RESOLVE LEMON LAW COMPLAINT, (25 WEEKLY PAYMENTS). TOTAL AMT: \$ 02554.25 ***** GOODWILL% 02/28/00 SUSAN OLIVER ***** AND CUSTOMER WOULD NOT RETURN CALL. FACTORY REP AUTH DEALER TO GO AHEAD AND CHECK VEHICLE OUT THAT CUSTOMER HAD GIVEN HIM AUTH. CHECKED VEHICLE ONLY THING FELT WAS VERY SLIGHT SHIMMY AT HIGHWAY SPEEDS, FACTORY REP CAME AND

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Last name	First name	VIN of 1999 SEPHIA L8	Case Number	Mileage
PORT ST LUCIE FL		KNAFB1211X5774915	A43864	0
			Dealer: FL023 Treasure Coast Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 03/31/2000
RESPONSE: FAX

AS400 COMMENTS:

03/31/00 (CK) PER CUSTOMER LETTER CUST STATES: 1. INVOLVED IN AN ACCIDENT: VEH STOPPED IN FRONT OF HER, SHE APPLIED THE BRAKES, THE PEDAL WENT TO THE FLOOR AND THE VEH DID NOT STOP IN TIME. 2. AIRBAGS DID NOT DEPLOY AND THE SEAT BELT DID NOT DETRACT. 3. CUST WAS EXAMINED AND TREATED FOR INJURIES AT MARTIN MEMORIAL HOSPITAL. 4. THE INSURANCE COMPANY PERFORMED A SUBSEQUENT INVESTIGATION WHICH INDICATED THE ROTORS WERE WARPED AND THE RIGHT TIRE WAS DEFECTIVE. LETTER FORWARDED TO THE REGION FOR HANDLING. FILE OPEN TO THE REGION FOR CUSTOMER CONTACT. 4/6/00 (KYM) SCRA RECEIVED FAX LETTER FROM NCA. SCHEDULED APPT FOR REPAIRS ON 4/25 @ 9AM (FEDX). ALSO SENT TO FL023 & D. STEVENS. FILED IN FL DRAW. CL OSED. 9/5/00 (ARJ) SRCA REC'D BBB CCF (KIA0038316) CUSTOMER CONCERNS: 1. BRAKE NOISES - 3X 2. HARD TO START - 2X 3. VEH WOULD NOT GO INTO REVERSE 4. WINDOWS STICK 5. GAS SQUIRTS OUT WHEN FILLING TANK 6. STEERING WHEEL NOISE 7. LOSES POWER WHILE ACCELERATING 8. NOISE FROM A/C 9. VEH VIBRATES @ 70-75 MPH CUST WOULD LIKE MFR TO REPLACE OR REPURCHASE VEH. NOTIFIED DPSM STEVENS VIA FAX & V/M. OPEN FILE, FILED ON DESK. ***** SERVICE MANAGER

***** DO NOT CLOSE THIS FILE WITHOUT THE DPSM BEING INVOLVED IN THE DECISION. THANK YOU FOR YOUR ASSISTANCE.***** 9/6/00 (ARJ) SRCA REC'D SUPPORT DOCS FROM BBB. NOTIFIED DPSM STEVENS VIA FAX & V/M. FILED ON DESK, OPEN FILE. 09/08/00 (DS) DPSM REVIEWED SERVICE FILE AND NOTES CUSTOMER FAILED TO APPEAR FOR KIA MOTORS AMERICA REPAIR SCHEDULED FOR 04/25/00 @ FL023. 09/08/00 (DS) CUSTOMER STATEMENTS ON LINES 1-5 ABOVE MAY MAKE THIS MATTER INELIGIBLE FOR AUTOLINE PROGRAM. 09/12/00 (DS) DPSM ASKED T. J. WHITING, SVC. MGR. TO CONTACT CUSTOMER TO SCHEDULE MEETING TO RESOLVE ISSUES LISTED IN LINES 15-23 ABOVE, FOR FRIDAY, 09/15/00 @ 9:00 AM. 9/13/00 (ARJ) SRCA REC'D BBB NOTIFICATION THAT CLAIM IS INELIGIBLE FOR FURTHER HANDLING IN BBB BECUASE CLAIMS INVOLVING VEH DEFECT IF YOU ALLEGE THAT VEH DEFECT HAS CAUSED AN ACCIDENT OR FIRE THAT RESULTED IN DAMAGE TO

CLOSE COMMENTS

CUSTOMER, HER FRIEND LUIS, SVC. MGR. T. J. WHITING, AND DPSM TEST DROVE VEHICLE AND NOTED NO BRAKE PEDAL HEIGHT WAS AS DESIGNED, A/C BELT WAS OPERATING AS DESIGNED, REAR BRAKES OPERATED AS DESIGNED, STEERING OPERATED AS DESIGNED, SHIMMY WAS NOT EVIDENT AT 70 OR 75 MPH, AND ACCELERATION OPERATED AS DESIGNED. LUIS CONFIRMED THE FINDINGS OF DPSM, DURING THE TEST DRIVE AND SVC.MGR. DID NOT DETECT ANY FAULTS WITH THE VEHICLE OPERATION TODAY. TO GOODWILL COMPENSATION TO ENSURE CUST SATISFACTION...CUST ACCEPTED...RCVD SIGNED RELEASE THIS DATE TOTAL AMT: \$ 00454.30 ***** GOODWILL% 04/19/00 MARIA WILLIA ***** GOODWILL% 05/06/00 MARIA WILLIAM ***** CAR PAYMENTS. THE CUSTOMER ACCEPTED THE OFFER AND IS SATISFIED. COPIES OF THE CUSTOMER'S PAYMENT COUPON AND WARRANTY HISTORY SENT TO NCA.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1210X5769754	A42968	0
CAPE CORAL FL			Dealer: FL019 Galeana Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 02/28/2000
RESPONSE: FAX

AS400 COMMENTS:

02/28/00 (CK) NATIONAL RECEIVED CUSTOMER LETTER. LETTER FORWARDED TO THE REGION FOR HANDLING. FILE CLOSED TO THE REGION. REGION TO RE-OPEN FILE UPON RECEIPT OF LETTER. 3/1/00 (KYM) SCRA RECEIVED LETTER. CUSTOMER CONCERNS: 1. BRAKES 2. PADS & BRAKES (3 TIMES REPLACED) 3. BRAKES SQUEAK 4. BRAKES PULSATE SCHEDULED APPT FOR REPAIR ON 3/21 @ 9AM (FEDX). ALSO SENT TO FL019 & A. BER KLEY. WRITER REQUESTED RO'S. FILED IN FL DRAW. CLOSED FILE. 4/18/00 (ARJ) SRCA REC'D BBB CCF (KIA0092673) CUSTOMER CONCERNS: 1. BRAKE PROBLEMS/PADS & ROTORS REPLACED/VEH BOUNCES - CURRENT - 3X 2. DRIVER SEAT BELT FAILED/REPLACED - NOT CURRENT - 1X 3. STEERING WHEEL SHAKES AT SPEEDS OF 65 MPH - CURRENT - 2X 4. A/C UNIT MAKING NOISE/REPAIRED - NOT CURRENT - 1X 5. VEH VIBRATES WHEN A/C IS ON - NOT CURRENT - 1X CUST WOULD LIKE MFR TO REFUND HIS MONEY IN FULL, LESS USAGE CHARGE. NOTIFIED DPSM BERKELEY VIA FAX & V/M. OPEN FILE, FILED ON DESK. *****SERVICE MANAGER***** DO NOT CLOSE THIS FILE W/OUT THE DPSM BEING INVOLVED IN THE DECISION. THANK YOU FOR YOUR ASSISTANCE. ***** 4/18/00 (ARJ) PER DPSM BERKELEY, FRA WAS SCHED FOR 3/21/00. DLR REPORTS THAT CUST DID NOT SHOW. KMA REQUESTS FRA BEFORE GOING TO ARB IF CUST HAS ANY CONCERNS THAT HAVE NOT BEEN CORRECTED. REQUEST TER. CUST REC'D \$1000.00 REBATE. MRF TO BBB & COPY TO DPSM VIA FAX & V/M. CLOSED FILE, FILED IN BBB CABINET. 4/27/00 (ARJ) SRCA REC'D BBB TER. FINDINGS: 1. BRAKE PROBLEMS/PADS & ROTORS WERE REPLACED/VEH BOUNCES - NO - N/A 2. STEERING WHEEL SHAKES AT SPEEDS OF 65 MPH - NO - N/A NOTIFIED DPSM BERKELEY VIA FAX & V/M. FILED IN BBB CABINET. 05/08/00 (CT) SRCA RECEIVED THE REPURCHASE RECOMMENDATION AND REPAIR ORDERS WITH RECAP FROM ART BERKELEY, DPSM, FOR A REPLACEMENT. FEDEX TO ISG TO PROCESS FOR REPLACEMENT VEHICLE FOR CUSTOMER. 5/17/00 (ARJ) SRCA REC'D BBB TERMS OF SETTLEMENT. CUST ACCEPTED REPLACEMENT OFFER, TO BE COMPLETED AS SUBSTITUTION OF COLLATERAL W/CUST PAYING \$800.00 FOR MILEAGE CHARGES. MFR TO CONTACT CUST W/IN 20 BUSINESS DAYS TO COMPLETE

CLOSE COMMENTS

***** GOODWILL% 02/28/00 D. MOORE ***** GOODWILL% 08/04/00
D. MOORE ***** GOODWILL% 08/04/00 D. MOORE ***** 2/28/00 (DM) PER
DPSM TED DORAZI: THIS CUST HAS EXPERIENCED PROBLEMS WITH THE FOLLOWING COMPONENTS ON HER KIA: A/C COMP, BATTERY, CLUTCH, POWER STEERING AND BRAKE CALIPERS. DPSM DORAZI WRITES WRCA STATING "TO REGAIN CUSTOMER FAITH, TRUST AND POSITIVE ATTITUDE TOWARD PRODUCT AND KIA COMPANY, GOODWILL 2 PAYMENTS MADE - OWNER SATISFIED AND THINKS HE HAS BEEN COMPENSATED FOR INCONVENIENCES". COPIES OF THE CUST'S PMT COUPON AND WARRANTY HISTORY SENT TO NCA. TOTAL AMT: \$ 00744.00 ***** GOODWILL% 02/28/00 D. MOORE ***** TOTAL AMT: \$ 00074.00 ***** GOODWILL% 04/04/00 D. MOORE ***** STORE WHENEVER THE ENG.DRIVABILITY OR THE SEATBELT CONDITION COULD BE

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Last Name	First Name	VIN of 1999 SEPHIA LS	Case Number	Mileage
		KNAFB1211X5790600	A40901	0
VIOLET LA			Dealer: LA014 Crescent City Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/16/1999
RESPONSE: NO RESPONSE

AS400 COMMENTS:

12/16/99 (KYM) SCRA AS PER SERVICE SURVEY, VERY INCONVENIENCED TO TRAVEL 30 MILES FOR SERVICE, & WAIT 4 HOURS TO GET VEH REPAIRED. OPENED TO DEALER FOR YOUR INFORMATION AND REVIEW. 12/21/99 (KYM) SCRA PER B. CAMERON CAR WAS INSPECTED & REPAIRED 9/16/99 BY HAROLD LEBLANC(LA014). CUSTOMER CAME IN, WAS ALLOWED TO WAIT & VEH REPAIRED ASAP. DEALER DID NOT INCONVENIENCE CUSTOMER. CLOSED FILE. 4/11/00 (KYM) SCRA OPENED TO LEGAL. A WAITING SALES DOCS & RO'S.

CLOSE COMMENTS

TALKED TO CUSTOMER. SHE WAS UNHAPPY WITH HER KIA PRODUCT AS WELL AS THE SERVICE SHE RECEIVED @ GA027. WE DIDN'T TALK ABOUT DETAILS BECAUSE SHE HAS ALREADY TRADED HER KIA IN ON ANOTHER VEHICLE. 12/16/99 (DM) PER WRCAM M. CAMERON: THIS CUST HAS HAD NUMEROUS PROBLEMS WITH HER KIA. SOME OF THE RECURRING PROBLEMS HAVE BEEN INOP SEAT BELTS, CLUTCH NOISE AND INOP 4WHEEL DRIVE. BECAUSE OF THESE PROBLEMS, THE CUST HAD REQUESTED A REPURCHASE. WRCAM HAS MEDIATED WITH THE CUST AND HAS OFFERED A 3 CAR PAYMENT REIMBURSEMENT AS A GESTURE OF GOODWILL IN LIEU OF A REPURCHASE. CUST HAS ACCEPTED THE OFFER. COPIE OF THE CUST'S PAYMENT COUP AND WARRANTY HISTORY SENT TO NCA. PLEASE MAKE CHECK AS FOLLOWS: TOTAL AMT: \$ 01122.81
***** GOODWILL% 12/16/99 D. MOORE ***** GOODWILL% 09/08/00
CLYDE TEASLEY ***** THAT NAME. ALSO TRIED TO CALL CELL # NO ANSWER SENT POST CARD FOR CUST TO CONTACT DEALER

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
		KNAFB1218X5806453	A41152	0
STOUGHTON MA			Dealer: MA006 Quirk Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/27/1999
RESPONSE: LETTER

AS400 COMMENTS:

12/27/99 PER 48 HOUR SALES SURVEY CUSTOMER STATES: IGNITION SWITCH STICKS IN THE COLD PASSENGER FRONT SEAT BELT NOT LOCKING. *****SERVICE MANAGER***** PLEASE CONTACT CUSTOMER, RESOLVE AND UPDATE FILE.....THANK YOU 12/29 PD-DPSM I SPOKE TO MV/SERV MGR HE IS SETTING AN APTT FOR CUST DURING WEEK OF 1/3 TO ADDRESS CONCERNS. THE FILE IS BEING CLOSED BY THE DPSM.

CLOSE COMMENTS

THE FILE IS BEING CLOSED BY THE DPSM. AN APTT IS BEING SET FOR THE CUSTS VEH FOR THE WEEK OF 1/03
***** GOODWILL% 01/02/01 MELANIEDOUGHE ***** GOODWILL%
01/02/01 MELANIEDOUGHE ***** GOODWILL% 01/02/01 MELANIEDOUGHE
***** GOODWILL% 06/06/01 MELANIEDOUGHE ***** CONCERNS HAVE BEEN
ADDRESSED AND CORRECTED. THE CUSTOMER IS HAPPY WITH HIS KIA. *****GOODWILL 000000 3000.00
1/18/2001 ***** THE CUST FOR A FINAL REPAIR AND A TWO MONTH CAR PAYMENT REIMBURSEMENT. THE
CUST ACCEPTED THIS OFFER AND CANCELLED HER CASE WITH THE BBB. COPIES OF THE CUST'S PAYMENT
COUPON AND WARRANTY HISTORY SENT TO NCA. TOTAL AMT: \$ 00877.82 ***** GOODWILL%
04/18/00 D. MOORE ***** CONTACT DEALER

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
LAUREL MS		KNAFB1211X5771254	A37676	0
			Dealer: MS003 Kia of Laurel	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 08/17/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

8/17/99 (TG) PER HOT FAX CUSTOMER STATES: 1. CUSTOMER ALLEGES THAT THE VEHICLE IS NOT SAFE AND HE FEARS FOR HIS FAMILY 2. HE STATES THE BRAKES DO NOT WORK, THE SEAT BELTS DO NOT CATCH, THE DEALER CANNOT REPAIR THE TRANSMISSION CORRECTLY AND THE MOTOR DOES NOT WORK WELL 3. CUSTOMER IS CONCERNED FOR HIS FAMILY FILE OPEN TO REGION 8/19/99 (PO) WRITER TRIED TO CONTACT CUSTOMER BY PHONE. NO ANSWER, NO MACHINE. (1:20 PM) 8/30/99 (PO) WRITER FAXING TO DPSM, SCOTT CAMERON. 9/9/99 (PO) PER SCOTT CAMERON, DPSM, HAS CONTACTED SER MGR AND REQUESTED SER MGR CONTACT CUSTOMER AND SCH APPT FOR INSPECTION AND ADDRESS CONCERNS. *****ATTN SER MGR, PLEASE UPDATE AND CLOSE AS APPROPRIATE.THANKS*

CLOSE COMMENTS

NUMEROUS ATTEMPTS MADE TO CALL OWNER. PHONE DISCONNECTED. LETTER WRITTEN BY SERVICE MANAGER THIS DATE TO ASK CUSTOMER TO COME IN IF STILL HAVING PROBLEMS 4/13/00 (MVW) CUST'S VEH HAS BEEN TO DLR 5X IN THE FIRST 9 MTHS OF SERVICE FOR CONCERNS INCLUSIVE OF STALLING (1X), HARD START (1X), FUEL GAUGE INOP (1X), THEFT DETERRENT INOP (2X), DOME LIGHT INOP (1X), SERVICE CAMPAIGN 014 (1X) W/18 DAYS OUT OF SERVICE...CUST REQUESTED REPURCHASE...DPSM DENIED AND OFFERED REIMBURSEMENT OF 2 CAR PAYMENTS AS A ONETIME GOODWILL OFFER CONTINGENT ON A SIGNED RELEASE...CUST ACCEPTED TOTAL AMT: \$ 00475.80 ***** GOODWILL% 04/13/00 MARIA WILLIAM ***** FACILITY, AND THAT CATS AUTOMOTIVE IS ASL. DPSM REQUESTS KIA BE RELEASED FROM CUSTOMER'S REPURCHASE REQUEST, AS THIS VEHICLE HAS A 3/36 WARRANTY. S FILE REPAIRS HAVE BEEN DONE TO CUSTOMERS SATISFACTION.

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1217X5774899	A40900	0
HOUMA LA [REDACTED]			Dealer: LA009 Barker Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/16/1999
RESPONSE: NO RESPONSE

AS400 COMMENTS:

12/16/99 (KYM) SCRA AS PER SURVEY, PARTS DEPT NEEDS TO TAKE TIME TO ORDER P ARTS RIGHT THE 1ST TIME, NOT ON THE 3RD VISIT. OPENED TO DEALER FOR YOUR INFORMATION AND REVIEW.

CLOSE COMMENTS

TALKED TO CUSTOMER. SHE WAS UNHAPPY WITH HER KIA PRODUCT AS WELL AS THE SERVICE SHE RECEIVED @ GA027. WE DIDNT TALK ABOUT DETAILS BECAUSE SHE HAS ALR EADY TRADED HER KIA IN ON ANOTHER VEHICLE. 12/16/99 (DM) PER WRCAM M. CAMERON: THIS CUST HAS HAD NUMEROUS PROBLEMS WITH HER KIA. SOME OF THE RECURRING PROBLEMS HAVE BEEN INOP SEAT BELTS, CLUTCH NOISE AND INOP 4WHEEL DRIVE. BECAUSE OF THESE PROBLEMS, THE CUST HAD REQUESTED A REPURCHASE. WRCAM HAS MEDIATED WITH THE CUST AND HAS OFFERED A 3 CAR PAYMENT REIMBURSEMENT AS A GESTURE OF GOODWILL IN LIEU OF A REPURCHASE. CUST HAS ACCEPTED THE OFFER. COPIE SOF THE CUST'S PAYMENT COUP AND WARRANTY HISTORY SENT TO NCA. PLEASE MAKE CHECK AS FOLLOWS: TOTAL AMT: \$ 01122.81
***** GOODWILL% 12/16/99 D. MOORE ***** GOODWILL% 09/08/00
CLYDE TEASLEY ***** THAT NAME. ALSO TRIED TO CALL CELL # NO ANWSER SENT POST CARD FOR CUST TO C ANTACT DEALER

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Last name	First name	VIN of 1999 SEPHIA	Case Number	MHence
POUNTAI	FL	KNAFB1210X5813980	A41755	0
			Dealer: FL058 Emerald Court Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 01/18/2000
RESPONSE: FAX

AS400 COMMENTS:

01/18/00 (SB) NATIONAL RECEIVED EXPRESS MAIL 1. MOTOR VEHICLE DEFECT NOTIFICATION 2. ENGINE (DEFECTIVE) 3. ENGINE LEAKING OIL 4. CLUTCH 5. PADS AND ROTORS 6. SEAT BELT 7. DOOR MOLDING 8. FRONT END ALIGNMENT 9. HAD TO HAVE VEH PAINTED 3X, TWO DIFFERENT COLORS 10. VENT IN THE FRONT OF VEH IS NOT WORKING PROPERLY FILE OPEN TO REGION 1/19/00 (KYM) SCRA RECEIVED "FL DEFECT NOTICE. SCHEDULED APPT FOR REPAIR O N 2/3 @ 9AM (FEDX). ALSO SENT TO FL058 & D. KORDEK. CUS HAS ATTACHED RO'S.S FILED IN "FL DRAW. CLOSED FILE. 2/23/00 (ARJ) SRCA REC'D BBB OCF (KIA0087137) CUSTOMER CONCERNS: 1. PAINT IS 2 DIFFERENT COLORS FROM THE FACTORY - CURRENT - 4X THE DEALERSHIP HAS TRIED FIXING THE PAINT BUT HAS ONLY MADE THE PROBLEM WORSE. HE WOULD LIKE THE VEH REPURCHASED & HIS MONBY REFUNDED. NOTIFIED DPSM KORDEK VIA FAX & V/M. OPEN FILE, FILED ON DESK. *****SERVICE MANAGER***** DO NOT CLOSE FILE W/OUT DPSM BEING INVOLVED IN DECISION. THANK YOU FOR YOUR ASSISTANCE. ***** 2/25/00 (DK) DEALER STATES VEHICLE IS REPAIRED PLEASE SEND FOR TE REPORT 2/28/00 (ARJ) PER DPSM KORDEK, REQUEST TER. CUST REC'D \$1500.00 REBATE. MRF TO BBB & COPY TO DPSM VIA FAX & V/M. CLOSED FILE, FILED IN BBB CABINET 2/29/00 (ARJ) SRCA REC'D BBB UPDATED CCF W/ADDITIONAL INFO. CUSTOMER ADDITIONAL CONCERNS: 2. ENGINE WAS REPLACED BUT IS LEAKING OIL - CURRENT - 3X 3. REPLACED SEAT BELTS - NOT CURRENT - 1X 4. WEATHER STRIP TO FRONT WINDSHIELD REPLACED - NOT CURRENT 5. BRAKE SHOES & ROTORS REPLACED - NOT CURRENT - 1X 6. EXCESSIVE DIRT/SAND GETTING INTO TRUNK - CURRENT - 1X 7. WIRING DONE UNDER SEAT - NOT CURRENT - 1X NOTIFIED DPSM KORDEK VIA FAX & V/M. FILED IN BBB CABINET. 3/7/00 (ARJ) SRCA REC'D BBB UPDATED CCF W/ADDITIONAL INFO. NO NEW CONCERNS NOTIFIED DPSM KORDEK VIA FAX & V/M. FILED IN BBB CABINET. 3/15/00 (ARJ) SRCA REC'D BBB UPDATED CCF W/ADDITIONAL INFO. CUSTOMER ADDITIONAL CONCERNS:

CLOSE COMMENTS

FLYWHEEL ORDERED AS PER BULLETIN CUSTOMER HAD APPT FOR 1-26-00 TO HAVE FLYWHEEL INSTALLED CUSTOMER CANCELLED CUSTOMER MADE NEW APPT FOR 2-07-00 REPLACE FLYWHEEL ON 2-14-00 VEHICLE REPAIRED 5-3-00(DP)WRITER SPOKE WITH CUSTOMER, HE IS SATISFIED AS OF THIS DATE. SERVICE MANAGER SKOKE TO CUSTOMER VEHICLE IS OK AT THIS TIME DPSM AUTHORIZED A RENTAL CAR DURING THE REPAIR PROCESS. THE CUSTOMER'S CAR HAS SINCE BEEN REPAIRED PROPERLY. THE PURPOSE OF THIS CHECK REQUEST IS TO REIMBURSE THE DEALER FOR THE COST OF THE THREE DAY RENTAL CAR. COPIES OF THE CUSTOMER'S REPAIR ORDER AND WARRANTY HISTORY SENT TO DEE ANNA BEHLE IN NCA. PLEASE MAKE THIS CHECK PAYABLE AS FOLLOWS: TOTAL AMT: \$ 00120.00 ***** GOODWILL% 01/18/00 D. MOORE ***** GOODWILL% 09/06/00 CARL REVELS ***** GOODWILL% 09/06/00 CARL REVELS ***** GOODWILL% 03/06/01 NICK D'AGOSTI *****

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Last name	First name	VIN of 1999 SEPHIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1214X5787982	A43191	0

NEWPORT NEWS VA

Dealer:

Case History

COMPLAINT N/A

AS400 CREATION DATE: 03/06/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

03/06/00 (CK) PER CUSTOMER LETTER CUST STATES: 1. CEL IS ON, SEAT BELT WONT CATCH WHEN BRAKING, THE AIRBAG LIGHT ON. 2. IN THE PAST THE ROTORS WERE REPLACED, CLUTCH WORK PERFORMED, FUEL PUMP REPL'D 2XS, AIRFLOW METER REPL'D 6XS, WIPERS NOT WORKING, HESITATION CHECKED 4XS. 3. IN 6/99 CUST WAS INVOLVED IN AN ACCIDENT, THE SEATBELTS DID NOT CATCH AND THE AIRBAG DIDNT DEPLOY. SHE DISLOCATED HER ANKLE, OFF WORK 2 MOS. 4. THE SERVICE DATES WERE OMITTED ON SOME RO'S, CUST REQUESTS THE DATES. 5. REQUESTS A REFUND, LESS USEAGE OR WILL SEEK RELIEF UNDER LEMON LAW. CUST INCLUDED RO'S, LETTER FORWARDED TO THE REGION FOR HANDLING. FILE OPEN TO THE REGION FOR CUSTOMER CONTACT. 03/09/00 (MD) WRITER CALLED CUST'S "HOME" # AND "WORK" #-NO ANSWER 2:35PM. 03/10/00 (MD) WRITER CALLED CUST'S "HOME" # AND "WORK" #-NO ANSWER 10:50AM 03/10/00 (MD) WRITER REC'D CALL FROM CUST: 1. CUST STATES THIS IS HIS SON'S VEHICLE. 2. [REDACTED] STATES THAT THEY HAVE HAD MANY PROBLEMS WITH THE VEHICLE. 3. CUSTOMER REQUESTED A BUYBACK. 4. WRITER ACKNOWLEDGED THE PROBLEMS WITH THE VEHICLE AND OFFERED AN ESC. 5. CUST ASKED SOME QUESTIONS ABOUT THE ESC (IE. WHAT IS COVERED? ETC.) 6. CUST ASKED FOR OTHER OPTIONS. WRITER INFORMED HIM THAT IF HE WAS NOT AGREEABLE TO THIS THEN WRITER COULD OFFER REIMBURSEMENT OF TWO CAR PAYMENTS FOR THE INCONVENIENCE OF TRAVELING BACK AND FORTH TO THE DLRSHIP. 7. CUST STATED IF IT WAS HIS DECISION HE WOULD RREJECT BOTH OFFERS AND PURSUB LEMON LAW. 8. CUST STATED HOWEVER, IT IS NOT MY DECISION-IT IS MY SON'S-CUST ASKED IF THERE ARE ANY OTHER OPTIONS-WRITER ADVISED THAT THE DPSM WOULD NEED TO GET INVOLVED FOR ANY OTHER KIND OF DECISION. 9. CUSTOMER REQUESTED TO GET BACK TO ME NEXT WEEK WHEN HE HAS A CHANCE TO D ICUSS THIS WITH HIS SON. -WRITER SAID FINE. 03/16/00 (MD) WRITER CALLED CUST AT "HOME#" -CUST WIFE STATES SHE WOULD RATHER HAVE HER HUSBAND SPEAK TO ME, SO SHE WILL HAVE HIM CALL WRITER BACK. 03/16/00 (MD) WRITER SPOKE TO CUST: 1. CUST STATES THAT AN ESC OR TWO MONTHS CAR PAYMENT WOULD NOT BE ACCEPTABLE AT THIS POINT-CUST ONLY WANTS VEHICLE REPURCHASED. 2. CUST STATES HE WOULD LIKE TO DISCUSS IT WITH HIS ATTORNEY. FILE CLOSED WRITER WILL INFORM DPSM PETE OF THIS SITUATION. 04/21/00 (MD) WRITER REC'D SALES DOCS FROM CUST--WRITER WILL MAKE AN OFFER LETTER AND THEN SEND IT TO CUST.

CLOSE COMMENTS

SEE COMMENTS. ***** GOODWILL% 08/04/00 SHEILA CULLIG *****
 GOODWILL% 08/04/00 SHEILA CULLIG ***** GOODWILL% 08/04/00 SHEILA CULLIG *****
 GOODWILL% 09/06/00 SHEILA CULLIG ***** GOODWILL% 09/06/00 SHEILA CULLIG *****
 BACK AND FORTH TO DEALERSHIP B/C SHE WORKS SHIFT WORK. WRITER IS PROCESS GO ODWILL FOR REIMBURSEMENT OF \$31.82 IN ORDER TO PROMOTE CUSTOMER SATISFACTIO N. TOTAL AMT: \$ 00031.82 ***** GOODWILL% 04/07/00 MELANIEDOUGHE ***** "ABNORMAL" LENGTH OF TIME. AGREED TO 2 CAR PAYMENT REIMBURSEMENT AT \$180.10 PER MONTH. TOTAL AMT: \$ 00360.20

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Last name	First name	VIN of 1999 SEPHIA LS	Case Number	Mileage
██████████	██████████	KNAFB1210X5777255	A38635	0
CEDAR SPRINGS MI			Dealer: MI007 Keller Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 09/21/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

9/21/99 (LW) PER KCC FAX CUST STATES: (HARD FILE) 1. CUST HAS TOO MANY PROBLEMS WITH VEH. 2. CUST HAS DRIVEN BEAT DOWN LOANER MORE THAN VEH. 3. CUST GOT REP'S DIRECT PHONE NO. FROM DLR AND WAS TOLD BY REP THAT CUST WASNT SUPPOSED TO CALL HIM AND THAT HE WOULD FWD FILE TO CA. 4. CUST NEVER REC'D CALL BACK. 5. CUST GOES TO KELLER KIA. FILE OPENED TO THE REGION. 9/21/99 (MVW) OWEN SIEBERT 1. DOME LIGHT GOES ON 2. DOOR AJAR LIGHT ALWAYS ON 3. CHIRPING NOISE FROM FRONT END WHEN GOING OVER BUMPS 4. HARD START/CRANK WHEN VEH STARTS AFTER SITTING FOR AN HOUR 5. INTERMITTENT BELT SQUEAL @ START AFTER SITTING FOR A BIT 6. SEAT BELTS (ESPECIALLY IN THE REAR SEATS) LOCK UP...HAVE NO PLAY ONCE ENGAGED 7. INTERIOR TRIM ON REAR DOOR IS COMING OFF 8. WHEN REAR DOORS ARE OPENED THE BACK OF FRONT DOOR HITS THE DOORS & HAVE SCRAPES ON FRONT PART OF REAR DOOR 9. CUST HAS BEEN DEALING WITH ROB KELLER (DLR PRINCIPAL) 10. LAST TIME VEH WAS @ DLR WAS ON 8/24 11. KIA REP CONTACT WAS DONE PRIOR TO 8/24 REPAIR 12. CUST IS A TAKING VEH BACK TO DLR ON 9/22 FOR ABOVE CONCERNS 13. CUST REQUESTING REPLACEMENT ADVISED CUST: 1. CUST NEEDS TO FORWARD ALL ROS AND SALES DOCS TO JSS @ PO BOX ADDRESS 2. ONCE RCVD JSS TO CONTACT CUST AND ADVISE OF EXACT DATE OF ASSIST DETERMINATION 3. CUST AWARE THAT ASSIST DETERMINATION TAKES 21 BUSINESS DAYS 4. ALSO ADVISED CUST THAT JSS WILL BE CONTACTING DLR ON 9/22 FOR UPDATE ON VEH DIAGNOSIS/REPAIRS 5. CUST TO CONTACT JSS ON 9/22 AND ADVISE OF NAME OF KMA REP THAT CUST HAD ATTEMPTED CONTACT WITH JSS MADE AWARE 9/24/99 (JSS) FILE TO BE REOPENED UPON RCPT OF RBQUESTED DOCS FROM CUST. 10/8/99 (JSS) CUST (GWEN SIEBERT) LM FOR WRITER TO CB...4:56 P.M. 10/11/99 (JSS) WRITER LM FOR CUST TO CB...9:42 A.M. 10/22/99 (LW) PER KCC FAX CUST STATES: 1. CUST WISHES TO SPEAK TO JILL S. AT REGION. CUST LOST PHONE NO. 2. VEH IS IN THE SHOP AGAIN FOR THE 21ST TIME.

CLOSE COMMENTS

***** GOODWILL% 01/20/00 MACK ***** GOODWILL% 08/01/00
MACK ***** GOODWILL% 08/01/00 MACK ***** 1/20/00 (DLM) CUST
HAD TAKEN VEH TO MI007 11X WITHIN THE FIRST 9.5 MONTHS OF SERVICE FOR CONCERNS INCLUDING:
DOOR AJAR LIGHT ON INTERMITTENTLY 2X, BRAKE SQUEAK 2X, PASS SIDE DOORLOCK STICKS
INTERMITTENTLY 1X, FUEL GAUGE INACCURATE 1X, WIPER CAMPAIGN 1X. DPSM DENIED REPURCHASE BUT
OFFERED AS A ONETIME GOODWILL GESTURE TO REIMBURSE CUST 3 CAR PAYMENTS WITH A SIGNED
RELEASE...CUSTOMER ACCEPTED AND SIGNED RELEASE TOTAL AMT: \$ 00933.69 ***** GOODWILL%
01/20/00 MACK ***** GOODWILL% 04/20/00 MARIA WILLIAM *****
12/10/99 IF YOU REFERENCE MY CLOSING ON 12/6 IT STATES THAT I DID SPEAK WITH THE CUSTOMER. THE
12/6 STATEMENT IS STIL APPLICABLE. ***** GOODWILL% 12/27/99 MELANIEDOUGHE

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
AUGUSTA ME		KNAFB1213Y5822402	A46197	0
			Dealer:	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 07/10/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

7/10/00 (TB) RECEIVED PHONE CALL FROM BOB SHUMAN SERVICE DIRECTOR OF CHARLIE'S KIA. HE STATES THIS CUSTOMER CALLED CLAIMING HIS GIRL FRIEND (MISTY CARO N) WAS DRIVING VEHICLE WHEN SHE WAS HIT BY ANOTHER VEHICLE TRAVELING APPROX 60 MPH. OWNER CLAIMING THE AIR BAG DIDN'T DEPLOY AND SEAT BELT DIDN'T LOCK CAUSING DRIVER TO HIT HEAD ON W/SHIELD. STATES KIA WAS TRAVELING AT APPROX. 4 MPH AT THE TIME OF IMPACT. VEHICLE IS AT LOCAL B.SHOP. EMAIL SENT TO R.SH CNTZER AND LOU PAGANO TO SEE WHO CAN LOOK AT VEHICLE. 7/18/00 (PDS) PER ACCIDENT REPORT THE CUST STATES 1. VEH OWNER: TIM WESTON 2. VEH DRIVEN BY: TIM WESTON 3. DATE OF INCIDENT: 7/9/00 4. LOCATION OF INCIDENT: CROSS HILL ROAD 5. ROAD CONDITIONS: DRY 6. SPEED OF VEH: 10 MILES 7. OTHER VEH : 1 8. INJURIES: PER CUST REC MEDICAL ATTENTION AT ME MEDICAL GENERAL BUT WOULD NOT SPECIFY TYPE OF INJURIES SUSTAINED. 9. DESCRIPTION: PER CUST MAKING A LEFT TURN OFF CROSS HILL RD, THE OTHER INVOLVED CAME OUT OF NO WHERE AND DROVE RIGHT INTO THEM FORCING THEIR VEH TO THE SIDE OF THE ROAD 10. AUGUSTA POLICE CONTACTED NO REPORT NUMBER 11. INSURANCE CO PROGRESSIVE 207-622-4787 12. VEH TOWED FROM THE SCENE BY KDT TOWING 13. REPAIRS TOTALED 14. CUST ASKING WHY THE AIR BAGS DID NOT DEPLOY FILE OPENED TO THE REGION AS MS PIR BEING REQUESTED. 7/18/00 (SC) FILE OPENED TO REGION W/ DEALER CODE - CC LOU PAGANO FOR PIR 7/20/00 (SC) CALLED CUSTOMER AT HOME # 10:30AM - NO ANSWER 7/20/00 (SC) CALLED CHARLIE'S KIA - SPOKE TO JOHN MADORE SERV MGR TO SEE IF CAR IS ON LOT - JOHN STATED THAT THE CAR IS NOT THERE - SD WAS THERE AND WAS TOWED AWAY LAST WEEK - SD CAR WAS TOTALED. 7/20/00 (SC) CALLED INSURANCE AGENCY - 10:40AM - JUDY SD KNOWS NOTHING ABOUT THIS - SD DEALING W/ PROGRESSIVE INS - SD NO REPORT NOTED. SD TO CALL 1-877-776-436 CLAIM #004-995103 LEE VELKER 7/20/00 (SC) 10:45AM CALLED KELLY AT PROGRESSIVE INSURANCE - TRANSFERRED TO CHRIS AT PROGRESSIVE INSURANCE - WRTR ASKED IF KNEW WHEREABOUTS OF CAR - SD WAS CAR WAS MOVED BY 207-426-2004 #T0599 (STOCK #) 7/20/00 (SC) JODY AT AUTO PLACEMENT CENTER - SD CAR IS THERE - SD TO HAVE REP CONTACT HER AS TO WHEN WILL BE ARRIVING AND WILL ARRANGE FOR CAR TO BE PUT OUTSIDE IF NECESSARY AS CAR IN GARAGE NOW. SD PICTURES DONT COME

CLOSE COMMENTS

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***** GOODWILL%      07/10/00 JUNE SIFFORD ***** GOODWILL%      07/10/00
JUNE SIFFORD ***** GOODWILL%      08/08/00 JUNE SIFFORD *****
***** GOODWILL%      08/08/00 JUNE SIFFORD ***** GOODWILL%      08/14/01
WOJCIECHOWSKI ***** GOODWILL%      08/01/00 SHEILA CULLIG *****
***** GOODWILL%      08/01/00 SHEILA CULLIG ***** GOODWILL%
08/01/00 SHEILA CULLIG ***** GOODWILL%      08/02/00 SHEILA CULLIG *****
***** GOODWILL%      08/02/00 SHEILA CULLIG ***** GOODWILL%
09/06/00 SHEILA CULLIG ***** GOODWILL%      09/06/00 SHEILA CULLIG *****
***** GOODWILL%      09/08/00 CLYDE TEASLEY ***** GOODWILL%
09/08/00 CLYDE TEASLEY ***** GOODWILL%      09/08/00 CLYDE TEASLEY *****
    
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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1213Y5822402	C209712	0

VASSALBORO ME

Dealer:

Case History

Complaint 975

CCG CREATE DATE: 07/12/00 2:27 PM

CCG COMMENTS 1:

[071200- 2:29PM-C25]CALLER STATED: 1. CUST CALLED YESTERDAY AND REQUESTED A CALL BACK FROM THE ACCIDENT SPECIALIST SO A REPORT COULD BE DOCUMENTED 2. CUST WAS INVOLVED IN AN ACCIDENT, THE SEAT BELTS DID NOT WORK AND AIR BAGS

***** CONCLUSION: WRITER INFORMED CUST THIS WOULD BE FORWARDED FOR A CALL BACK AS SOON AS POSSIBLE CALL BACK NEEDED [071200- 2:52PM-GSB]UNABLE TO LEAVE MESSAGE FOR ANSWERING MACHINE.

CCG COMMENTS 2:

[071200-02:28PM-C25]975 - ATTN: SUPERVISOR

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Last Name	First Name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1212Y5823301	C233243	0

FORT MYERS FL

Dealer:

Case History

Unknown N/A

CCG CREATE DATE: 11/06/00 12:29 PM

CCG COMMENTS 1:

[110600-12:33PM-RIR]CALLER STATED 1. CUSTOMER GOT INTO A ACCIDENT FRIDAY AND HE BELEIVES THAT THE VEH WAS A LEMON BECAUSE THE AIR BAGS DID NOT DEPLOY AND THE SEAT BELTS DID NOT LOCK 2. THE VEH WAS TOTALED BUT HE DOES NOT BLAME KIA FOR THE ACCIDENT
*****CONCLUSION***** WRITER TOLD THE CALLER
THAT I WOULD HAVE ACCIDENT SPECIALIST GIVE HIM A CALL BACK WITHIN 24 HOURS

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Last name	First name	VIN of 2000 SEPHIA LS KNAFB1212Y5823301	Case Number A48995	Mileage 0
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FORT MYERS FL **Dealer:**

Case History

COMPLAINT N/A

AS400 CREATION DATE: 11/06/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

11/6/00 (PDS) PER ACCIDENT REPORT THE CUST STATES: 1. VEH OWNER: HERB WELLS 2. VEH DRIVEN BY: HEATHER GUERRA DAUGHTER AND HUSBAND 3. DATE OF INCIDENT: 11/3 00 4. LOCATION OF INCIDENT: INTERSECTION OF POLK AND PALM BEACH AVE. 5. ROAD CONDITION: FINE 6. SPEED: 45 MPH 7. OTHER VEH: 1 8. INJURIES: HEATHER GUERRA HAD NECK INJURIES 9. ACCORDING TO CALLER HIS WIFE WAS DRIVING INTO THE RIGHT LANE, HE CLAIMED A VEH ON THE 3RD LANE CROSSED OVER AND TRIED TO MAKE A U TURN REIGHT IN FRONT OF THEM AND COLLIED WITH THEIR VEHICLE. 10. POLICE DEPT REPORT NUMBER 56000107 OFFER TELLIS MADE THE REPORT 11. INS CO: EXPLORE INS CO CLAIM FBU 171-698101 877-649-4678 12. VEH TOWED: ALIQUATOR TOWING 13. VEH LOCATED: ALLIGATOR TOWING 941-337-2433 14. REPAIR : NONE 15. CUST STATES NONE OF THE SEAT BELTS WORKED. NOR DID THE AIR BAG DEPLOY. PER CUST HE NO LONGER WANTS THE VEH. PIR BEING REQUESTED. 11/16/00 (PO) WRITER FAXING REQUEST TO DAN TACKER, DPSM. 11/17/00 (PO) PER DAN TACKER, DPSM, COMPLETED PIR 11/15/00. PHOTOS WILL BE AVAILABLE NEXT WEEK (11/20/00). PER DPSM, SEAT BELTS WORKED PROPERLY AT INSPECTION. 12/4/00 (PO) PER DAN TACKER, DPSM, PROVIDED LEE RAINES, CA MGR WITH PIR AND PHOTOTS. 12/6/00 (PO) WRITER REQUESTING UPDATE FROM LEE RAINES, CA MGR, 12/6/00 (LR) RECIEVED PIR. COPIED AND FORWARDED TO NATIONAL. 1/3/01 (PDS)M REC PIR SENDING TO LEGAL FOR REVIEW FILE OPENED TO LEGAL 1/4/00 (BN) AFTER LEGAL REVIEW FILE WILL BE SENT TO REGION TO PREPARE A DENIAL LETTER. 1/5/01 (PO) WRITER WILL SEND DENIAL LETTER TO CUSTOMER INFORMING THAT INVESTIGATION INDICATES THE IMPACT TO BE SLIGHTLY ABOVE THE SENSORS. THEREFORE, THE AIR BAGS SHOULD NOT HAVE DEPLOYED. INSPECTION PERFORMED TO TEST SEAT BELTS BY SHARPLY PULLING THE SHOULDER HARNESS AND ALL BELTS LOCKED AS DESIGNED. NO FURTHER ACTION TO BE TAKEN BY KMA.

CLOSE COMMENTS

12/06/00 ROAD TESTED VEHICLE WITH THE CUSTOMER AND ROAD TEST FOUND NORMAL O PERATION OF THE VEHICLE. EXPLAINED TO THE CUSTOMER TRANSMISSION OPERATION WHEN COLD. TRANSMISSION DOSN'T SHIFT INTO 4TH GEAR UNTIL TRANS FLUID 253 DE GREASE. VEHICLE OPERTATING AS DESIGNED NO REPAIRS NEED AT THIS TIME. *****GOODWILL 0000000 4000.00 11/01/2001***** CUSTOMER AGREED TO VSC AND 2 CAR PAYMENTS FOR INCONVENIENCE. CLOSE FILE *****GOODWILL 0000000 570.72 12/21/2000*****
*****GOODWILL 0000000 905.00 1/08/2001***** *****GOODWILL 0000000 4500.00 1/08/2001*****
*****GOODWILL% 10/23/01 KATHY STRANG *****GOODWILL%
10/23/01 KATHY STRANG *****GOODWILL% 10/23/01 ALBE-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
		KNAFB1214Y5900699	C255497	0

HILLSBORO NH

Dealer:

Case History

Unknown N/A

CCG CREATE DATE: 02/23/01 10:57 AM

CCG COMMENTS 1:

[022301-11:05AM-EDS]CALLER STATED 1.SHE WAS CALLING ON BEHALF OF THE CUSTOMER WHO WAS INVOLVED IN AN ACCIDENT THAT ENDED IN A FRONT END COLLISION WITH ANOTHER VEH ON 01/19/01 2.THE SEAT BELT FREED AND AS A RESULT A CHILD SITTING IN THE FRONT OF THE VEH WAS HURT IN THE RIBS. 3.CUSTOMER HAD NO INSURANCE AND THEY WERE REPRESENTING HER IN A LEGAL CLAIM 4.SHE WANTED TO SPEAK TO THE LEGAL CLAIMS DEPT

*****CONCLUSION***** WRITER APOLOGISED TO THE CUSTOMER AND ADVISED THAT WE WERE NOT AUTHORISED TO DISCUSS CUSTOMER'S CONCERNS WITH A LEGAL REPRESENTATIVE BUT WE WOULD HAVE OUR ACCIDENT SPECIALIST CONTACT THE CUSTOMER AND TAKE DOWN AN ACCIDENT REPORT.FOR ANY LEGAL COMMUNICATION SHE WAS GIVEN THE KIA MAILING ADDRESS AND ADVISED TO PUT IT TO THE ATTENTION OF OUR LEGAL DEPT. [022301-12:43PM-GSB]WRITER LEFT MESSAGE FOR CUST TO CALL BACK.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1212Y5869274	C260069	0

LONG BEACH MS

Dealer:

Case History

Complaint 975

COG CREATE DATE: 04/02/01 5:21 PM

COG COMMENTS 1:

[040201- 5:26PM-9A7]CUST STATES: 1. INVOLVED IN AN ACCIDENT, SEAT BELT DID NOT WORK. 2. OUT OF WORK SINCE 3/2/01. 3. KIA CRASH INVESTIGATOR WAS OUT TAKING PICTURES ON 3/19/01. 4. HAS NOT GOTTEN RESPONSE FROM KIA. ***** WRITER ADVISED THAT COMMENTS WOULD BE NOTED ON FILE, WRITER ADVISED THAT ACCIDENT SPECIALIST WOULD CONTACT CUST WITHIN NEXT BUSINESS DAY. WRITER APOLOGIZED FOR INCONVENIENCE.

COG COMMENTS 2:

[040201-05:25PM-9A7]975 - ATTN: SUPERVISOR

[040201-05:25PM-9A7]BETH

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Last name	First name	VIN of 2000 SEPHIA LS	Case Number	Mileage
		KNAFB1219Y5846445	C175989	0
GLEN ELLYN IL		Dealer:		

Case History

Unknown N/A

CCG CREATE DATE: 11/19/99 12:44 PM

CCG COMMENTS 1:

[111999-12:49PM-JIS]CUSTOMER STATED 1. CALLER IS HAVING TROBLE WITH VEHICLE, WHEN SHE APPLYS BREAK AND SHIFTS INTO GEAR THE CAR JERKS BADLY ONE TIME IT JERKED BACK SO HARD THE SEAT BELT LOCKED UP AND THEN IT JERKED FOWARD HITTING A CURB AND THEN BACKWARDS AGAIN 2. CALLER HAS YOUNG CHILDREN AND DOES NOT FEEL SAFE IN VEHICLE 3. CALLER IS VISITING MOTHER IN DIFFERENT STATE AND NEEDED LOCAL DEALER **CONCLUSION** WRITER PROVIDED CALLER WITH DEALER IN THE AREA SHE IS IN NO CALL BACK REQUIRED [111999- 1:01PM-CHT]CUSTOMER STATES 1. SHE IS 1,200 MILES FROM HOME WITH THREE KIDS. 2. SHE IS VISITING HER MOTHER WHO HAS A HEART ATTACK. 3. THE ROADSIDE ASSISTANT LARRY, WAS RUDE STATING THAT SHE DID NOT PAY \$17,000 FOR HER VEHICLE. 4. SHE IS BEING TOWED TO A DEALER IN ALEXANDRA THAT IS 50 MILES FROM WHERE SHE IS STAYING. 5. SHE DOES NOT HAVE THE MONEY TO PUT OUT FOR A RENTAL VEHICLE 6. THIS IS RIDICULOUS. 7. SHE WILL STOP ALL PAYMENTS ON THE VEHICLE BECAUSE THIS IS HEARTLESS. 8. SHE WANTS TO HAVE A RENTAL VEHICLE SENT TO HER HOUSE. CONCLUSION: 1. WRITER APOLOGIZE TO CUSTOMER AND ADVISED HER THAT KIA HAS A TRIP INTER- RUPTION POLICY OF UP TO \$300 IN REIMBURSEMENT. 2. WRITER EXPLAINED TO CUSTOMER THAT THIS INCLUDES TRANSPORTATION, FOOD AND SHELTER. 3. WRITER TRANSFERRED CUSTOMER TO ROADSIDE AND ADVISED CUSTOMER TO SPEAK TO THE SUPERVISOR REGARDING THE COMMENTS THAT THE REP MADE. THE SUPERVISOR THAT TOOK THE CALL NAMB IS ARL CUSTOMER WAS MAD AND HAD ONLY NEGATIVE COMMENTS FOR KIA. *****NO CALL BACK REQUIRED*****g

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1215Y5851108	A48678	0
LAKE CHARLES LA			Dealer: LA018 J. P. Thibodeaux Kia	

Case History

COMPLAINT N/A.

AS400 CREATION DATE: 10/24/2000
RESPONSE: FAX

AS400 COMMENTS:

10/24/00 (ARJ) SRCA RECD BBB CALL REPORT (KIA0044454) CUSTOMER CONCERNS: 1. A/C IS NOT COLD ENOUGH - CURRENT 2. FOUL ODOR FROM A/C VENTS - CURRENT 3. CEL CAME ON (COMPUTER) - NOT CURRENT - 1X 4. SEAT BELT WAS JAMMED - NOT CURRENT - 1X 5. WINDOWS GO DOWN ABOUT 1 INCH BY THEMSELF - CURRENT - 1X 6. VEH WOULDNT START (BATTERY) - NOT CURRENT - 1X 7. BRAKES SQUEAL - CURRENT HE WANTS KIA TO TAKE CAR BACK & GET HIM OUT OF CONTRACT. HE DOESNT LIKE THE CAR & FEELS IT IS SUBSTANDARD. THEY ARE TELLING HIM THAT ALL THE NOISES & ODOR IS NORMAL. HE IS CONCERNED ABOUT THE VALUE OF THE CAR DROPPING SO MUCH IN THE FIRST YEAR. NOTIFIED DPSM CAMERON VIA FAX & V/M. CLOSED FILE, FILED IN BBB CABINET. 11/29/00 (ARJ) SRCA RECD BBB ATA. SCHED FOR 12/6/00 @ 10AM IN LAKE CHARLES, LA. ARBITRATOR PAUL LEMING. NOTIFIED DPSM CAMERON VIA FAX & V/M. FILED IN BBB CABINET. 11/30/00 (ARJ) PER DPSM CAMERON, REQUEST TER. CUST RECD \$750.00 REBATE. MRF TO BBB & COPY TO DPSM VIA FAX & V/M. FILED IN BBB CABINET. 12/12/00 (ARJ) SRCA RECD BBB TER. FINDINGS: 1. A/C NOT COLD ENOUGH - NO 2. FOUL ODOR FROM A/C VENTS - YES - MILDEW OR DEBRIS IN EVAPORATOR CASE 3. CEL CAME ON (COMPUTER) - NO 4. SEAT BELT WAS JAMMED - NO 5. WINDOWS GO DOWN ABOUT 1" BY THEMSELVES - YES - REGULATOR 6. VEH WONT START (BATTERY) - NO 7. BRAKES SQUEAL - YES - CALIPER HOLDING PINS NOTIFIED DPSM CAMERON VIA FAX & V/M. FILED IN BBB CABINET. 1/25/01 (ARJ) SRCA RECD BBB DECISION & REASONS FOR DECISION ***INTERIM REPAIR DECISION*** ITEMS TO BE REPAIRED: 1. FOUL ODOR COMING FROM VENTS 2. CEL COMES ON INTERMITT 3. WINDOWS GO DOWN ONE INCH BY THEMSELVES 4. BRAKES SQUEAL & MAKE POPPING NOISE NOTIFIED DPSM CAMERON VIA FAX & V/M. FILED IN BBB "IR" DRAWER. 2/2/01 (ARJ) SRCA RECD BBB ACCEPTANCE/REJECTION FORM. CUST SIGNED IN ACCEPTANCE OF ARB DECISION. NOTIFIED DPSM CAMERON VIA FAX & V/M. FILED IN BBB "IR" DRAWER. 3/8/01 (ARJ) SRCA RECD BBB NOTIFICATION THAT CUST WOULD LIKE TO RECONVENE. CUST STATES CAR WAS BROUGHT IN BUT NOT COMPLETELY FXED. NOTIFIED DPSM

CLOSE COMMENTS

***** GOODWILL% 11/15/00 KATHY STRANG ***** GOODWILL%
11/15/00 KATHY STRANG *****GOODWILL 0121715 386.24 11/22/2000*****
GOODWILL% 06/05/01 DEVON NEALIS ***** GOODWILL% 06/05/01 DEVON
NEALIS *****GOODWILL 0000000 3000.00 6/07/2001*****GOODWILL 0000000
4000.00 5/14/2001*****GOODWILL 0121948 1717.43 2/28/2001*****GOODWILL 0000000
4500.00 1/08/2001*****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 SEPLA LS	Case Number	Mileage
		KNAFB1210YS885196	A52788	0

LOS ANGELES CA

Dealer:

Case History

COMPLAINT N/A

AS400 CREATION DATE: 03/26/2001
RESPONSE: TELEPHONE

AS400 COMMENTS:

3/26/01 (SM) AS PER 975 ACCIDENT REPORT - CUSTOMER STATES 1. VEHICLE OWNER: YVETTE PHILCO 2. VEHICLE DRIVEN: [REDACTED] SON 3. DATE OF INCIDENT: 3/17/01 8:45 AM 4. LOCATION OF INCIDENT: 101 FREEWAY, MORENO VALLEY, CA 5. ROAD CONDITION: CLEAR 6. SPEED: 40 MPH 7. OTHER VEHICLE: 1 8. INJURIES: [REDACTED] SPOKE ON BEHALF OF HIS BROTHER, HE STATED THAT HIS BROTHER SUSTAINED MINOR INJURIES, HE DID RECEIVED MEDICAL ATTENTION THE NEXT DAY. [REDACTED] DID NOT WANT TO HO INTO DETAILS AS TO WHAT TYPE OF INJURIES HIS BROTHER SUSTAINED OR THE NAME OF THE HOSPITAL WHO TREATED HIM 9. DESCRIPTION: ACCORDING TO [REDACTED] HIS BROTHER REAR ENDED ANOTHER VEH 10. POLICE DEPT. CONTACTED: CA HIGHWAY PATROL POLICE REPORT NOT AVAILABLE 11. INSURANCE COMPANY: SAFECO INSURANCE CLAIM #19A010781406 PHONE #800-232-9438 12. VEHICLE TOWED FROM THE SCENE BY: CUST STATES HIS BROTHER WAS ABLE TO DRIVE THE VEH HOME 13. VEHICLE IS LOCATED: 16147 AVENIDA DE LORING - MORENO VALLEY, CA 14. REPAIRS: NONE 15. CUSTOMER STATED HIS BROTHER WAS WEARING HIS SEAT BELT OWNER'S SON [REDACTED] STATED THE FOLLOWING: [REDACTED] WANTS TO KNOW WHY THE AIRBAGS DID NOT DEPLOY AND WHY THE SEAT BELT DID NOT HOLD HIS BROTHER WITH THE IMPACT OF THE ACCIDENT FILE OPEN TO THE REGION - FYI 4/6/01 (PD) WRITER SENT KIA'S NEW AIRBAG/SEAT BELT BROCHURE (WITH COVER LETTER) TO CUSTOMER. CLOSE FILE.

CLOSE COMMENTS

***** GOODWILL% 03/26/01 CARL REVELS ***** GOODWILL% 03/26/01
CARL REVELS *****GOODWILL 000000 2700.00 3/30/2001*****GOODWILL
000000 119.75 4/05/2001***** ***** GOODWILL% 03/14/02 TRACY WILLIAM *****
*****GOODWILL 000000 1000.00 2/21/2002*****GOODWILL 000000 835.00 3/11/2002*****
*****GOODWILL 000000 855.00 5/24/2001***** ***** GOODWILL% 11/29/01 MATTHEW
MYERS *****GOODWILL 000000 4200.00 12/14/2001***** RATE AND FILLED A COMPLAINT.
I DISCUSSED THE PROBLEM WITH THE DEALER AND WE DECIDED TO COVER REPAIR INTERNALLY. CUST
WAS STILL NOT HAPPY AND WOULD NOT RETURN RENTAL CAR SAYING THAT THEY HAD TURNED IN THE
CAR TO ME..AFTER B EING INFORMED BY ENTERPRISE THAT THE POLICE WOULD BECOME INVOLVED, THE
RENT AL CAR APPEARED BACK AT ENTERPRISE THAT NIGHT. DON HOLLEY-SERV MAN.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1211Y5835679	A53730	0

Dealer:

Case History

COMPLAINT N/A

AS400 CREATION DATE: 04/02/2001
RESPONSE: TELEPHONE

AS400 COMMENTS:

4/02/01 (SM) AS PER 975 ACCIDENT REPORT - CUST STATES 1. VEHICLE OWNER: JESSIE HALL 2. VEHICLE DRIVEN: LISSETTE HALL 3. DATE OF INCIDENT: 3/14/01 - 5:11 PM 4. LOCATION OF INCIDENT: M WYLER ROAD, NORCROSS, GA 5. ROAD CONDITION: DRY 6. SPEED: 30-40 MPH 7. OTHER VEHICLE: 1 8. INJURIES: CUSTOMER STATED HE HAD TAKEN HIS WIFE TO THE EMERGENCY ROOM OF GWENETTE REGIONAL WHERE SHE WAS TREATED FOR SEVER CONTUSION, INTERNAL BLEEDING, CHEST AND SHOULDER SLAMMED INTO THE STEERING WHEEL, KNEE SLAMMED UNTO THE DASHBOARD. CUSTOEMR STATED THE DOCTOR PERFORMED A SERIES OF X-RAY AND ALL TEST CAME BACK FINE NO BROKEN BONES, HE ALSO STATED HIS WIFE IS CURRENTLY IN PHYSICAL THERAPY BECAUSE SHE CANNOT STRAIGHT, HE STATED SHE CURRENTLY ON PAIN KILLERS, MUSCLE RELAXER, ANTI- ANFLAMMATORY AND NARCOTIC 9. DESCRIPTION: CUSTOMER STATED AS HIS WIFE WAS DRIVING THE MOTORIST THAT CAUSED THE ACCIDENT MADE A U-TURN IN FRONT OF HER AND THEY COLLIDED WITH EACH OTHER 10. POLICE DEPT CONTACTED: GWENETTE POLICE DEPT POLICE REPORT 01-023661 OFFICER TIMPSON BADGE #720 11. INSURANCE COMPANY: EXCEPTANCE INSURANCE CLAIM NUMBER 41392 PHONE # 888-818-7776 AGENT SONYA MORRISON 12. VEHICLE TOWED FROM THE SCENE BY: LANCE TOWING SERVICES 13. VEHICLE IS LOCATED: LANCE TOWING SERVICES 6378 BUFFORD HIGHWAY 30071 PHONE # 770-447-8204 14. REPAIRS: TOTALED 15. CUSTOMER STATED HIS WIFE WAS WEARING HER SEAT BELT OWNER JESSIE HALL STATED THE FOLLOWING MR HALL IS VERY UPSET WITH THE FACT THAT THE AIRBAGS DID NOT DEPLOYED, HE ALSO STATED THAT THE SEAT BELT DID NOT LOCK TO RESTRAIN HIS WIFE PROPERLY CUSTOMER STATED IF THESE SAFETY FEATURES WERE IN WORKING ORDER HIS WIFE SHOULD HAVE NEVER BEEN HURT. CUSTOMER STATED HE WANTS AN WXPLANATION AS TO WHY THE SAFETY FEATURES FAILED TO WORK. CUSTOMER IS DEMANDING TO SPEAK WITH SOMEONE AT KIA REGARDING THIS MATTER, HE STATED THAT HIS INSURANCE COMPANY HAS BEEN IMPOSSIBLE TO WORK WITH AND DOES NOT THINK THEY WILL SEND A SUBROGATION LETTER AS REQUESTED BY KIA CUSTOMER STATED IF KIA IS NOT WILLING TO ASSIST HIM, HE WLL CONTACT AN ATTORNEY TO RECTIFIED THIS MATTER FILE OPEN TO THE REGION - PIR REQUIRED 4/10/01(JMS)VM & COPY OF CA FILE FAXED TO DPSM WITH REQUEST FOR PIR. 4/10/01(JMS)VM TO CUSTOMER TO INFORM THAT WE ARE AWARE OF SITUATION & WILL

CLOSE COMMENTS

***** GOODWILL% 06/25/01 JILL SHOWALTE ***** GOODWILL 000000 660.00
6/28/2001***** S ON 04/27/01 AND THE CONCERN ABOUT LIGHTS GOING OFF ON THEIR OWN, WE HAVE NOT SEEN AS OF YET.. CHARLES EVANS/SVC MGR. *****GOODWILL 000000 565.00 8/06/2001*****
***** GOODWILL% 11/13/02 DEVON NEALIS ***** GOODWILL%
05/24/01 DEVON NEALIS ***** GOODWILL% 05/24/01 DEVON NEALIS *****
*****GOODWILL 000000 4000.00 5/14/2001*****GOODWILL 000000 880.00 5/14/2001*****
RATE AND FILLED A COMPLAINT. I DISCUSSED THE PROBLEM WITH THE DEALER AND WE DECIDED TO COVER REPAIR INTERNALLY. CUST WAS STILL NOT HAPPY AND WOULD NOT RETURN RENTAL CAR SAYING THAT THEY HAD TURNED IN THE CAR TO ME..AFTER BEING INFORMED BY ENTERPRISE THAT THE POLICE WOULD BECOME INVOLVED, THE RENTAL CAR APPEARED BACK AT ENTERPRISE THAT NIGHT. DON HOLLEY-SERV MAN.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SEPPIA	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFB1212Y5821144	A53024	0
VIRGINIA BEACH VA [REDACTED]			Dealer: VA003 Oyster Point Kia	

Case History

ASSISTANCE N/A

AS400 CREATION DATE: 04/02/2001
RESPONSE: TELEPHONE

AS400 COMMENTS:

4/20/01(PM) THIS VEHICLE HAD EXPERIENCED REPEATED PROBLEMS WITH THE TRANSMISSION. IN LIGHT OF THIS WE WERE WORKING WITH THE CUSTOMER TO SEE IF A COLLATERAL EXCHANGE COULD BE WORKED OUT. AFTER THE LAST TRANS REPAIR THE CUSTOMER RELUCTANTLY PICKED UP HER VEHICLE UNTIL THE CE COULD BE CONCLUDED. THE CUSTOMER ALLEGES THE BRAKES COMPLETELY FAILED. SHE STOPPED THE VEHICLE BY APPLYING THE EMERGENCY BRAKE AND AVOIDED CRASHING THE CAR. SHE DID STATE THAT WHEN SHE APPLIED THE EMERGENCY BRAKE THE VEHICLE STOPPED SUDDENLY AND THE SEAT BELTS DID NOT LATCH. SHE STATES SHE THEN HIT THE STEERING WHEEL RESULTING IN PERSONAL INJURY TO HER. SHE IS FURTHER ALLEGING THAT SHE HAS LOST HER JOB, AND APT. AS A RESULT. I ASKED THE CUSTOMER IF SHE WOULD AFFORD ME AN OPPORTUNITY TO INSPECT THE VEHICLE. SHE STATED SHE WILL CHECK WITH HER ATTORNEY AND GET BACK WITH ME. THE CUSTOMER HAS BEEN ADVISED THAT THE CE IS ON HOLD FOR NOW, AND KIA WOULD NOT FURNISH HER WITH ALTERNATE TRANSPORTATION.

CLOSE COMMENTS

CUSTOMER IS REQUESTING A CALL FROM CHRIS GREEN. HAVE NOTIFIED CHRIS OF CUSTOMER CONCERN.
JOHN RANDOLPH ***** GOODWILL% 05/04/01 DEVON NEALIS *****
GOODWILL% 05/24/01 DEVON NEALIS *****GOODWILL 0000000 5000.00
5/10/2001***** GOODWILL% 11/13/02 DEVON NEALIS *****
GOODWILL% 05/24/01 DEVON NEALIS ***** GOODWILL% 05/24/01 DEVON
NEALIS *****GOODWILL 0000000 4000.00 5/14/2001*****GOODWILL 0000000 880.00
5/14/2001***** RATE AND FILLED A COMPLAINT. I DISCUSSED THE PROBLEM WITH THE DEALER AND WE
DECIDED TO COVER REPAIR INTERNALLY. CUST WAS STILL NOT HAPPY AND WOULD NOT RETURN RENTAL
CAR SAYING THAT THEY HAD TURNED IN THE CAR TO ME AFTER BEING INFORMED BY ENTERPRISE THAT
THE POLICE WOULD BECOME INVOLVED, THE RENTAL CAR APPEARED BACK AT ENTERPRISE THAT NIGHT.
DON HOLLEY-SERV MAN.

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Last name	First name	VIN of 2000 SEPHIA	Case Number	Mileage
		KNAFB1210Y5896361	A50068	0
Chicago IL			Dealer: IL012 Rock River Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/29/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

12/29/00 (PDS) PER ACCIDENT REPORT THE CUST STATES: **HARD FILE** 1. VEH OWNER: L ARCHER 2. VEH DRIVER: [REDACTED] 3. DATE OF INCIDENT: 12/27 4. LOCATION OF INCIDENT: 75TH STATE STREET CHICAGO 5. ROAD CONDITION: SLUSHY 6. SPEED: 10 MPH 7. OTHER VEH 1 8. INJURIES: NONE 9. ANOTHER VEH RAN A RED LIGHT AND HIT THE CUSTOMER HEAD ON 10. POLICE DEPT CONTACTED: CHICAGO DEPT F7959715 11. INSURANCE CO: AMERICAN FAMILY IN CLAIM 00571096512 (800-374-1111) 12. VEH DRIVEN HOME 13. VEH LOCATED CDE AUTO BODY 5710 SOUTH WEST CHICAGO 773-434-2424 14. REPAIRS NONE 15. CUST STATES BOTH SEAT BELTS CAME UNONE DURING IMPACT PIR REQUESTED 01/02/01 (MLV) WTR SPOKE W/ DPSM SWARTZ (IN OFFICE) AND ADVISED...DPSM WILL BE ABLE TO COMPLETE PIR ON THURSDAY 01/04/01. 01/02/01 (MLV) WTR SPOKE W/ DPSM SWARTZ WHO ADVISES:.....2:50PM 1. CONTACTED CDE AUTO BODY SHOP THIS DATE...CUST'S VEH NEVER @ FACILITY 2. CONTACTED AMERICAN FAMILY INSURANCE CO THIS DATE...ADVISED VEH @ CRAWFORD AUTO 3029 N KEDZIE CHICAGO, IL 773.463.0070 3. CONTACTED CRAWFORD AUTO...VEH NEVER @ FACILITY 4. DPSM REQUESTS WTR ASSITANCE REGARDING SITUATION 01/02/01 (MLV) WTR EXPLAINED SITUATION TO CRCA WILLIAMS WHO ADVISES: 1. EMAIL PDS @ NCA WITH INFORMATION ***** NEXT PAGE PLEASE ***** 01/02/01 (MLV) FILE CLOSED PENDING ADDITIONAL INFORMATION REGARDING LOCATION OF VEH FOR PIR COMPLETION 1/2/01 (PDS) WRITER EMAIL MV BACK PROVIDING HIM WITH THE PROPER INFO. FILE OPENED TO THE REGION. 1/2/01 (MVW) SPOKE TO PDS @ NCA: 1. PDS PROVIDED WRITER AND ADDED PHONE # ON LINE 13 OF FILE 2. REGION HAD ALREADY CALLED THAT NUMBER (CRCA ATTAINED # FROM DIRECTORY ASSISTANCE) AND WERE TOLD THAT VEH IS NOT THERE SPOKE TO PDS AND HE STATED: 1. WILL CONTACT KCC AND ATTAIN CORRECT INFORMATION NO ACTION TO BE TAKEN FORM CRCA UNTIL CORRECT INFO IS PROVIDED FROM NCA... MLV ADVISED

CLOSE COMMENTS

EXPLAINED TO CUSTOMER THAT TIRE ROTATION IS A REQUIRED MAINTENACE DUE BY TH B CUSTOMER TO PROPERLY MAINTAIN VEHICLE. ***** GOODWILL% 05/15/01 MELANIEDOUGHE *****
***** GOODWILL% 05/12/01 MELANIEDOUGHE ***** *****GOODWILL 000000 250.00
5/21/2001*****GOODWILL 000000 396.45 6/21/2001*****GOODWILL 000000 500.00
8/16/2001*****GOODWILL 000000 730.00 8/16/2001*****GOODWILL 000000 286.63
9/13/2001*****GOODWILL 000000 855.00 1/08/2001*****GOODWILL 000000 36.26
12/11/2000***** MAKE THE CHECK PAYABLE AS FOLLOWS: TOTAL AMT: \$ 00565.00 ECTION. ADVISED DEALER TO INSPECT VEHICLE AND CONTACT DPSM IF CUSTOMER ONDS TO PHONE MESSAGES. THANKS

15:25:15

KIA MOTORS AMERICA

Fax:949-470-2808

Jan 7 2004 14:01

P.24

CONCERN OPEN SCREEN

UNCLASSIFIED
NAXAMIZAS

Analyst: GATEWAY File: 85913 CCG, 878531 Status: CLOSE Mode: Inquiry
Veh ID: ? KNAPB1214Y8820447 C/Mil: 34000 Warranty Start Date: 8/31/99 Sold Dlr: WADGE
Concern Opened: 2/08/01 Closed: 2/08/01 Reopened: 4/20/01 Closed: 4/26/01
Title: Purch Dt: 8/31/99

Last Name: ?
First Name:
Address:



MI:

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City/State: ROSENBERG

Phone# Work



WA

Zip:



Assign To: ? D. ? WADGE

Gen Svc: ?

Concern Type: ? C Response: ? L * Priority: ? X *

NOTICE: Priority concern must be updated by 04/25/01 and closed by 05/05/01

Condition ?

OPEN

Category ?

Component ?

N99 OTHERS

Q901 MECHANICAL DEFENSE Q

F1-Exit F2-Wrty Hist F22-Print F21-Veh Repur F8-Reopen
F9-View Close F12-Scan Screen F20-Open Comment Screen

More...

15:25:24

OPEN COMMENT SCREEN

NAKAMURA

Veh ID: K20V7D12147S820447

File: 55913

CC-File: 878531

Last Name: [REDACTED]

First: [REDACTED]

MI:

- 01 2/8/01 (GM) - PER RCC FAX COST STATES:
 02 1. SINCE VEH PURCH: AIRBAGS IMPLoded; SEATBELTS WOULDNT WORK; BRAKES/ROTORS
 03 DOOR BUMPER INOP; BEST STRUT REPLACED; VEH PULLING TO THE RIGHT.
 04 2. DIFFERENT DIAGNOSES FROM DLR REGARDING STRUT ORIGINALLY DLR SAID IT WAS
 05 BEST & THEN HE CHANGED TO BEING A TIRE PROBL.
 06 3. JUST P/U VEH AT PUEALLUP KIA FOR LATEST PROBL: STILL PULLING RIGHT; IN-
 07 GINE SURGES; CUTTING OFF WHEEL ON FWY. STILL DOING ALL THESE THINGS AF-
 08 TER REPAIR.
 09 4. ALSO, DLR HAD VEH FOR 5 DAYS, PUT 120 MI. ON IT; 1/2 TANK OF GAS WHEN TA
 10 KEN IN & OUT OF GAS LIGHT WHEN VEH PICKED UP.
 11 5. HAS LEFT PH MESS. FOR S/W JOHN SCHWARTZ BUT HE'S NOT RETURNING THEM.
 12 6. NO LONGER WANTS VEH-IS TO MEET W/GEN MOR AT SELLING DLR TO REPLACE.
 13 7. WILL PURSUE LL & WRITING LTR TO KMA.
 14 FILE OPENED TO REGION

F21-Veh Repurchase

More...

F12-Open Concern Screen

F17-GOODWILL Comments

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15:25:24

OPEN COMMENT SCREEN

NAKAMURAB

Veh ID: KNAVD1214Y5820447
Last Name: [REDACTED]File: 55913
First: [REDACTED]CC-File: 578531
NI:

29 2/21/01 (GS) - PER COST IDENTIFIED LTR:
30 1. REITERATING ALL CONCERNS W/VEH ABOVE & THE REQUEST OF REPLACEMENT/REPAIR.
31 FILE REMAINS OPENED TO REGION/ASSIGNED TO DLR ON THIS DATE & FOLLOW-UP BY ES
32 3/1/01 (KS) PER WEEKLY REPORT FROM ESB, COST WAS WITHDRAWN PER CASE.
33 04/20/01 (DB) THIS CUSTOMER HAS FILED A FORMAL COMPLAINT WITH THE NRB.
34 CONCERNS ARE THE SAME AS ABOVE. KIA FAXED BACK TO THE NRB OFFERING REPAIRS.
35 A HEARING MUST BE HELD BY: 05/18/01
36 05/29/01 PER FAX FROM THE NRB, THE DECISION IS AS FOLLOWS:
37 1. REPURCHASE
38 PER DPMH EL, REQUESTED A SPECIAL MASTER IN WRITING TO NAMS.
39 06/08/01 (DB) PER FAX FROM THE NRB, THE CUSTOMER HAS ACCEPTED THE DECISION.
40 COMPLIANCE DATE OF 07/16/01

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More...

F21=Veh Repurchase

F12=Open Concern Screen

F17=GOODWILL Comments

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Consumer Affairs Department

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Last Name	First Name	VIN of 2001 SEPHIA LS	Case Number	Mileage
		KNAFB121815912599	C253762	0
LAKE PARK FL			Dealer:	

Case History

Complaint 975

COG CREATE DATE: 02/09/01 10:10 AM

COG COMMENTS 1:

[020901-10:15AM-1A3]CUSTOMER STATED 1) WAS IN AN ACCIDENT 2) AIR BAGS DID NOT DEPLOY 3) SEAT BELT DID NOT RESTRIAN ON IMPACT 4) HE FLEW FOWARD AND HIT THE STERRING WHEEL BECAUSE HARD 5) IS BRUISED UP AND HIS HAND IS BROKEN 6) DOES NOT WANT TO SAY WHAT HE IS REQUESTING FROM KIA *****CONCLUSION***** WRITER ADVISED CUST THAT ALL COMMENTS AND CONCERNS WOULD BE NOTED IN FILE. WRITER APOLIGIZED FOR THEIR INCONVIENCE. WRITER PROVIDED FILE # AND ADVISE D CUST THAT AN ACCIDENT SPECIALIST WOULD CONTACT CUST THE NEXT BUSINESS DAY WHICH IS MONDAY. WRITER ASKED WHAT CUST WAS SEKING FROM KIA AND HE DID NOT WANT TO ANSWER THAT. WRITER ALSO ASKED FOR A 2ND PHONE# AND HE DID NOT HAVE ONE. [021201- 2:32PM-DES]WRITER SPOKE RTO THE CUSTOMER AND TOOK DOWN AN ACCIDENT REPORT.

COG COMMENTS 2:

[020901-10:14AM-1A3]975 - ATTN: SUPERVISOR

[020901-10:14AM-1A3]199 BETH

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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>
██████████	██████████	KNAFB12181S912599	A51314	0
<u>LAKE PARK FL</u>			<u>Dealer:</u>	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 02/13/2001
RESPONSE: TELEPHONE

AS400 COMMENTS:

2/13/01 (PDS) PER 975 ACCIDENT THE CUST STATES: 1. VEH OWXNER JOESPH GLEEN 2. VEH DRIVER J. GLENN 3. DATE OF INCIDENT: 2/8/01 4. LOCATION OF INCIDENT: NORTH LAKE BLVD AT THE SHOPPING CENTER 5. ROAD CONDITION: IT WAS LIGHT OUT AND DRY 6. SPRED: N/A 7. OTHER VEHICLE: 1. 8. INJURIES: YES HIS HAND IS BROKEN AND THERE A BRUISE ON HIS CHEST HE REC MEDICAL TREATMENT AT TOM LAKER MEDICAL CENTER. 9. CUST STATED HE LOOKED DOWN AT SOMETHING HE WAS LOOKING AT AND THEN HE LOKED UP AND HE WAS VERY CLOSE TO THE VEH IN FRONT OF HIM. CUST STEP ON THE BRAKES TO PREVENT FROM REAR ENDING THE OTHER VEHICLE.BUT HE DID CST STATED THE AIR BAGS DID NOT DEPLOY AND HIS CHEST HIT THE STEERING WHEEL. CUST STATES HE HAS \$4,000 WORTH OF DAMAGE TO HIS VEHICLE. 10 POLICE CONTACTED: PAMPANO BCH POLICE NO REPORT 11. INSURANCE CO:: CUST STATED HIS INSURANCE CO IS ARIES THOUGH AT HE STATED HE IS WAITING ON A CLAIM # AND HE DID NOT HAVE THE NUMBER. 12. VEH TOWED: THE POLICE ARRANGED FOR THE TOW NO NUMBER. 13. VEH LOCATED AT : ED MORSE KIA OFF OF LAKE BLVD, 561-622-0101 14. REPAIRS : NOT AS OF YET 15. CUST IS CONCERNED THAT THE SEAT BELT DID NOT HOLD HIM AND THE AIR BAG DID NOT DEPLOY. FILE OPENED TO THE REGION FOR FIR (INSPECT TEH SEAT BELT) FILE OPENED TO THE REGION. 2/15/01 (PO) FAXED REQUEST TO DPSM, JACK BRAMBLE. 2/15/01 (PDS) PER KCC FAX THE CUST STATES: 1. CUSTOMER STATED HE NEEDS A RENTAL TO GET TO THE DOCTORS FOR HIS INJURIES FROM THE ACCIDENT. 2. HE STATED EX WIFE WIL BE AWAY FOR A WEEK AND HE HAS NO WAY OF GETTING TO THE HOSPITAL 3. HE STATED HE SHOULD HAVE TAKEN A PICTURE OF THE BRUISE ALL OVER HIS CHEST FROMN HITTING THE STEERING WHEEL WHEN THE SEAT BELTS DID NOT RESTRAN HIM AND THE AIR BGAS DID NOT DEPLOY 4. HE STATED HE DOES NOT HAVE COLLISION ON HIS AUTO INSURANCE AND THE INSURANCE CO WILL NOT PROVIDE A RENTAL 5. CUST IS ASKING IF KIA CAN PROVIDE A LOANER VEH UNTIL THE VEH IS REPAIRED FILE OPENED TO THE REGION 2/19/01 (PO) PER JACK BRAMBLE, DPSM, NO RENTAL, WILL APPROX 2 WEEKS, BEFORE

CLOSE COMMENTS

02/20/2001 TALKED TO MR FERCH AND EXPLAINED TO HIM THAT THE FACTORY REP AGR EED TO INSTALL NEW HUBS TO REPLACE THOSE INSTALLED BY ANOTHER DEALER ON DE C 30,1999.IF ANY ADDITIONAL PARTS OF LABOR IS REQUIRED IT WOULD BE THE RESPONSIBILITY OF MR FERCH TO PAY THE ADDITIONAL CHARGES. MR FERCH STATED H B WOULD GET BACK TO ME WITH HIS DECISION AND A DATE IF HE DECIDES TO HAVE R BPAIRS MADE. DALE R SEIVERT, SERV.MGR. *****GOODWILL 0000000 3500.00 5/24/2001*****
*****GOODWILL 0000000 930.00 5/29/2001*****
STAPLETO ***** GOODWILL.% 06/21/01 PAUL STAPLETO *****
GOODWILL.% 06/21/01 PAUL STAPLETO *****GOODWILL 0000000 742.00
5/31/2001*****GOODWILL 0000000 901.00 6/25/2001***** IT ANY LONGER. CUSTOMER WILL BE ADVISED THAT HE WILL NOT LONGER GET ANY LOANER ASSISTANCE UNLESS HE MERTS THE GUIDELINES THAT ARE SET FORTH BY

KIA MOTORS AMERICA
Consumer Affairs Department

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Last name	First name	VIN of 2001 SEPHIA LS	Case Number	Mileage
		KNAFB121815912599	C254287	0

LAKE PARK FL

Dealer:

Case History

Complaint 975

CCG CREATE DATE: 02/14/01 8:30 AM

CCG COMMENTS 1:

[021401- 8:31AM-DES]CUSTOMER STATED 1. CUSTOMER STATED HE NEEDS A RENTAL AND TO GET TO THE DOCTORS FOR HIS INJURIES FROM THE ACCIDENT. 2. HE STATED EX WIFE WILL BE AWAY FOR A WEEK AND HE HAS NO WAY OF GETTING TO THE HOSPITAL. 3. HE STATED HE SHOULD HAVE TAKEN A PICTURE OF THE BRUISE ALL OVER HIS CHEST FROM HITTING THE STEERING WHEEL WHEN THE SEAT BELTS DID NOT RESTRAIN HIM AND THE AIR BAGS DID NOT DEPLOY. 4. HE STATED HE DOES NOT HAVE COLLISION ON HIS AUTO INSURANCE AND THE INSURANCE WILL NOT PROVIDE HIM WITH A RENTAL. 5. CUSTOMER IS ASKING IF KIA CAN PROVIDE A LOANER VEHICLE TILL HIS VEHICLE IS REPAIRED, HE STATED NEEDS TO MAKE SOME OTHER CALLS, IT BEEN A WEEK.

*****CONCLUSION***** WRITER STATED THAT HIS INSURANCE COMPANY NEEDS TO SEND A LETTER OF SUBROGATION IT THE INSURANCE COMPANY FEEL KIA SHOULD BECOME INVOLVED, I EXPLAINED UNTILL THE LETTER OF SUBROGATION IS RECEIVED BY KIA THEY CAN NOT GET INVOLVED WITH THE VEHICLE. [021401- 8:38AM-DES]WRITER STATED THAT I WILL DOCUMENT THE CUSTOMER STATEMENT AND FORWARD THE CALL TO KIA TO MAKE KIA AWARE OF HIS REQUEST AND INTENTIONS. [021401- 8:42AM-DES]WRITER REFER TO ACCIDENT REPORT.

CCG COMMENTS 2:

[021401-08:30AM-DES]975 - ATTN: SUPERVISOR

Appendix 1(c)

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 [REDACTED]	First name [REDACTED]	VIN of 1999 SPORTAGE 4X4 KNDJA7234X5591268	Case Number K58939	Mileage 60,000
SHELLSBURG IA			Dealer: LA005 Jim Miller Kia	

Case History

Complaint Accident

*** PHONE LOG 01/09/2002 10:47 AM US Mountain Standard Time CLausch

CUSTOMER ADVISED:

1. WHEN THE VEHICLE BECAME OUT OF CONTROL DUE TO THE LOOSE GRAVEL
2. THE AIR BAGS DID NOT DEPLOY & THE SEAT BELTS DID NOT WORK
3. I AM LUCKY TO BE ALIVE
4. MY LAWYER SUGGESTED TO CONTACT KIA BEFORE FILING A LAWSUIT

WRITER ADVISE:

1. WILL FILE AN ACCIDENT REPORT
2. WILL FORWARD TO OUT NATIONAL OFFICE FOR REVIEW
3. APOLOGIZE FOR THIS HAPPENING TO A KIA CUSTOMER
4. AM GLAD YOUR OK

ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
2. Vehicle driven by: SAME
3. Date and Time of the incident: 12/20/01 AT 215PM
4. Location of the Incident: 67TH AVE, IN SHELLSBURG
5. Road Conditions: DRY, BUT GRAVEL ON ROAD
6. Speed: 35MPH
7. Any other vehicles involved: NO
8. Any injuries: DRIVER WAS BRUISED BUT NO PERMANENT INJURIES
9. Description of incident: DRIVING ON 67TH ST, LOOSE GRAVEL CAUSED VEHICLE TO SLIDE INTO A DITCH,, AIR BAG DID NOT DEPLOY, SEAT BELTS DID NOT WORK
10. Were the police contacted? YES, NO REPORT#
11. Was your insurance co. contacted? YES, POL# 2923061F0915D, STATE FARM, 319-377-6362
12. Was the car towed: INS. CO HAS VEHICLE
13. Vehicle location: UNKNOWN
14. Have repairs been completed: VEHICLE WAS TOTALED
15. Were parties wearing seat belts? YES
16. Resolution sought: NEED TO KNOW IF THIS WAS A DEFECT & NOTIFIED OF WHAT HAPPENED TO THE SEATBELTS NOT WORKING & THE AIR BAGS NOT DEPLOYING.

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Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7234XS591268	K58939	60,000
SHELLSBURG IA			Dealer: IA005 Jim Miller Kia	

*** NOTES 01/15/2002 09:40 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer sent file to xthe region to determine if PIR on seatbelt/airbags is necessary

*** PHONE LOG 01/15/2002 12:58 PM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W/ DAVID @ STATE FARM -
WAS TRANSFERED TO CLAIMS OFFICE (319) 294-5600

WTR LVM FOR LORI CAVANAUGH @ STATE FARM REQNG C/B RE: CLAIM #153098640

*** PHONE LOG 01/15/2002 02:11 PM US Mountain Standard Time MViola Action Type:Incoming call
WTR RCVD VM FROM LORI REQNG C/B @ (319) 294-5612

*** PHONE LOG 01/15/2002 02:25 PM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W/ LORI @ STATE FARM THIS DATE

LORI ADVISED:

1. VEH BEING TOTALED
2. CUSTOMER LOST CONTROL OF VEH ON GRAVEL ROAD
3. INSURANCE COMAPNY WILL NOT SUBROGATE

WTR ADVISED:

1. THANKED LORI FOR INFORMATION

*** CASE CLOSE 01/15/2002 02:26 PM US Mountain Standard Time MViola
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238X5597025	K85977	40,000
Locain OH			Dealer: OH041 Tri County Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/12/2002 02:06 PM US Mountain Standard Time ABegoody

Customer stated:

1. is upset because the dlr the charging cust \$881.00 for brake repair.
2. this is an outrageous price for this type of repair.
3. was just recently researching on the Internet & found several other Sportage owner's with the same problems cust is about to present to Kia.
4. now the veh is out of warranty the veh is giving cust several problems.
5. veh is currently at dlr (OH041).
6. has presented 10 concerns to the dlr.
7. has had several electrical problems w/this veh.
8. the wiring harness has been replaced.
9. the A/C blower loses power from time to time & cust has to remove the fuse to restore the power.
10. had a problem w/the window regulator, the windows are inop.
11. not only are several of the windows inop 2 of the windows go off track every now & then.
12. the driver's seat belt is inop intermittently.
13. this is a safety concern, the seat belt doesn't click.
14. this veh has 2 tone paint that is peeling off at the bottom of the veh.
15. there is a defect in the paint on this veh.
16. periodically the veh revs high, has a high RPM.
17. poor acceleration.
18. the 4WD is inop but the dlr is replacing the hubs under warranty.
19. is working w/Linda at the dlr.
20. is aware the veh is out of warranty by 4k miles.
21. would like to know if Kia can assist some of the repairs need under warranty.
22. dlr advised cust that the inspection should be completed on 6/13/02.

Writer stated:

1. apologized for the inconvenience.
2. if there is a problem w/this veh Kia will stand behind there product & repair the veh under the terms of the warranty.
3. this veh is no longer covered under 3/36k mile LBW but is still covered under 5/60k mile PTW.
4. will give the dlr an opportunity to complete the inspection.
5. will call the dlr on 6/13/02 for the inspection results.
6. because the veh is no longer covered under LBW the cost of the repairs may be at cust expense.
7. after speaking the dlr will call cust back w/an update.

*** PHONE LOG 06/18/2002 09:02 AM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called dlr (OH041) & Linda (svc adv) stated:

1. cust brought veh to dlr on 6/12/02.
2. cust had not brought veh to dlr in over a year.
3. dlr had not record of maintenance.
4. cust advised dlr that he was researching the complaint about this veh on the internet.
5. cust bought info from the internet & was requesting that the dlr inspect the concerns.
6. dlr replaced/repared the 4WD hubs (updated part).
7. had a brake grinding complaint, dlr replaced/repared the brakes/rotors.
8. this was a cust pay repair, the pads were down to the metal.
9. cust complained about the seatbelt unlatching randomly.
10. the DPSM authorized dlr to replace the seatbelts as a goodwill gesture, because of safety concern.
11. cust advised dlr that the windows were stloking, dlr advised cust the veh was out of the LBW & the cost of the repairs would be at cust expense (cust declined repairs).
12. dlr was advised that the doors were hard to open.
13. as a goodwill gesture dlr lubricated the doors.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SPORTAGE EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA7238X5597025	K85977	40,000
<u>Lorain OH</u>		<u>Dealer: OH041 Tri County Kia</u>		

14. cust complained about the cladding on the peeling trim.
15. DPSM advised dir to have Ed the Kia tech to inspect the veh on next visit to the dir.
16. depending on the out come of the inspection will determine if repair will be covered by Kia.
17. because veh is out of the LBW dir advised cust the cost of the repairs would be @ cust expense.
18. dir will call cust when Ed the Kia tech is available.

Writer stated:

1. will document comments.
2. DPSM will address cust concerns.

*** CASE CLOSE 06/18/2002 09:02 AM US Mountain Standard Time ABegoody
Dir is assisting w/warranty repairs.

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Last name	First name	VIN of 1999 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6239X5584326	K59737	41,000
GRAND RAPIDS MI			Dealer: MI011 Kia Towne	

Case History

Complaint Accident

*** PHONE LOG 01/08/2002 10:54 AM US Mountain Standard Time TAnderson Action Type:Outgoing call

DAVE SVC MGR @ MI001 STATES:

1. Yes aware of customer & concerns
2. Personally inspected seatbelts the day after accident
3. Auto is a convertible
4. Both front seat belt buckles were full of gunk & soil
5. yes did speak to dpsm Bill Kindziera about issue
6. It is both of our belief that seat belts not connecting correctly are result of being dirty rather than manufacturers defect
7. Dpsm denied repair coverage

*** PHONE LOG 01/08/2002 10:55 AM US Mountain Standard Time TAnderson
ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
2. DRIVER [REDACTED]
3. Date and time of incident: 12/22/01 @ 12:30 TO 13:00
4. Location of incident: EASTERN AVE SOUTH OF ALGER STREET IN GRAND RAPIDS,
5. Road conditions: DRY & CLEAR
6. Speed: APROX 20 MPH
7. Any other vehicles involved: YES, TRAIL BLAZER
8. Any injuries: SLIGHTLY BUMP ON HEAD & LEFT SHOULDER SORE
9. Description of incident: GOING SOUTH ON EASTERN, A TRUCK & TRAILOR PULLED IN FRONT OF TRAFFIC, TRAFFIC STOPPED SUDDENLY. DRIVER BRAKING HARD SEEING THAT AUTO BEHIND HIM WAS NOT GOING TO START, LET OFF BRAKE, TURNED CAR HARD TO RIGHT AND CAUGHT THE RIGHT REAR BUMPER OF CAR IN FRONT OF HIM.
10. Was the police contacted: YES GRAND RAPIDS P. D. CASE NUMBER 01-115497
11. Was the insurance company contacted: YES USAA PHONE # NOT AVAILABLE POLICY 9076121 NO CASE NUMBER GIVEN
12. Was the vehicle towed: NO
13. Vehicle location: BERGER KIA GRAND RAPIDS, MI
14. Have repairs been completed: BEING DONE NOW AWAITING PARTS
15. Were parties wearing a seat belt: YES
16. Resolution sought: CUSTOMER BELIEVES THAT SEAT BELTS WERE FAULTY. Would like KIA re[p] to inspect and cover cost of repairs to seat belts

*** PHONE LOG 01/08/2002 10:58 AM US Mountain Standard Time TAnderson Action Type:Outgoing call
SVC MGR DAVE @ MI001 STATES:

1. Inspected seat belts the day after accident
2. Found both front seat belts to be full of gunk and soil
3. Spoke with dpsm Bill K.
4. We both agree that seat belts not working properly are result of being dirty (the buckles full of soil and gunk)
5. Bill (dpsm) denied coverage as not a result of manufacturers defect but result of dirt
6. Advised writer that this auto is a convertible

*** NOTES 01/08/2002 11:35 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending file to the region to determine if PIR is necessary

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJA6239X5584326	K59737	41,000
GRAND RAPIDS MI			Dealer: MI011 Kia Towne	

*** PRIORITY CHANGE 01/08/2002 02:10:15 PM DWojelechowski

*** PHONE LOG 01/10/2002 01:50 PM US Mountain Standard Time DWojelechowski Action Type:Outgoing call
WTR LVM FOR CUST TO CB AT HOME #

*** PHONE LOG 01/11/2002 12:23 PM US Mountain Standard Time DWojelechowski Action Type:Outgoing call
WTR LVM FOR CUST TO CB AT HOME #

*** PHONE LOG 01/14/2002 09:34 AM US Mountain Standard Time DWojelechowski Action Type:Outgoing call
WTR LVM FOR CUST TO CB AT HOME #

*** CASE CLOSE 01/14/2002 09:48 AM US Mountain Standard Time DWojelechowski
REF TO INSURANCE COMPANY LTD TO FIRST TIME DATE

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA7235X5581560	K21483	66,000
<u>Chugiak AK</u>			<u>Dealer: AK002 Pacific Kia</u>	

Case History

Complaint Warranty

*** PHONE LOG 07/16/2001 11:27 AM US Mountain Standard Time TShamburger

Customer called:

1. Customer wanted to know if her seatbelts were covered.
2. Cust felt because it was a safety item, it should be covered.
3. Seat belt is lock in the locked position.

Wrt states:

1. Explained to cust. that the seatbelts are covered under basic warranty.
2. And informed cust that she was out of the basic warranty by milca.
3. The seat belt even though it's a safety item, is not covered for the life of the car.
4. Cust. understood

*** CASE CLOSE 07/16/2001 11:27 AM US Mountain Standard Time TShamburger

Not under warranty

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7239X5602054	K141661	34,100
anchorage AK			Dealer: AK002 Pacific Kia	

Case History

Complaint Recall

*** PHONE LOG 02/19/2003 05:54 PM US Mountain Standard Time BGauldin
customer stated:
1.the SC027 is not on this vehicle.
2.the driver seatbelt releases when driving.
3.the vehicle does not have the recall but the vehicle does have the same issue.
4.spoke with Renee and was told there is a recall.
5.to cl KCC to see if the vehicle was missed.

writer stated:
1.the vehicle is not showing the recall.
2.recall is not listed as having the recall.
3.will check and research tomorrow.

*** PHONE LOG 02/24/2003 06:18 PM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer old customer:
1.advised customer the vehicle as stated before does not have a recall on the seat belt buckle.
2.advised customer to take to the dealership.
3.the dealership, would then inspect and ref to Kia Rep.
4.ask customer to make appointment.

*** NOTES 02/24/2003 06:19 PM US Mountain Standard Time BGauldin Action Type:Manager review
customer stated:
1.will cl to make appointment.
2.ask SM to look at the vehicle.
3.if any questions to cl writer.

*** PHONE LOG 02/24/2003 06:25 PM US Mountain Standard Time BGauldin Action Type:Incoming call
writer spoke with Assist Service Mgr. Dave:
1.ask for SM or ASM to review the seat buckles.
2.after review to contact DPSM if the buckles is any way related to current recall.
3.there is no recall on this vehicle

ASM Dave stated:
1.have customer cl and either SM or Both with go out and look at the seat buckle.

*** CASE CLOSE 02/24/2003 06:25 PM US Mountain Standard Time BGauldin
seat belt buckle - ref to dealer

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LAST NAME	FIRST NAME	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7238X5581441	K134484	90,000
Hillsboro NH		Dealer:		

Case History

Inquiry Recall Info

*** PHONE LOG 01/20/2003 09:01 AM US Mountain Standard Time CBarrera
CUST STATES (DAUGHTER CYNTHIA VASHON):

1. MY MOTHER IS HAVING PROBLEMS WITH SEATBELT UNLATCHING
2. IS HER CAR AFFECTED BY RECALL?
3. I OWN A 98 KIA AND I DID GET RECALL LETTER

WRITER ADVISED:

1. THIS VEH NOT AFFECTED BY SEATBELT RECALL
2. BUT SHE MAY HAVE A DEFECT IN IT, BUT SHE IS RESPONSIBLE FOR ALL REPAIRS
3. SHE DOES HAVE RECALL FOR MCC AND OBD LABEL

*** CASE CLOSE 01/20/2003 09:02 AM US Mountain Standard Time CBarrera
SC027 NOT ON THIS VEH.

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA723XX5593333	K127328	45,000
Bellmore NY			Dealer: NY036 Five Towns Kia	

Case History

Complaint Dealer

*** NOTES 12/13/2002 12:21 PM UB Mountain Standard Time CHamilton Action Type:Manager review

Caller () (Fiance of daughter of registered owner) states:

1. We are going to file a discrimination lawsuit against your service manager at Kia—dir gave us your number to complain to
2. Brought veh into Kia on Mon to be serviced
3. Fiance's brother works at a Nissan dir
4. We had CEL on, so he put it on machine and got a code for a mass air flow sensor
5. I called dir and told them the problem—they said bring it in on Mon
6. Took in and told what problem was
7. George (Svc mgr) said was a hose—gave code—needed to be tightened hose clamp gasket—diagnostic \$40+ tax
8. Service rep Frank gave different code—Was incredibly rude—told Leanne "you don't know what talking about" then to "then take somewhere else"
9. CEL was on until on way to dir
10. Was told dir ran veh for 45 min after repair and all was fine
11. Took veh, drove 15 minutes, stalled again, just like before
12. When started up after stall, CEL was back on
13. Dir told us to take back to them, but we did not
14. After that repair, drivers side seat belt is broken—comes right out of the buckle—was not broken before took to dir
15. One year ago, took veh to different dir Scarsia Kia—left 3 days, nobody fixed it
16. We had taken it there because when braking, car would shake and make clanking noise—they told us nothing was wrong
17. We took it back to Five Towns Kia and they fixed it
18. Her Father noticed horn felt empty—like no airbag—was not as hard
19. We think the airbag is missing from veh
20. Called Five Towns and said there was nothing they could do about airbag missing
21. Steering wheel not firm anymore

Wtr states:

1. Will document your complaint
2. Dirships are independently owned and operated and are not owned by Kia
3. Federal anti trust laws preclude Kia from interfering in independent business issues like this matter
4. Wtr can provide repair assistance if needed, now or in the future
5. Do either of you know anyone at dirship or is there any other info you would like to provide that may help clarify this situation
6. To best of writer's knowledge, it would be almost impossible to remove the airbag without destroying the steering wheel and having to replace entire mechanism
7. Is there any reason someone at the dir would intentionally damage or do mischief to the veh

() brought () on the phone

Leanne (daughter of owner/driver of veh) states:

1. I used to know someone there at dir Five Towns NY036
2. My ex-boyfriend used to work there—he was the only one who would help me—his name was Wilson
3. And I did file a complaint with the BBB once
4. I had window gaskets replaced and they used bad glue
5. They got glue all over the place and the gaskets still leaked
6. The night I brought veh home, it rained
7. Rain came all in the windows and wrecked my seats
8. Dir said it wasn't under warr
9. I filed a complaint with the BBB, they faxed them something and Dir replaced the seats
10. I think they are disrespecting me
11. I think they are discriminating against me because I am a woman
12. I have been told I have to go there, since that is where I bought the car
13. Now I am using my extended warr, so I am taking veh somewhere else

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XX5593333	K127328	45,000
Bellmore NY		Dealer: NY036 Five Towns Kia		

Wtr states;

1. Will document your complaint
2. Dealers are independently owned and operated and are not owned by Kia
3. Federal anti trust laws preclude Kia from interfering in independent business issues like this matter
4. Wtr can provide repair assistance if needed, now or in the future
5. To best of writer's knowledge, it would be almost impossible to remove the airbag without destroying the steering wheel and having to replace entire mechanism
7. Wtr will research and follow up on the airbag issue
8. Wtr does not recommend caller return to dlr if she is having extreme problems there
9. Wtr will provide repair assistance in getting airbag and seatbelt diagnosed and repaired if caller will advise Wtr when veh is at Kia dlr of caller's choice
10. Wtr cannot advise on extended warr--referred to ext warr company for that info

11/15/01 R NY036 73964 1	SC022 REPLACE MANIFO CAT.CONV-MANIFOLD	33200
5/16/01 W NY036 59091 1	Cylinder Head Gasket GASKET-HEAD COVER	26365
5/09/01 W NY036 58497 1	SOLENOID VALVE ASSY VALVE-SOL.	26094
3/26/01 W NY035 59541 A	SPG HUB KIT#2-W/ABS	24518
3/26/01 W NY035 59541 C	BATTERY ASSY, R&R BATTERY	24518
7/25/00 W NY036 35259 1	RELEASE CABLE (SPARE RELEASE CABLE	16274
4/12/00 W NY036 25704 1	Rr DR Belt OutSide W WTHSTP ASSY-DOOR,RH	13433
4/12/00 W NY036 25704 2	02 RECEIVER DRIVER, R&R RECETVER TANK ASSY	13433
3/22/00 W NY036 23857 1	02 CATALYTIC CONVERTER CAT.CONV-MANIFOLD	12750
3/15/00 W NY036 23271 1	02 DR. BODY SIDE WEATHE WTHSTP-BODY,RH	12483
3/15/00 W NY036 23271 2	02 AUDIO ASSY, R&R REMAN-AM/FM CD RADIO	12483
3/15/00 W NY036 23271 5	02 CONSOLE LID, R&R CONSOLE ASSY-RR	12483

More...

3/15/00 W NY036 23271 6	02 SHAT CUSHION ASSY (F SEAT-F,,LH	12483
3/08/00 W NY036 22672 4	02 Rr DR Belt OutSide W WTHSTP-DOOR,LH	12249
3/08/00 R NY036 22672 1	02 SC014 ENGINE WIRE HA WIRING ASSY-INJ	12249
6/22/99 W NY036 94873 1	02 HEATED OXYGEN SENSOR SENSOR-OXYGEN	4353
6/22/99 W NY036 94873 2	02 CONSOLE ASSEMBLY(FRO CONSOLE ASSY-CTR	4353

*** CASE CLOSE 12/13/2002 02:23 PM US Mountain Standard Time CHamilton
complaint noted

*** PHONE LOG 12/18/2002 10:19 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller (John--fiance of driver) states:

1. I am calling back about my fiance's veh
2. Did you find out anything about the airbags
3. You said something about a field tech--how do we have him look at veh
4. I don't thi9nk we should have to pay for this repair
5. Veh has never been broken into
6. You told me there was no way to remove the airbag without the airbag light or some other indication there was something wrong
7. I think it is a man defect, but we are out of warr

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA723XX5593333	K127328	45,000
Belmore NY		Dealer: NY036 Five Towns Kia		

Wtr states:

1. Wtr advised fiance that wtr would follow up with repair assistance when veh was at Kia dlr
2. Dlr will request a diagnostic fee to examine veh
3. Fiance indicated she thought someone had removed the airbag and put veh back together so you cannot tell it is gone
4. This would not be Kia's fault--this would be at owners expense
5. If veh is diagnosed as this being a factory defect, wtr can request the repair be made at Kia's expense
6. If someone damaged or did mischief to it, that would be at owner's expense.
7. Wtr did not say definitively that it was impossible to remove--only to best of wtr's knowledge
8. This determination would hinge on diagnosis of Kia service dept
9. Dealer Service Mgr has access to all of Kia's resources and can make this determination
10. dlr service mgr would use resources like field tech only if dlr was unable to make diagnosis themselves
11. Wtr cannot offer any further assistance until veh is at Kia dlr
12. Let wtr know if veh is at dlr and which one, and wtr will follow up

Caller states:

1. I don't think we should have to pay in any case
2. I think we will follow up at Five Towns Kia, since that is the only place work has been done, except for Pep Boys with ext warr

Wtr states:

1. Warr history shows warr work at NY035 and NY036
2. NY035 is Sun Kia in Wantagh, NY
3/26/01 W NY035 59541 A SPG HUB KIT#2-W/ABS 24518
3/26/01 W NY035 59541 C BATTERY ASSY, R&R BATTERY-SPG 99-02 24518
3. Make appt at Kia dlr of your choice and notify wtr for follow up service
4. Diagnostic fee will be at callers expense
5. If dlr service dept determines this is a manufacturer factory defect, wtr will request goodwill repair
6. Any other cause of airbag missing or if no problem exists, diagnostic/repair will be at owners expense

*** CASE CLOSE 12/18/2002 12:09 PM US Mountain Standard Time CHamilton
closed pending callback with appt date and location for wtr follow up

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SPORTAGE EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB7236X5591608	K124768	62,079
<u>Clarksville GA</u>			<u>Dealer: GA027 Kia of Blue Ridge</u>	

Case History

Inquiry Ownership Change

*** PHONE LOG 12/02/2002 12:55 PM US Mountain Standard Time CHamilton

Caller states:

1. I just purchased a used kia with 62K miles
2. What warranty remains
3. The seat belt does not like to latch—where would I get that repaired

Wtr states:

1. LBW was 3/36 and PTW was 5/60—both are expired
2. Some remaining Fed emissions warr remains
3. Referred to Kia of Blue Ridge GA047 for seatbelt
4. Advised to make appt first and make sure part was available before taking veh 2 hour drive each way for this repair

*** CASE CLOSE 12/02/2002 12:56 PM US Mountain Standard Time CHamilton

Referred to dealer for seatbelt.

Updated owner information

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7234X5585032	K41144	65,000
Sand Springs OK		Dealer: OK002 Dean Bailey Kia		

Case History

Complaint Accident

*** PHONE LOG 11/05/2001 09:32 AM US Mountain Standard Time CBarrera

*** PHONE LOG 11/05/2001 09:50 AM US Mountain Standard Time CBarrera Action Type:Incoming call
cust states:

1. my wife was in accident
2. seat belts failed

Accident Info:

1. Vehicle Owner: [REDACTED]
2. Vehicle Driver: [REDACTED]
3. Date & Time: 10/10/01 @ 7:30AM
4. Location of Incident: On Hwy 51 between Sand Springs and Manford, about 5 mi. E. of Manford.
5. Road Conditions: Wet, Heavy Rain
6. Speed: 50 MPH
7. Other Vehicles: None
8. Any Injuries: [REDACTED] had cracked wrist, minor bruises. Passenger had no injuries.
9. Description of Accident: While driving hit water, vehicle hydroplaned, shifted to the side, then rolled twice, landing on its wheels. But during accident both seatbelts unbuckled. The straps are fine, show no sign of stress. They just unlatched. And airbags did not deploy.
10. Police Called: Yes, OK Hwy. Patrol. But I dont have their info on accident report no. either.
11. Insurance Co.: Yes, called, Allstate Insurance (dont have details either)
12. Vehicle Towed: Yes, towed to holding lot, then to Dean Bailey Kia
13. Vehicle Locations: Dean Bailey Kia 4747 S. Yale in Tulsa, OK 918-622-3160
14. Repairs: None, vehicle has been classified total loss
15. Seatbelts: both drive and passenger were wearing seatbelt
16. Resolution Sought:

I want this investigated. I have taken pictures if you want to see them. I feel seatbelts failed. They came unlatched on their own for driver and passenger in vehicle. I have not called a lawyer yet, I want to see what Kia will do first. I did see on the internet a report about a Kia seatbelt coming loose during an accident. I want Kia to investigate this.

*** NOTES 11/05/2001 09:51 AM US Mountain Standard Time CBarrera Action Type:Manager review
writer advised customer I will forward his case for research.

Will queue to National.....

*** NOTES 11/07/2001 10:38 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending file to the region to determine if PIR is necessary

*** NOTES 12/06/2001 10:28 AM US Mountain Standard Time MMyers Action Type:Manager review
DPSM to perform PIR on Tuesday, December 11.

*** PHONE LOG 12/07/2001 07:57 AM US Mountain Standard Time MMyers Action Type:Incoming call
SRCA attempted to call to inform customer of inspection but received no answer.

*** PHONE LOG 12/07/2001 12:17 PM US Mountain Standard Time MMyers Action Type:Incoming call

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7234X5585032	K41144	65,000
Sand Springs OK			Dealer: OK002 Dean Bailey Kia	

Writer tried to call again, no answer.

*** NOTES 12/07/2001 12:18 PM US Mountain Standard Time MMyers Action Type:Manager review
Case closed until writer receives PIR or call from customer.

*** CASE CLOSE 12/07/2001 12:18 PM US Mountain Standard Time MMyers

*** NOTES 01/18/2002 01:38 PM US Mountain Standard Time MMyers Action Type:Manager review
Writer rec'd PIR, copied it, sent it to Paul Stapleton with a note stating, "forward to legal," and asked for a response and advice ASAP.

*** CASE CLOSE 01/18/2002 01:38 PM US Mountain Standard Time MMyers

*** NOTES 01/21/2002 07:09 PM US Mountain Standard Time StapletonP Action Type:Manager review
writer rec PIR sending file to the legal dept for review

*** NOTES 01/23/2002 12:50 PM US Mountain Standard Time ATurner Action Type:Manager review
Legal completed reviewing the Preliminary Investigative Report prepared by the DPSPM and agree with the DPSPM's findings that the seat belts were operational and appear to be in working condition. Legal recommends that the Region reject claims involving this matter. File is now closed to Legal.

*** NOTES 01/23/2002 12:52 PM US Mountain Standard Time StapletonP Action Type:Manager review
*****PLEASE READ THE ABOVE CASE NOTES ENTERED IN BY THE LEGAL DEPT.*****

*** NOTES 01/24/2002 08:05 AM US Mountain Standard Time MMyers Action Type:Manager review
Explanation and denial letter sent.

11/24/03

09:00:51

KMA CONSUMER AFFAIRS DEPARTMENT

Concern Open Screen

CSD0002

NAKAMURAB

Analyst: WEBBL File: 42436 CCG: 217749 Status: REOPEN Mode: Inquiry
 Veh ID: ? KNAFBI210W5734274 C/Mil: 1500 Purch Dt: 6/05/98
 Warranty Start Date: 6/05/98 Sold Dlr: VA020
 Concern Opened: 8/25/99 Closed: 9/13/99 Reopened: 9/13/99 Closed: 0/00/00

Title:

Last Name: ?

First Name:

Address:

MI:

Cty/State: LYNCHBURG

VA

Zip:

Phone# Work

Home:

Assign To: ? L ? 90202

Con Src: ?

G

Concern Type: ?

C

Response: ?

T

* Priority: ?

M

*

NOTICE: Priority concern must be updated by 09/18/99 and closed by 09/28/99

Condition ?

OPEN:

Category ?

Component ?

N94 INOPERATIVE

QP01 MECHANICAL PREMCE Q

More...

F3=Exit F2=Wrtty Hist F22=Print F21=Veh Repur
 F9=View Close F12=Scan Screen F20=Open Comment Screen

11/24/03
09:00:56

KMA CONSUMER AFFAIRS DEPARTMENT
OPEN COMMENT SCREEN

NAKAMURAB

Veh ID: KNAFB1210WE734274
Last Name: [REDACTED]

File: 42436
First: [REDACTED]

CC-File: 217749
MI:

- 01 8/25/99 (LW) PER KCC FAX CUST MOTHER STATES:
02 1. CUST WANTS TO KNOW WHY AIR BAGS DID NOT DEPLOY DURING ACCIDENT. ALSO,
03 WHY THE SEATBELT DIDN'T RESTRAIN THE DRIVER AND PASSENGER.
04 2. ON 8/11, CUST WAS INVOLVED IN ACCIDENT.
05 3. THE LOCATION WAS I64 IN NORFOLK, VA AND THE ROAD CONDITIONS WERE DRY.
06 4. A TRACTOR TRAILOR CAUSED AN ACCIDENT WITH A VEH, A VAN HIT THE VEH,
07 THEN CUST'S VEH HIT THE VAN.
08 5. ALL VEHs WERE DRIVING APPROX. 55 MPH WHEN THE ACCIDENT OCCURRED.
09 6. CUST WAS HURT DURING ACCIDENT.
10 7. CUST REC'D MEDICAL CARE AT NORFOLK NAVAL HOSPITAL. CUST IS IN THE NAVY.
11 8. THE POLICE WERE AT THE SCENE. THE VA BEACH POLICE, OFFICER A.E. SMITH,
12 #1789.
13 9. THE POLICE REPORT IS NOT AVAILABLE AT THIS TIME.
14 10. INSURANCE CO WAS CONTACTED--ALLSTATE INSUR., AGENT WAYNE TRIBBLE AT>>>>
More...

F21=Veh Repurchase

F12=Open Concern Screen

F17=GOODWILL Comments

11/24/03
09:00:56

KMA CONSUMER AFFAIRS DEPARTMENT
OPEN COMMENT SCREEN

NAKAMURAE

Veh ID: KNAFB1210W5734274
Last Name: [REDACTED]

File: 42436
First: [REDACTED]

CC-File: 217749
MI:

- 15 [REDACTED]
16 11. THE VEH IS AT LYNN HAVEN KIA.
17 12. IT WAS TOWED FROM THE SCENE TO DLR.
18 13. NO REPAIRS HAVE BEEN MADE.
19 14. CUST WANTS INVESTIGATION AND EXPLANATION AS TO WHY THE SEAT BELTS
20 DIDN'T RESTRAIN THE OCCUPANTS OF THE VEH AND WHY THE AIR BAGS DIDN'T
21 DEPLOY DURING THE ACCIDENT. THE DLR STATED THAT IF THE AIR BAG HAD
22 DEPLOYED THEN CUST WOULDN'T HAVE HIT HER HEAD ON THE WINDSHIELD AND
23 REC'D A CONCUSSION AND THE OTHER INJURIES SHE REC'D.
24 LEGAL REQUESTS FULL INSPECTION OF SEATBELTS, INCLUDING PICTURES OF THE
25 STRESS MARKS ON SEATBELTS.
26 FILE OPENED TO THE REGION.
27 8/27/99 (CO) LEFT EMAIL FOR PETE MANGET TO HANDLE.
28 9/2/99 (PM) I WILL INSPECT THE VEHICLE AND SEATBELTS ON OR BEFORE 9/7/99
More...

F21-Veh Repurchase

F12=Open Concern Screen

F17=GOODWILL Comments

11/24/03
09:00:56

KMA CONSUMER AFFAIRS DEPARTMENT
OPEN COMMENT SCREEN

NAKAMURAB

Veh ID: KNAPB1210W5734274
Last Name: [REDACTED]

File: 42436
First: [REDACTED]

CC-File: 217749
MI:

29 PICTURES WILL BE TAKEN AND THE REPORT HAND DELIVERED TO THE REGIONAL OFFICE
30 WHEN I TRAVEL THERE ON THE 7TH.

31 9/6/99 (PM) I HAVE INSPECTED A 1999 SPORTAGE THAT HIT A VAN IN THE REAR. U
32 NFORTUNATELY, THE SERIAL NUMBER OF THE VEHICLE I INSPECTED IS NOT THE SAME
33 AS THE VIN ON THIS FILE. I AM NOT REAL SURE WHAT'S GOING ON, BUT I WILL FI
34 ND OUT. THE PIR HAS BEEN WRITTEN ON THE VEHICLE IN INSPECTED ON 9/3. IF I
35 T'S THE CORRECT VEHICLE I WILL TURN IN THE REPORT AS INDICATED.

36 9/6/99 (PM) SPOKE WITH THE OWNERS FATHER, [REDACTED] THE VEHICLE IN QU
37 ESTION IS THE VEHICLE I INSPECTED (VIN KNDJA7237E5581849), NOT THE VEHICLE
38 LISTED ON THIS FILE. THE PIR DOES REFLECT THIS FILE NUMBER. PLEASE CORRC
39 T AS IS APPROPRIATE.

40 9/13/99 (PDS) NCA REC PIR FROM THE REGION . FILE OPENED TO LEGAL.

41 8/28/00 (ALT) FILE OPEN TO LEGAL AS PL CLAIM.

00

More...

F21-Veh Repurchase

F12-Open Concern Screen

F17-GOODWILL Comments

11/24/03
09:00:56

KMA CONSUMER AFFAIRS DEPARTMENT
OPEN COMMENT SCREEN

NAKAMURAB

Veh ID: KNAFB1210W5734274
Last Name: [REDACTED]

File: 42436
First: [REDACTED]

CC-File: 217749
MI:

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More...

F21-Veh Repurchase

F12=Open Concern Screen

F17-GOODWILL Comments

Case Report - K22138

Site/Caller Summary:

Site ID: IND15252
 Site Name/Address: [REDACTED]
 Glen Berns, MO [REDACTED]
 Time Zone: None
 Caller Name: [REDACTED]
 Caller Phone: [REDACTED]
 Alternate Phone:
 Alt. Site ID:
 Alt. Site Name/Address:
 Alt. Contact Name:

Case Summary:

Case Title: Accident Report - RYAN
 ID: K22138
 Call Type: Problem
 Severity: Medium
 Priority: Priority
 Condition/Status: Open-Dispatch/Working
 Part Description:
 Part Number:
 Product Serial Number: N/A
 Contract:

Case History:

*** PHONE LOG 07/19/2001 01:28 PM US Mountain Standard Time CDiax
 ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
 2. Vehicle driven by: [REDACTED]
 3. Date and Time of the Incident: July 4th 2001, 8:30pm
 4. Location of the Incident: Rt. 87 south
 5. Road Conditions: Was raining that day but at the time the roads were dry.
 6. Speed: 70mph
 7. Any other vehicles involved: No
 8. Any injuries: Yes, [REDACTED] hurt his leg and head injuries, [REDACTED], had neck and arm injuries and was thrown from the car.
 9. Description of incident: I was driving on Rt. 87 south bound and we hit the bumps on the side of the road and I went to correct it and we lost control of the car and flipped three times. William and I both were thrown from the car.
 10. Were the police contacted? Yes, Local Police Dept.
 11. Was your insurance co. contacted? Yes, Allstate Ins.
 12. Was the car towed? Yes, by the police dept.
 13. Vehicle location: Renny and Clark Towing, and is in Bendyswain Md. I don't have the address to the place it is at now.
-

Case History (Continued):

14. Have repairs been completed: No

15. Were parties wearing seat belts? I was and [redacted] was not

16. Resolution sought: The car flipped three times and I was thrown from the car. When the picked up the seat belt was still buckled and I was out of the car. I don't think that this should have happened. I need someone to come out and look at the car and let us know why this happened to me.

Writer States:

1. I can document your concerns here and forward to the correct dept. for handling.

*** NOTES 07/20/2001 08:07 AM US Mountain Standard Time TBeam Action Type:Manager review Car.

This vehicle is being stored in District 1. Please assist Chris in getting out to look at this vehicle. We need Photos of the seatbelts, inspect and make sure the retractor locks. Make sure the buccle stays buckled.

Thanks
Tim

*** PHONE LOG 08/10/2001 08:27 AM US Mountain Standard Time CRavele Action Type:incoming call 8/10/01 (CR) REC'D CALL FROM DPSM, CHRIS GREEN - 845AM
1. DPSM WILL PERFORMING 'PIR' TODAY
2. DPSM CALLED TO LOCATE VEH & FOUND THAT VEH HAS BEEN RELOCATED

*** PHONE LOG 08/13/2001 07:00 AM US Mountain Standard Time CRavele Action Type:incoming call 8/13/01 (CR) REC'D CALL FROM DPSM, CHRIS GREEN - 945AM
1. DPSM WILL PERFORMING 'PIR' TODAY
2. DPSM HAS LOCATED VEH

*** PHONE LOG 08/13/2001 08:29 AM US Mountain Standard Time CRavele Action Type:incoming call 8/13/01 (CR) REC'D CALL FROM DPSM, CHRIS GREEN - 1230PM
1. NO DAMAGE TO FRT. OF VEH
2. CUST HAS 'CONVERTIBLE' SPORTAGE
3. BOTH SEAT BACKS ARE BROKEN

*** RESEARCH LOG 08/15/2001 07:45 AM US Mountain Standard Time CRavele Action Type:Administrative task 8/15/01 (CR) REC'D EMAIL FROM DPSM, CHRIS GREEN - 'PIR' & PIX

*** RESEARCH LOG 08/15/2001 11:37 AM US Mountain Standard Time CRavele Action Type:Sent Letter 8/15/01 (CR) FORW'D MANAGEMENT SPECIAL TO NAT'L - PIR & PIX - ATTN: PAUL STAPLETON

*** PRIORITY CHANGE 08/15/01 02:38:17 PM CRavele

*** NOTES 08/15/2001 11:57 AM US Mountain Standard Time StapletonP Action Type:Manager review writer rec PIR sending to the legal dept for review.

*** NOTES 08/16/2001 03:28 PM US Mountain Standard Time ATurner Action Type:Manager review Legal has completed reviewing the PIR prepared by the DPSM. Legal has forwarded the file to attorney Steve Walney for review and analysis. Legal will update after receiving evaluation from Mr. Walney.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
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Last name	First name	VIN of 2000 SPORTAGE 4X2 KNDJB7239Y5648739	Case Number K64466	Mileage 32,000
PASCO WA		Dealer: WA013 Overturf Kia		

Case History

Complaint Accident

*** PHONE LOG 02/07/2002 11:21 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. I WANT TO REPORT ACCIDENT

WRITER STATED:

1. THANKED CALLER FOR CALLING
2. MAY I ASK YOU ABOUT ACCIDENT

CALLER STATED:

1. YES
2. ACCIDENT REPORT:

1. Vehicle owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. Date and time of the incident: 2/06/02 AT 3:00 PM
4. Location of the incident: AT INTERSECTION OF N. LEWIS STREET & 28TH STREET
5. Road condition: DRY
6. Speed: 5 MPH
7. Any other vehicles involved: YES
8. Any injuries: NO, I HAVE SCRATCH ON MY ARM AND WIFE HAS SCRATCH ON FOOT
9. Description of incident: WAS DRIVING ON N. LEWIS STREET APPROACHING THE INTERSECTION OF 28TH STREET. THE LIGHT WAS GREEN WHEN I PULLED INTO INTERSECTION WITH THE INTENTION TO TURN LEFT ONTO 28TH STREET. I WAS IN THE INTERSECTION FOR QUITE A WHILE. I LET 2 VEHICLES PASS THROUGH, GOING STRAIGHT ON 28TH STREET. I STARTED TO COMPLETE MY TURN. I DID NOT SEE THE 3RD VEHICLE. THE VEHICLE HIT MY VEHICLE ON THE PASSENGER REAR RIGHT PANEL, RIGHT AT LOCATION OF THE TIRE. MY VEHICLE SPUN AROUND AND THEN ROLLED OVER 2X, LANDING ON THE DRIVER SIDE OF VEHICLE.
10. Was police contacted: YES - ACCIDENT REPORT # 02ACC03471
11. Was the insurance company contacted: YES
12. Was vehicle towed: YES
13. Vehicle location: ACTION TOWING / 1920 N. 4TH STREET, PASCO, WA 99301 (866) 216-2973
14. Have repairs been completed: NO
15. Were parties wearing a seat belt: YES BUT MY WIFE'S BELT CAME UNDONE
16. Resolution sought: I WANT NOTHING JUST TO REPORT ACCIDENT

WRITER STATED:

1. THANKED CALLER FOR TAKING TIME TO ANSWER THE QUESTIONS

CALLER STATED: THANK YOU

*** NOTES 02/07/2002 11:22 AM US Mountain Standard Time DUnderwood Action Type: Manager review

WRITER STATED:

1. CALLER NOT REQUESTING ANYTHING FROM IA
2. NO INJURIES REPORTED
3. SENDING CASE HISTORY TO PAUL STAPLETON
4. FYI ONLY

*** SEND CASE HISTORY 02/07/2002 11:22:44 AM DUnderwood

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB7239Y5648739	K64466	32,000
PASCO WA			Dealer: WA013 Overturf Kia	

Case details sent to PStapleton@kiausa.com.

*** SEND CASE HISTORY 02/07/2002 11:23:06 AM DUnderwood
Case details sent to PStapleton@kiausa.com.

*** CASE CLOSE 02/07/2002 11:23 AM US Mountain Standard Time DUnderwood
Information taken

*** NOTES 02/07/2002 12:27 PM US Mountain Standard Time DUnderwood Action Type:Manager review
WRITER STATED:
1. AFTER SPEAKING TO JODI BRANCH, MGR
2. PRODUCT LIABILITY IS SEATBELT COMING LOOSE
3. CALLER HAS NOT REQUESTED ANYTHING FROM KIA

*** NOTES 02/11/2002 11:14 AM US Mountain Standard Time StapletonP Action Type:Manager review
revised file . Sending file to the region to determine if PIR is necessary on the Seat belt

*** SEND CASE HISTORY 02/11/2002 04:48:57 PM SDowns
Case details sent to nferdig@kiausa.com.

*** PHONE LOG 02/14/2002 03:40 PM US Mountain Standard Time MCameron Action Type:Incoming call
Writer rec'd call from DPSM Ferdig. After reviewing file together, no further action necessary at this time.

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
KILLEEN TX		KNDJB7231Y5655958	K107059	25,000
			Dealer: TX021 Dennis Bakin Kia	

Case History

Complaint Quality

*** PHONE LOG 09/12/2002 07:35 AM US Mountain Standard Time CLausch

CUST ADVISED:

1. THE DLR IS ADVISING ME THAT THEY WILL CHARGE ME TO LOOK AT MY
2. SEAT BELT RETRACTOR THAT IS NOT WORKING
3. HOW CAN THEY DO THIS, IS THERE A WARR ON THIS PART
4. THEY SAY THEY CHARGE UP FRONTS \$100 TO LOOK AT MY VEH & IT IS NON REFUNDABLE

WRITER ADVISED:

1. THE WARR FOR THE SEATBELT ISSUES IS 3/36 FOR MANUF DEFECTS
2. IF THIS IS A MANUF DEFECT, KIA WILL PAY THE DIAG FEE
3. IF THIS ISSUE IS DUE TO WEAR OR MISUSE OR ABUSE, THIS WILL BE A CUST PAY ISSUE
4. WRITER WILL RESEARCH THIS ISSUE & CALL THE CUST BACK

WRITER CALLED TX021 & REQ THE SM & SPOKE TO PAUL

PAUL ADVISED

1. DO NOT KNOW WHO TOLD THE CUST THIS
2. BUT WE DO NOT CHARGE \$100 NON REFUNDABLE FEE FOR A DIAG OF A WARR ISSUE
3. WE WILL CHARGE A HOURLY DIAG FEE IF THE ISSUE IS NOT WARR RELATED

WRITER THANKED PAUL FOR THIS INFO

WRITER CALLED THE CUST & LVM

1. SPOKE TO PAUL AT THE DLR, HE ADVISED
2. THERE IS NOT A \$100 NON REFUNDABLE FEE TO DIAG THE VEH
3. THERE WILL BE A DIAG FEE IF THE ISSUE IS NOT WARR RELATED
4. PLEASE CALL PAUL TO DISCUSS THIS ISSUE
5. PLEASE HAVE THE FOLLOWING RECALL STICKER PUT IN THE OWNERS MANUAL FROM THE DLR
SC017 OWNER MANUAL STICKERS - 2000 S

*** CASE CLOSE 09/12/2002 07:36 AM US Mountain Standard Time CLausch

REF THE CUST TO PAUL AT THE DLR FOR INFO ON A DIAG CHARGE IF NOT A WARR ISSUE

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Last name [REDACTED]	First name [REDACTED]	VIN of 2000 SPORTAGE 4X4 KNDJA7232Y5620607	Case Number K74046	Mileage 6,370
Sierra Vista AZ			Dealer: AZ017 Scott Nichols Kia	

Case History

Complaint Quality

*** PHONE LOG 04/08/2002 01:49 PM US Mountain Standard Time ERulz

CALLER STATED

1. I BOUGHT THIS VEHICLE NEW ON JUNE 2000.
2. I AM VERY DISAPPOINTED ABOUT THIS CAR.
3. I HAVE BEEN HAVING A LOT OF PROBLEMS W/ MY CAR.
4. THE VEHICLE IS CURRENTLY AT AZ017
5. I DO NOT WANT THIS VEHICLE ANYMORE, I DO NOT FEEL SAFE IN IT.
6. HERE IN AZ I HAVE TO TRAVEL LONG DISTANCES TO VISIT MY DAUGHTER.
7. I WOULD LIKE TO KNOW IF KIA CAN REPURCHASE THIS VEHICLE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. EXPLAINED TO CALLER THAT KIA WILL STAND BEHIND THE WARRANTY TO FIX HER VEHICLE
3. TOLD CALLER THAT KIA DOES NOT HAVE A REPURCHASE OR TRADE POLICY, ANY REPURCHASE WILL HAVE TO BE DONE ACCORDING TO THE STATE LAWS.
4. TOLD CALLER THAT WRT WILL CONTACT AZD17 TO GET MORE INFO.
5. TOLD CALLER THAT HER CONCERNS WILL BE FORWARD TO THE PROPER PERSONAL W/ IN KIA FOR REVIEW AND POSSIBLE FOLLOW UP.
6. CALLER THANKED WRT FOR THE ASSISTANCE.
7. WRT CALLED AZ017 AND SPOKE TO STEVE RAY, HE STATED:
 - a) SHE IS BEEN HAVING A LOT OF LITTLE PROBLEMS
 - b) WE HAD TO REPLACE THE DOOR STOP.
 - c) THE DRIVER'S SEAT BELT WOULD NOT SHOT, I AM STILL WAITING FOR A BUCKLE.
 - d) THE GAS DOOR DOES NOT OPEN AND THE DRIVER'S WINDOW REGULATOR NEEDED TO BE ADJUST.
 - e) THE RADIO WAS NOT WORKING, THE FRONT BUMPER NEEDS TO BE ADJUST.
 - f) OUR DPSM IS NOT AWARE OF THIS AND I BELIEVE OUR SVC MGR WILL SEND HIM THIS INFO TOMORROW.
8. WRT THANK STEVE FOR THE INFO.
9. CASE DISPATCHED TO REGION FOR REVIEW AND POSSIBLE FOLLOW UP.

*** NOTES 04/24/2002 04:19 PM US Mountain Standard Time DBattalino Action Type:Manager review
Rec'd BBB call report for this customer seeking a Repurchase. Concerns are as follows:

1. CEL
 2. Brake pedal moves
 3. Driver's seatbelt won't lock
 4. CD player in-op
 5. Trans defective
 6. Body paint
- Sent copy to DPSM
Sent customer a N01bbb2 letter
KIA0242010

*** SEND CASE HISTORY 04/24/2002 04:20:09 PM DBattalino
Case details sent to tsteinwinter@kiausa.com.

*** PHONE LOG 05/07/2002 11:19 AM US Mountain Standard Time SDowns Action Type:Incoming call
Per DPSM:

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7232Y5620607	K74046	6,370
Sierra Vista AZ			Dealer: AZ017 Scott Nichols Kia	

1. Will be at dir today
2. Will pull file and respond to WRCA
3. PTR inspected/repared veh last week
4. Please call S/M and have him pull cust's file

Writer called S/M:

1. Will have file ready for DPSM
2. PTR was here last week, ordered cat converter, and was installed yesterday
3. Veh is repaired and ready for cust to pick up.

*****PER PTR REPORT*****

Customer states: 1. The engine idles rough. 2. The R/S rear defroster grid terminal fell off window. 3. The rear wiper is out of adjustment.

Previous Repair: 4/24/02 The crank angle sensor was replaced because the timing was erratic. Found trouble code P0300 "random misfire" Mileage = 6475 RO#161745.

Action Start Mileage 6533 End Mileage

5/1/02 Inspected vehicle. Connected scan tool and found no trouble codes. Monitored current data. Found all data to be within specification at idle (800rpm). When rpm was increased to 2500, the rear O2 sensor would drop from .73v to .1-.0v. The catalytic converters have lost their efficiency. The catalytic converters were removed for inspection. There were evidence of internal melting. The catalytic converters need replaced. Parts had to be ordered. As pre-cautionary adjustment, the connector B07 pin tension was tightened and Stabilent was added. The coil harness, coils, plug wires and spark plugs were removed for inspection. No abnormal condition were found. Pin tension at C150 and C151 was tightened and Stabilent was added.

*** PHONE LOG 05/16/2002 01:46 PM US Mountain Standard Time SDowns Action Type:Incoming call
Per DPSM:

1. Will be calling cust today to offer SOC.
2. Please follow up w/ cust tomorrow, 5/17/02.

*** CASE CLOSE 05/16/2002 01:47 PM US Mountain Standard Time SDowns

*** NOTES 05/17/2002 10:41 AM US Mountain Standard Time DBattalino Action Type:Manager review

Cust has filed a formal complaint w/the BBB. Concerns are the same as above.
Kia has faxed back to the BBB offering to Replace cust's vehicle.
If cust proceeds w/arbitration, a hearing must be held by: 06/16/02

*** SEND CASE HISTORY 05/17/2002 10:41:16 AM DBattalino
Case details sent to tsteinwinter@kiausa.com.

*** CASE CLOSE 05/17/2002 10:42 AM US Mountain Standard Time DBattalino

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7230Y5643304	K63938	21,000
Evanston IA [REDACTED]		Dealer: IA004 Dick Witham Kia		

Case History

Complaint Accident

*** PHONE LOG 02/05/2002 07:59 AM US Mountain Standard Time TAnderson

ACCIDENT REPORT:

1. Vehicle Owner: [REDACTED]
2. DRIVER [REDACTED]
3. Date and time of incident: 1/23/02 @ 9:00AM
4. Location of incident: HWY 218 AND SAN MARNAN EXIT RAMP
5. Road conditions: DRY
6. Speed: APROX 25 MPH
7. Any other vehicles involved: YES, FULL SIZED VAN
8. Any injuries: YES, MILD CONCUSSION, BANGED KNEE, BRUISED ANKLE
9. Description of incident: DRIVING NORTHEAST ON HWY 218, EXITED ON THE SAN MARNAN EXIT RAMP, GREEN LIGHT AT END OF EXIT, CAR IN FRONT STOPPED AND CUSTOMER REAR ENDED THEM
10. Was the police contacted: YES WATERLOO PD (IOWA) ACCIDENT REPORT # W02-6585
11. Was the insurance company contacted: YES PROGRESSIVE CLAIM # UNAVAILABLE AGENT-DIRK DHAMS 319-478-8800
12. Was the vehicle towed: YES RAY MOUNT 319-232-4444
13. Vehicle location: IOWA AUTO REBUILDERS HWY 63 WATERLOO, IA
14. Have repairs been completed: NO
15. Were parties wearing a seat belt: SEAT BELT
16. Resolution sought: CUSTOMER SEEKING PAY OFF ON LEASE OF THIS AUTO, DUE TO FACT DO NOT FEEL COMFORTABLE GETTING IN THIS AUTO AGAIN, FEAR THAT THE SEAT BELTS WILL NOT CATCH OR THE AIR BAG DEPLOY

CUSTOMER STATES:

1. Have read up on the air bag deployment in the booklet
2. Sorry but there is no reason the way the car hit that the sensors should have not gone off
3. The seat belt did not catch which caused me to hit the windshield
4. The general manager said to call KIA with a accident report
5. Was also informed that the KIA rep would be in the area tomorrow and hopefully would get opportunity to look at auto.
6. I realize that they can fix this problem with the air bag and the seat belts but I can never trust it again
7. There was over \$5000 damage to auto including the frame being bent

WRITER STATES:

1. Will document the accident
2. Tried to explain air bag deployment & sensors (customer knew it)

*** NOTES 02/06/2002 04:36 PM US Mountain Standard Time StapletonP Action Type: Manager review
writer sending file to the region to determine if PIR is necessary

*** PHONE LOG 02/11/2002 03:53 PM US Mountain Standard Time MPashoff Action Type: Incoming call
WTR REC'D CALL ON FRI., 2/8/02, FROM DPSM, TED DORENKAMP, WHO ADVISED:

1. VEH IN ACCIDENT
2. AIRBAG DID NOT DEPLOY
3. SEATBELTS FAULTY
4. REPAIRS HAVE BEEN COMPLETED
5. DPSM AWARE OF CONCERNS
6. DPSM INSPECTED VEH AFTERWARDS
7. NOTED THAT SRS & SEATBELTS ARE "OPERATING AS DESIGNED"

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7230Y5643304	K63938	21,000
Evansdale IA	[REDACTED]		Dealer: IA004 Dick Witham Kia	

WTR ADVISED:

1. WILL CLOSE CASE FILE, AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

*** CASE CLOSE 02/20/2002 07:56 AM US Mountain Standard Time MPushoff
FILE CLOSED, AS NO FURTHER ASSISTANCE REQUIRED BY CRCA

*** PHONE LOG 03/08/2002 08:23 AM US Mountain Standard Time CLausch Action Type:Incoming call
customer states:

1. want a copy of the documentation on the Kia file
2. want a copy of the decision by the DPSM on the inspection of my vehicle
3. want all this in writing to give to the attorney gen for a lemon law
4. will get this file thru an attorney

Writer advised:

1. the Kia documentation is for Kia only & cannot be sent to the customer
2. apologize for this, but this is Kia guidelines
3. cannot advised on how to proceed with the lemon law or the retrieval of the Kia file

WILL EMAIL THIS TO THE DPSM FOR A HEADS UP

*** SEND CASE HISTORY 03/08/2002 07:54:01 AM CLausch
Case details sent to TDORNEKAMP@KIAUSA.COM

*** CASE CLOSE 03/08/2002 08:24 AM US Mountain Standard Time CLausch
KIA CANNOT RELEASE THE FILE ON THIS CASE TO THE CUSTOMER

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7232Y5624589	K33726	15,000
Shelton CT		Dealer: CT010 Crabtree Kia		

Case History

Complaint: Accident

*** PHONE LOG 09/28/2001 08:08 AM US Mountain Standard Time TAnderson Action Type:Incoming call

ACCIDENT REPORT:

1. Vehicle Owner: [REDACTED]
2. DRIVER: [REDACTED]
3. Date and time of incident: 9/27/01 @ 19:30
4. Location of incident: BRIDGEPORT AVE. SHELTON, CT
5. Road conditions: DRY, CLEAR
6. Speed: APROX 3 TO 5 MPH
7. Any other vehicles involved: YES MINI VAN
8. Any injuries: BRUISED JAW ON STEERING WHEEL
9. Description of incident: AUTO SITTING AT STOP LIGHT IN FRON OF CUSTOMER, LIGHT HAD NOT TURNED YET BUT AUTO IN FRONT STARTED TO MOVE AND CUSTOMER DID ALSO. CUSTOMER HIT AUTO IN FRONT OF HER
10. Was the police contacted: YES SHELTON P. D. CASE # 0100021170
11. Was the insurance company contacted: CUSTOMER HAS NOT AS OF YET BELIEVES POLICE REPORT GOES DIRECTLY TO INSURANCE. GEICO 750 WOODBERRY RD WOODBERRY, NY 11797 1/800/841-3000
12. Was the vehicle towed: NO
13. Vehicle location: HOME
14. Have repairs been completed: NO, LITTLE SCRATCH FRONT BUMPER DRIVERS SIDE
15. Were parties wearing a seat belt: YES
16. Resolution sought: CUSTOMER WOULD LIKE KIA PERSONNELL TO INSPECT AUTO AS TO WHY THE SEAT BELT DID NOT LOCK

*** PHONE LOG 09/28/2001 08:09 AM US Mountain Standard Time TAnderson

1. Vehicle Owner: [REDACTED]
2. DRIVER: [REDACTED]
3. Date and time of incident: 9/27/01 @ 19:30
4. Location of incident: BRIDGEPORT AVE. SHELTON, CT
5. Road conditions: DRY, CLEAR
6. Speed: APROX 3 TO 5 MPH
7. Any other vehicles involved: YES MINI VAN
8. Any injuries: BRUISED JAW ON STEERING WHEEL
9. Description of incident: AUTO SITTING AT STOP LIGHT IN FRON OF CUSTOMER, LIGHT HAD NOT TURNED YET BUT AUTO IN FRONT STARTED TO MOVE AND CUSTOMER DID ALSO. CUSTOMER HIT AUTO IN FRONT OF HER
10. Was the police contacted: YES SHELTON P. D. CASE # 0100021170
11. Was the insurance company contacted: CUSTOMER HAS NOT AS OF YET BELIEVES POLICE REPORT GOES DIRECTLY TO INSURANCE. GEICO 750 WOODBERRY RD WOODBERRY, NY 11797 1/800/841-3000
12. Was the vehicle towed: NO
13. Vehicle location: HOME
14. Have repairs been completed: NO, LITTLE SCRATCH FRONT BUMPER DRIVERS SIDE
15. Were parties wearing a seat belt: YES
16. Resolution sought: CUSTOMER WOULD LIKE KIA PERSONNELL TO INSPECT AUTO AS TO WHY THE SEAT BELT DID NOT LOCK

*** NOTES 09/28/2001 02:30 PM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending file to the region to determine if PIR is necessary

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7232Y5624589	K33726	15,000
Shelton CT			Dealer: CT010 Crabtree Kia	

*** NOTES 10/01/2001 05:39 AM US Mountain Standard Time TBeam Action Type:Manager review
Please advise customer to have dealer inspect vehicle and seatbelt for proper operation. NO PIR NECESSARY.

*** PHONE LOG 10/09/2001 09:18 AM US Mountain Standard Time MDougherty Action Type:Outgoing call
1. writer called customer--writer left vm for customer to contact me at the region.

*** NOTES 10/15/2001 05:42 AM US Mountain Standard Time MDougherty Action Type:Manager review
1. writer called customer--person who answered stated, "this is the answering service for the Christian school"
2. writer asked to speak with customer--woman stated, "they don't begin taking calls until 9 however, I can take a message and have Kerri call you back."
3. writer said, "that would be fine"--writer left the region's #.

*** PHONE LOG 10/17/2001 06:21 AM US Mountain Standard Time MDougherty Action Type:Incoming call
1. writer called customer--
2. writer asked if she has taken vehicle to the dlr to have the seatbelts inspected?
3. customer states, "Not yet, I was waiting for a call from Kia."
4. writer suggested that customer take the vehicle to an authorized Kia dealership and ask them to inspect the seatbelts.
5. customer said ok.
6. customer asked, "can they also check the operation of my airbags, because they did not deploy and I want to be sure that they did not dislodge."
7. writer explained that traveling only 3-5 mph, the airbags should not have deployed --they would deploy in a frontal impact crash that is life threatening.
8. customer said ok.

*** CASE CLOSE 10/17/2001 06:21 AM US Mountain Standard Time MDougherty

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4 KNDJA7231Y5641089	Case Number K83309	Mileage 38,000
Nixa MO		Dealer: MC006 John Youngblood Kia		

Case History

Complaint Accident

*** PHONE LOG 05/29/2002 04:22 PM US Mountain Standard Time JHilzshfield
caller stated:

1. they had this car for two weeks
2. their daughter was involved in an accident and the seatbelts did not hold
3. are there any recalls on this problem? - she would hate for there to be a problem and some one else got injured
4. the air bag did deploy which they feel saved their daughter's life
5. if the seat belts had held, then their daughter might not have been injured at all and would not have incurred any hospital expenses

wir stated:

1. I will take an accident report and forward it to the proper department
2. someone should be in contact with them within the next few weeks

ACCIDENT REPORT

1. Vehicle Owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. age of the Driver? 17 Y.O.
4. Driver's telephone number and address : Same as parents
5. Date and Time of the incident? 4/30/02 — 4:00 PM
6. Road conditions at time of incident? Damp (post rain)
7. Weather conditions at time of incident? Clear
8. Speed traveling at time of incident? 35 mph
9. Any other vehicles involved? Ford Bronco 1998
10. Any injuries ? None found except bruising from steering wheel and possible concussion
11. Was anyone taken by ambulance to hospital Yes driver— Cox South Hospital, Springfield MO
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? Yes—driver received x-ray and CT scan -no abnormalities were found
13. Is anyone currently under medical attention for this incident No
14. Description of incident : Driver was proceeding north on Hwy 160 in Nixa, Mo at approx 4pm in the afternoon at approx. 35 mph. It had been raining and the streets were damp. As traffic approached the intersection of Northview Rd. the light changed to yellow. The driver of the Ford Bronco in front of her stopped suddenly for the yellow instead of trying to drive thru it. She was unable to stop in time and rear-ended the Bronco. The Bronco sustained only minor damage to the rear bumper, while their car was totaled.
15. Were the police contacted? Yes — Nixa Police Dept. Nixa MO. 417-725-2510
16. If the police were contacted what is the name of the officer? Yes , but they do not have a police report number or a name of the police officer at the scene.
17. What is the Police report number (Was it State, Highway or City Police)? None available
18. Was insurance company contacted? American Family Insurance - Don Johnson -- 1-800- 374-1111 ext 53104 : 3130 S. Delaware, Springfield MO 65804 claim number #121193611
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 —they have no info on tow company
21. Where is the vehicle now? Reliable Chevrolet --3655 S. Campbell, Springfield, MO. 65807 #417-887-5800
22. Have repairs been completed? No
23. Were parties wearing seatbelts? Yes
24. Did the airbag deploy? Yes-
25. Resolution sought by customer?

The seatbelts did not hold, which caused her head and body to hit the steering wheel prior to the airbags deploying. They were told by the ambulance attendants that the seat belt failure was the cause of the injuries that were sustained and if they had held, she probably would not have had to go to the hospital and now have a \$4000 hospital bill of which her insurance will only pay \$1000. She would like for someone to inspect the seatbelt and make a determination of it's operating status. If it is found that the seatbelts had failed, then perhaps they would be willing

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7231Y5641089	K83309	38,000
Nim MO			Dealer: M0006 John Youngblood Kia	

to assist with the hospital bill

*** NOTES 05/30/2002 08:52 AM US Mountain Standard Time StapletonP Action Type:Manager review sending file to the region for PIR on seat belt

*** PHONE LOG 05/31/2002 03:49 PM US Mountain Standard Time MPashoff Action Type:Outgoing call WTR LM ON ANS MACHINE FOR CUST @ ONLY PH # AVAIL STATING:
1. REQ C/B TO CONFIRM LOCATION OF VEH & SCHEDULE APPT FOR INSPECTION

*** EMAIL OUT 05/31/2002 03:54 PM US Mountain Standard Time MPashoff Action Type:External email Send to:[cwebster@kiausa.com]
Carl,

We will need to conduct a PIR, once the customer calls back to confirm the location of this vehicle. I will keep you updated, as more information is available.

Thanks,
Mary

*** PHONE LOG 06/03/2002 09:53 AM US Mountain Standard Time MPashoff Action Type:Outgoing call WTR SPOKE W/ RALPH @ RELIABLE CHEVROLET & STATED:
1. ASKED IF VEH STILL @ DLR
2. KMA NEEDS TO CONDUCT PIR
3. WILL COORDINATE W/ DPSM TO GO OUT & INSPECT VEH
4. WILL C/B DLR TO ADVISE OF DATE/TIME FOR PIR
5. THANKED RALPH FOR ASSISTANCE
RALPH STATED:
1. VEH TOTALLED & CURRENTLY @ DLR W/ NOTE STATING: "DO NOT RELEASE"
2. NOT SURE HOW LONG VEH WILL BE @ DLR
3. WILL AWAIT C/B FROM WTR

*** PHONE LOG 06/03/2002 09:56 AM US Mountain Standard Time MPashoff Action Type:Outgoing call WTR LEFT VM FOR DPSM WEBSTER ON CELL PHONE STATING:
1. ADVISED OF ABOVE CONVERSATION W/ RALPH @ RELIABLE CHEVROLET
2. REQ C/B TO COORDINATE DATE/TIME DPSM AVAIL TO CONDUCT PIR

*** PHONE LOG 06/03/2002 10:25 AM US Mountain Standard Time MPashoff Action Type:Incoming call WTR SPOKE W/ DPSM WEBSTER, WHO STATED:
1. NEXT AVAIL DATE TO CONDUCT PIR VEH LOCATION IS ON FRI, 6/07/02
2. REQ WTR E-MAIL BODY SHOP NAME, ADDR, & PH#
WTR STATED:

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Last Name	First Name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7231Y5641089	K83309	38,000
Nixa MO			Dealer: MO006 John Youngblood Kia	

1. WILL CONTACT DLR BODY SHOP & ADVISE
2. THANKED DPSM FOR ASSISTANCE

*** EMAIL OUT 06/03/2002 10:29 AM US Mountain Standard Time MPashoff Action Type:External email
Send to:[cwebster@kiausa.com]
Carl,

This e-mail is to confirm the vehicle location information for the PIR for this customer's vehicle is:

Reliable Chevrolet
3635 S. Campbell
Springfield, MO. 65807
(417) 887-5800
Contact: Ralph Tetlow

Please let me know if you need any further information

Thanks,
Mary

*** PHONE LOG 06/03/2002 10:31 AM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR SPOKE W/ RALPH TETLOW @ RELIABLE CHEVROLET & STATED:
1. ADVISED DPSM, CARL WEBSTER, WILL BE @ DLR TO CONDUCT PIR ON FRI, 6/07/02
2. ASKED IF VEH WILL STILL BE THERE
3. THANKED RALPH FOR ASSISTANCE
RALPH STATED:
1. WILL ENSURE VEH IS KEPT @ DLR FOR DPSM INSPECTION
2. THANKED WTR FOR UPDATE

*** NOTES 06/03/2002 10:34 AM US Mountain Standard Time MPashoff Action Type:Meeting
WTR TO RE-OPEN CASE FILE ON 6/07/02 FOR PIR

*** CASE CLOSE 06/03/2002 10:37 AM US Mountain Standard Time MPashoff
FILE CLOSED & TO BE REOPENED ON 6/07/02 FOR PIR

*** SEND CASE HISTORY 06/10/02 06:54:23 AM MPashoff
Case details sent to cwebster@kiausa.com.

*** EMAIL IN 06/12/2002 08:44 PM GMT Standard Time AMERICA/OU=CORPORATE/CN=RECIPIENTS/CN=MPASHOFF
WTR SPOKE W/ DPSM WEBSTER, WHO STATED:
1. WILL CONDUCT PIR ON 6/13/02
WTR STATED:
1. WILL RE-OPEN CASE ON DATE OF PIR

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7231Y5641089	K83309	38,000
Nixa MO			Dealer: MO006 John Youngblood Kia	

*** PHONE LOG 06/19/2002 07:14 AM US Mountain Standard Time MPashoff Action Type:Incoming call
WTR SPOKE W/ DPSM WEBSTER, WHO STATED:
1. REALIZED LOCATION OF VEH FOR PIR IS NOT IN HIS DISTRICT
2. BELONGS TO DPSM JENKS
WTR STATED:
1. WILL CONTACT DPSM JENKS & ASSIGN PIR

*** PHONE LOG 06/19/2002 07:22 AM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LM FOR DPSM [REDACTED] ON CELL PHONE VM STATING:
1. REQ C/B TO DISCUSS DETAILS OF NEEDED PIR

*** NOTES 06/19/2002 07:27 AM US Mountain Standard Time MPashoff Action Type:Meeting
LOG NOT RECORDED ON 6/13/02
WTR SPOKE W/ DPSM IN PERSON @ CRCA ON 6/13/02, WHO ADVISED:
1. CHANGED DATE FOR PIR TO 6/13/02
2. REVISED SCHEDULE TO CONDUCT DURING WEEK OF 6/17/02
WTR STATED:
1. WILL REOPEN & UPDATE FILE ON NEW DATE

*** PHONE LOG 06/19/2002 07:56 AM US Mountain Standard Time MPashoff Action Type:Incoming call
WTR SPOKE W/ DPSM JENKS & STATED:
1. ADVISED PIR ORIG ASSIGNED TO DPSM WEBSTER, WHO REALIZED THAT VEH LOCATION PERTAINS TO
DPSM JENKS' DISTRICT
2. WILL CONTACT CUST INS CO & REQ FAX OF POLICE REPORT
3. REQ C/B W/ DATE FOR PIR
4. THANKED DPSM FOR ASSISTANCE
DPSM STATED:
1. REQ WTR OBTAIN COPY OF POLICE REPORT
2. WILL C/B WTR W/ DATE AVAIL TO CONDUCT PIR - POSSIBLY MID-WEEK OF 6/24/02

*** PHONE LOG 06/19/2002 08:02 AM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LM ON VM FOR AMERICAN FAMILY CLAIMS ADJUSTER, DON JOHNSON, & STATED:
1. REQ FAX OF POLICE REPORT
2. PROVIDED PH & FAX #

*** SEND CASE HISTORY 06/20/02 02:44:44 PM MPashoff
Case details sent to bjenks@kiausa.com.

*** EMAIL OUT 06/20/2002 12:47 PM US Mountain Standard Time MPashoff Action Type:External email
Send to:[bjenks@kiausa.com]
Bryan,

I sent you the case details, which contain the specific location of the PIR to be completed. Please let me know of the next available date you will be available to conduct the inspection.

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7231Y5641089	K83309	38,000
Nixx MO			Dealer: MO006 John Youngblood K is	

Thanks,
Mary

*** PHONE LOG 06/20/2002 12:55 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR SPOKE W/ DPSM JENKS & STATED:

1. ASKED IF ANY DATES OF AVAIL TO CONDUCT PIR
- DPSM STATED:
1. NO DATES, YET
 2. REQ WTR SEND INFORMATION
 3. WILL DETERMINE AVAIL & ADVISE

*** PHONE LOG 06/21/2002 02:43 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR SPOKE W/ DPSM JENKS & STATED:

1. REQ WHEN FTR WILL BE AVAIL TO CONDUCT PIR
 2. REQ C/B W/ EXACT DATE OF PIR
- FTR STATED:
1. WILL CONDUCT PIR DURING WEEK OF 6/24/02

*** PHONE LOG 06/24/2002 08:35 AM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR SPOKE W/ DPSM JENKS, WHO STATED:

1. ADVISED PIR WILL BE CONDUCTED ON 6/25/02
- WTR STATED:
1. THANKED DPSM FOR UPDATE

*** PHONE LOG 06/25/2002 12:57 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LEFT VM FOR DPSM JENKS ON CELL PHONE STATING:

1. REQ C/B W/ STATUS OF PIR

*** PHONE LOG 06/26/2002 08:07 AM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LM FOR DPSM JENKS ON CELL PHONE STATING:

1. REQ C/B W/ STATUS OF PIR
2. REQ DPSM SEND VIA OVERNIGHT MAIL AND/OR E-MAIL TO WTR ASAP

*** PHONE LOG 06/26/2002 03:51 PM US Mountain Standard Time MPashoff Action Type:Incoming call
WTR REC'D VM FROM DPSM JENKS STATING:

1. ADVISED PIR INSPECTION COMPLETED AS OF TODAY
2. WILL SEND COMPLETED DOCUMENTATION TO WTR IN A COUPLE OF DAYS

*** PHONE LOG 06/27/2002 11:42 AM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LEFT VM FOR DPSM JENKS ON CELL PH # STATING:

1. REQ C/B W/ ESTIMATED DATE WHEN WTR WILL HAVE COMPLETED PIR
2. REQ DPSM E-MAIL REPORT & PICTURES OR SEND VIA OVERNIGHT MAIL

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7231Y5641089	KB3309	38,000
Nixa MO		Dealer: M0006 John Youngblood Kia		

*** NOTES 07/01/2002 10:33 AM US Mountain Standard Time MRJvas Action Type:Correspondence rec.
CRCA RCVD FROM DPSM/JENKS, VIA INTEROFFICE:
1. PHOTOGRAPHS OF VEH
HARD FILE CREATED AND FWRD TO MEP FOR HANDLING.

*** EMAIL OUT 07/02/2002 07:15 AM US Mountain Standard Time MPashoff Action Type:External email
Send to:[pstapleton@kiausa.com]
Paul,

FYI - I am sending the completed PIR for this customer to your attention via interoffice mail today. Please let me know if you have any questions.

Thanks,
Mary

*** NOTES 07/02/2002 07:16 AM US Mountain Standard Time MPashoff Action Type:Meeting
WTR FRWD COMPLETED PIR & REASSIGNED CASE TO P. STAPLETON @ NCA VIA INTEROFFICE MAIL THIS DATE

*** NOTES 07/02/2002 07:55 AM US Mountain Standard Time MRJvas Action Type:Correspondence rec.
CRCA RCVD FROM DPSM/JENKS, VIA INTEROFFICE:
1. HARD COPY OF COMPLETED PIR
INFO ADDED TO FILE AND FWRD TO MEP FOR HANDLING.

*** NOTES 07/08/2002 09:15 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer reo PIR

sending to the legal dept for review and recommendation.

*** NOTES 07/10/2002 05:20 PM US Mountain Standard Time BNakamura Action Type:Manager review
Legal reviewed case with supervisor re: future handling of this matter.

REDACTION

***** Privileged Attorney-Client Communication *****

*** NOTES 07/11/2002 04:45 PM US Mountain Standard Time StapletonP Action Type:Manager review
Please review the above case notes entered in by the legal dept.

*** PHONE LOG 07/12/2002 03:34 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LM W/ MELISSA @ ONLY PH # AVAIL STATING:
1. REQ C/B TO DISCUSS NEED TO MAKE APPT @ DLR
2. PROVIDED WTR'S NAME, PH # W/ CASE FILE #

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7231Y5641089	K83309	38,000
Name MO		Dealer: MO006 John Youngblood K.		

*** PHONE LOG 07/15/2002 01:59 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LM W/ PERSON @ HM PH # STATING:
1. REQ C/B

*** PHONE LOG 07/16/2002 05:02 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR LM W/ PERSON @ HM PH # REQ'ING C/B

*** CASE CLOSE 07/17/2002 12:08 PM US Mountain Standard Time MPashoff
WTR SENT NO CONTACT LTR TO CUST THIS DATE
FILE CLOSED, PENDING C/B FROM CUST

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7235Y5654900	K176252	14,000
Cincinnati OH			Dealer: OH021 Steve Castrucci Kia	

Case History

Complaint Accident

*** PHONE LOG 06/11/2003 12:18 PM US Mountain Standard Time CLausch

CUST ADVISED:

1. WAS IN A ACCIDENT & THE AIR BAGS, & SEAT BELT DID NOT WORK
2. I WAS INJURED & HVE A LAWYER
3. THE SEAT BROKE ALSO
4. WANT TO KNOW WHY THE AIR BAGS DID NOT WORK & WHY THE SEAT BELT FAILED
5. AM STILL UNDER MEDICAL ATTENTION
6. IF I AM NOT SATISFIED WITH THE DLR DIAG OF THE SEAT BELTS & THE AIR BAGS, WHAT DO I DO
7. DO HAVE PICTURES OF THIS VEH & THE ACCIDENT & WILL BE GLAD TO SEND THEM TO KIA
8. BUT CANNOT WRITE DOWN THE ADDRESS, AM DRIVING & TALKING ON THE PHONE AT THIS MOMENT
9. WILL CALL YOU BACK FOR ADDRESS TO SEND PICTURES

Writer advised

writer advised cust

1. the air bags are designed to deploy in serious injury or fatal injury situations
2. The electric diagnostic sys continually monitors the air bag sensors & all related air bag items when the ignition is on.
3. In certain accident situations,
4. the air bag system will determine if severe injury will occur
5. & deploy the air bags based on how severe the impact will be
6. the air bags deploy at such a high rate of speed, that they can actually cause fatal or serious injuries
7. this is why the kia air bags will not deploy in some types of accidents
8. the air bags will not usually deploy in a rear end accident, due to the impact has to be a square hit in the veh front or
- 9 at a small angle to the front of the veh
10. in a rear end accident the cust applies the brakes, the front end of the veh goes down, & goes under the other veh
11. which, in most cases, the air bag will not deploy in this type of situation
12. this is due to the accident causing the veh to decelerate in a forward motion
13. there are many frontal collisions in which the veh hits an object but only slows down the veh,
14. the impact is not hard enough or the angle of the impact is indirect, thus keeping the impact
15. below the deployment level for the air bag
16. Air Bags are designed to supplement the safety belt system
17. Your primary safety restraints are your seatbelts
18. The dealership will inspect the air bag system with a scan test for any malfunctions & also the test the seat belt
19. The air bags operation is also explained in the owner's manual
20. there is not a structure made that will not give during a impact
21. sorry to hear of this accident & hope the cust is feeling better
22. if the cust is not satisfied with the dlr's diag of the air bags & the seat belts, can send photos
23. call writer for the address if this is the issue

*** PHONE LOG 06/11/2003 12:23 PM US Mountain Standard Time CLausch Action Type: Outgoing call

writer called oh021 & asked for the sm John

spoke to John

writer advised:

1. this cust will be bringing in the veh for a air bag & seat belt inspection
2. the cust has stated that she was injured due to the failure of the seat belt & the air bag malfunction
3. do not know when the cust will come in but req that the sm call kia when a inspection is made on this issue'
4. for documentation

John advised:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA7235Y5654900	K176252	14,000
Cincinnati OH			Dealer: OH021 Steve Castrucci Kia	

1. will be glad to call kia when this veh is inspected for the air bags & the seat belts

*** NOTES 06/11/2003 02:54 PM US Mountain Standard Time CLausch Action Type:Manager review
cust is taking the veh to the dlr for a air bag inspection & the seat belts to be tested
1. no further action needed on this case until the cust makes further contact with kia

*** NOTES 06/12/2003 07:38 AM Pacific Daylight Time NDegamo Action Type:Manager review
NCA reviewed case.
KCC properly explained airbag operations to cust.
Per case notes, veh is already repaired and cust will take the veh to a kia dlr for inspection.
Also per case notes, if the cust is not satisfied with the dlr's diag of the air bags & the seat belts, cust will send photos to NCA.
Case closed pending any further contact from cust.

*** CASE CLOSE 06/12/2003 07:39 AM Pacific Daylight Time NDegamo

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X KNDJB6234Y5660047	Case Number K98653	Mileage 40,000
Dallas TX			Dealer: TX056 Southwest Kia	

Case History

Complaint: Accident

- *** PHONE LOG 08/08/2002 01:14 PM US Mountain Standard Time BGauldin
customer stated:
1. had a accident and son was thrown from the vehicle.
 2. the vehicle had gone to TX056 .
 3. the seat belt retractor was ordered.
 4. never received a of the part was in.
 5. contacted the TX056 and ask about the retractor.
 6. was informed that the part had to be reordered.
 7. believe the non repair of the seat belt is the reason son was thrown from the vehicle.

writer stated:

1. regretted the customer's accident.
2. would like to ask some questions.

*** NOTES 08/19/2002 06:05 PM US Mountain Standard Time BGauldin Action Type: Manager review
ACCIDENT REPORT

1. Vehicle owner: [REDACTED]
2. Vehicle driven by: [REDACTED]
3. What is the age of driver? 32 years old
4. Driver's telephone number and address (if not in clarify) in clarify
5. Date and time of the incident: 7/30/02, approximately 1:30 PM
6. Road condition: the pavement was dry, with light traffic
7. Weather conditions at time of incident? Sunny and clear visibility
8. Speed: 70MPH
9. Any other vehicles involved: No
10. Any injuries (detail all injuries): Yes, the driver and son 13 yrs of age [REDACTED] sustained mil concussion and bruising to lower back. The driver sustained a broken left arm and bruising.
11. Was anyone taken by ambulance to hospital (which hospital): Yes both mother and son along with nephew [REDACTED] 12 years old with sister [REDACTED] 3 yrs old. The other passenger did not sustain any injuries.
12. Did anyone receive medical attention by an EMT, hospital, or private doctor and treatment? Yes , the owner and son was treated at the hospital , East Texas Medical Ctr. in Fairfield, TX no address known, no doctor's name. Airlifted to Parkland Hospital, Dallas, TX. Dr Kevin Christensen , 5323 Harry Hines Blvd. Suite 200, (214) 648-3065. Surgery was done on the left arm that was broken. The doctor put some pins and 2 plates were put in the arm.
13. Is anyone currently under medical attention for this incident (is so, Name of Doctor and Treatment) Still under Dr. Kevin Christensen, orthopedic surgeon and [REDACTED] primary physician, follow up injuries for neck pain, scratches and bruising. An antibiotic and pain pills, along with sleeping pills were prescribed.
14. Description of incident, including street names, location, all vehicles involved,
what part on vehicle damaged: was driving northbound on I 45 in the right lane when the vehicle went off the shoulder on the right side and hit a gravel patch. The driver lost control of the vehicle, driver yawned for a split second before driver lost control. The vehicle went from the gravel patch to grass area, when the driver attempted to correct, the vehicle went back across the two lanes and onto the left shoulder and the vehicle rolled over 4 or 5 times and landed upright. The driver's son was ejected from the vehicle. The insurance company, Geico, totaled the vehicle.
15. Was police contacted: Yes
16. What is police officer's name: No information
17. What is police report number (was it state, hwy, or city) DPS of Fairfield, (903) 389-3237
18. Was the insurance company contacted (get name, agent, address, phone and claim number): Geico Insurance, Dawn Knowles is the agent , (800)841-5432 ext 6083 no address known. The adjustor's Curtis (972) 991-0748.
19. Has the customer settled with their insurance company? Yes
20. Was vehicle towed or driven from scene (include name & number of Tow

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Last name	First name	VIN of 2000 ZDR SPORTAGE 4X	Case Number	Mileage
		KNDJB6234Y5660047	K98653	40,000
Dallas TX			Dealer: TX056 Southwest Kia	

company) :Yes, Eddie's Paint and Body, (903)389-3966, no address

21. Where is vehicle location (if other than home, give location address and phone number where vehicle is) :The vehicle is in Ferris, Tx.

22. Have repairs been completed: No

23. Were Parties wearing seatbelts: Yes

24. Did airbag deploy? No

25. Resolution sought by customer: The seat belt needed to be fixed and the dealership had a part ordered (a new seat belt retractor) the dealership never called when the part came in. The belt was never repaired.

*** NOTES 08/20/2002 06:41 PM US Mountain Standard Time BGauldin Action Type:Manager review
writer stated:

- 1.requested customer to cl back with further information regarding Doctors.
- 2.have not heard from the customer.

*** PHONE LOG 08/20/2002 06:54 PM US Mountain Standard Time BGauldin Action Type:Incoming call
writer told the customer:

- 1.ask about some of the responses customer did not have at initial time of report.

customer stated:

- 1.still do not the Dr. at the Hospital ER Room before airlift to Parkway in Dallas.
- 2.still do not have the Officer's name and do not have a police report.
- 3.the vehicle is at Sadiso 901 S. Main St. Ferris, Tx. 75125 (972)842-2470.
- 4.told KCC to let them know about the dealership and never fixing the vehicle.

writer ask customer:

- 1.did the customer of the dealership back to see if the part came in?
- 2.ask if the customer wanted Kia to look at the vehicle,the vehicle needed to be towed to Kia dealership.

customer stated:

- 1.never had time to cl.
- 2.do no own the vehicle now and can't have towed anywhere.
- 3.the book just said to cl KCC for assistance with repairs.

customer disconnected-

*** NOTES 08/23/2002 04:55 PM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending case to the legal dept due to veh rolling over and cust being ejected from the veh due to seatbelt

*** NOTES 08/26/2002 09:43 AM US Mountain Standard Time ATurner Action Type:Manager review
Legal reviewed this file and because of the nature of the complaints Legal is sending this file out to Lewis, Brisbois, Biagaard & Smith for further investigation and handling. Legal requests that any callers on behalf of this claim weather it be the customer, her insurance company or attorney be informed that KMA has retained LBBS to investigate this claim and LBBS will be contacting customer through letter shortly.

*** NOTES 09/18/2002 09:54 AM US Mountain Standard Time ATurner Action Type:Manager review

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
██████████	██████████	KNDJB6234Y5660047	K98653	40,000
Dallas TX		Dealer: TX056 Southwest Kia		

Legal received a request from outside local counsel LBBS. LBBS wants to get the dealers records pertaining to the seatbelts in this vehicle. Legal is requesting that NCA ask SRCA to obtain any records pertaining to the seatbelts on this vehicle and any and all repair records that could affect the dignity of the seatbelt system.

*** EMAIL OUT 09/18/2002 09:54 AM US Mountain Standard Time ATurner Action Type:External email
Send to:[petapleton@kiausa.com]
CC List:[iraines@kiausa.com]
See Case notes for K98653. Legal requesting documents from dealer.

*** NOTES 09/18/2002 09:58 AM US Mountain Standard Time StapletonP Action Type:Manager review
Legal is requesting ALL ro's and recap from the region

*** NOTES 09/20/2002 02:31 PM US Mountain Standard Time JSifford Action Type:Manager review
per review of warranty history
One maintenance / oil change at TX033
TX033 is no longer open
SRCA unable to gather RO for free oil change at Tx033

Only one warranty repair in warranty system completed at TX056
Writer contacting TX056 to inquire if one RO and any information pertaining to other visits or repairs also any information pertaining to parts ordered

*** PHONE LOG 09/20/2002 02:35 PM US Mountain Standard Time JSifford Action Type:Outgoing call
Writer LM on VM for Scott Childress, Service Manager @ TX056

Requested all RO's -- both warranty & non warranty also
parts order, order number & date
All documents related to this vehicle

TX033 was selling dealer --This dealer was sold on 9/13/01
Writer unable to obtain sales docs.

*** PHONE LOG 09/24/2002 08:50 AM US Mountain Standard Time JSifford Action Type:Outgoing call
Writer contacted Svc. Mgr. Scott Childress @ TX056
Scott reviewed customer file
Per Scott
1. only one repair on 5/8/01--customer states rattle under vehicle--tighten exhaust
2. no mention of seatbelt concern or SOP for seatbelt retractor
3. will fax a copy of RO

*** PHONE LOG 09/24/2002 09:15 AM US Mountain Standard Time JSifford Action Type:Outgoing call
Reviewed all information with DPSM, John Milner

*** PHONE LOG 10/04/2002 09:04 AM US Mountain Standard Time JSifford Action Type:Outgoing call

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	MSRP
		KNDJB6234Y5660047	K98653	40,000
Dallas TX		Dealer: TX056 Southwest Kia		

Per review with DPSM, John Milner
DPSM has obtained finance contract--no other sales doc's available at this time
Writer has one and only RO
RO recap complete
All information sent to PStapleton for Legal
File closed.

*** CASE CLOSE 10/04/2002 09:04 AM US Mountain Standard Time JSifford

*** NOTES 10/15/2002 08:40 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer rec one ro and recap.
documents sent to the legal dept/.

*** NOTES 10/24/2002 10:11 AM US Mountain Standard Time ATurner Action Type:Manager review
Legal forwarded all documentation to LBBS as they requested. Legal awaiting advisement and investigation results from LBBS.

*** NOTES 09/23/2003 10:37 AM Pacific Daylight Time BNakamura Action Type:Manager review
Received the investigation report and recommendation of further handling from outside counsel. Supervisor e-mailed counsel requesting that the denial letter be finalized and sent to the claimant. The file will be closed.

Turner, April

From: Kia Consumer Assistance
Sent: Thursday, August 22, 2002 9:01 AM
To: Turner, April; Nakamura, Brandon; Robinson, Lana; Baranec, Jamie; Baranec, Jamie
Subject: BR02x Case K101295 Dispatched - Accident & Product Liability Claim

.....Queue Escalation.....

Case K101295 has been dispatched to queue Legal by MCameron (KMA National Office) with dispatch date of 08/19/02

The Case details are as follows:

Title: Accident & Product Liability Claim
Resp. Priority: Priority
Cust. Severity: High
Case VIN:
Mileage: 0
Case Type Lvl1: Complaint
Case Type Lvl2: Accident
Case Type Lvl3: Seat Belts
Dealer Code:
Dealer Name:

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number: [REDACTED]

Case History:

*** PHONE LOG 08/19/2002 12:20 PM US Mountain Standard Time MCameron
Writer received the attached email routed via KMC:

My son was a passenger in the right front seat of a 2000 Kia Sportage. This incident happened February 21, 2002. The accident report states no seatbelt was worn by my son. He fails to remember the accident at all. I know from the time he could drive he has never not worn his seatbelt. It is like an automatic response, buckle-up. The Officer that questioned my son ask him if he was wearing his seatbelt and my son does not/could not remember if he was or not. The boy driving the vehicle was wearing his seatbelt. The driver took avasiave action to keep from hitting a deer. As the vehicle started to roll my son about 220 pounds came out of his seatbelt and was ejected from the vehicle. Pictures indicate no airbag deployment eventhough all corners on the vehicle were damaged. Apparently my son came out the right front window as the vehicle went over and over. The vehicle landed on top of him. The other 2 occupants managed to lift the vehicle off him. The 1 occupant took my son to the hospital. There were no broken bones, but injuries sustained were right eye damage, kidney bruising, blood in urine, left leg injured, right shoulder injured, all cartilage in chest injured, nerve damage. He was alive. After several weeks when he could move without help I revisited the vehicle to take pictures. I have pictures to prove that the seat belt was worn. The webbing is stretched at the point where my sons body fits in the seat and the buckle was fastened. You can also see where the seatbelt was unhooked at the door panel by mud from his shoes as he went out the window. I feel that the seatbelt released from his weight and the way the roll initiated. This possible seatbelt release need to be investigated by NHTSA and the KIA Research and Development Division. I work for a Fleet in a Government environment. I assist where vehicle problems become issues with the manufactures in design and safety. If futher investigation is warranted please feel free to contact me at!

[REDACTED]
Spring, Texas [REDACTED]
[REDACTED]

Case dispatched to the Legal Department queue for investigation coordination.

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Last Name [REDACTED]	First Name [REDACTED]	VIN of 2001 SPORTAGE EX 4X2 KNDJB723415080440	Case Number K155407	Mileage 14,600
Lubbock TX		Dealer: TX050 Gene Messer Kia		

Case History

Complaint Accident

*** PHONE LOG 04/15/2003 12:20 PM US Mountain Standard Time SReed
Caller stated she had an accident

*** PHONE LOG 05/08/2003 01:13 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Ken, Service Manager & Randy, Body Shop Manager @ TX050
Per Randy
Vehicle is repaired
Randy checked the seatbelts and informed the customer that the seatbelts did and are functioning
Radiator was not damaged
did not hit sensors

Writer requested a copy of estimate and repairs.

*** PHONE LOG 05/08/2003 01:20 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer attempted customer contact
no answer, no machine

*** PHONE LOG 05/08/2003 03:31 PM Eastern Daylight Time JSifford Action Type:Incoming call
Writer rec'd call from customer who states this number was on her caller ID
Writer informed her that I was calling in regard to the accident
Per customer

1. car is repaired, but do not feel safe in it
2. did not have airbag or seat belt inspected
3. airbag light did come on at start up prior to accident and is coming on now at start up
4. just had surgery for back
5. I almost slid to the floor before the seatbelt caught her
6. seat belt did not retract when I got out of the car
7. seat belt did retract when I got out--whatever it was supposed to do it did not do and did the opposite
8. I had bruises on chest and shoulder because of the seat belt
9. I am taking the vehicle in for an oil change next week
10. I had an appointment for transmission , wind noise @ LR door, RR window would not roll up or down for Monday and had accident on Friday before
11. most of the impact was on the right side--the other car turned left in front of us and my daughter tried to turn away from the other vehicle so most of the impact was on my side
12. our car spun around and hit another vehicle on the left side but most of the impact was on my side of the car.
13. \$5,200.00 in damages*

Writer informed customer

1. airbags not designed to deploy in angled impacts--customer states that there was enough damage for airbags and I have pictures to prove it
2. requested customer send all information regarding accident to me at 100 Galleria Ste 1550 Atlanta 30339--including, damage estimate, repairs, pictures, accident report, insurance information and all other information related to accident for review.
3. writer will contact dealer to inform them that the customer will bring the vehicle in for oil change and other concerns--write will request that the airbag and seatbelts are inspected.
4. writer will contact DPSM w/information & update

[]-For Internal Use Only

Writer attempted to contact DPSM--2:00--DPSM in meeting

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SPORTAGE EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723415080440	K155407	14,600
Lubbock TX			Dealer: TX050 Gene Messer Kia	

Writer attempted DPSM contact--LM requesting call back>1]

*** SEND CASE HISTORY 05/08/2003 03:32:22 PM JSifford
Case details sent to THiltz@kiausa.com.

*** PHONE LOG 05/08/2003 03:49 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Ken @ TX050 and reviewed customer to contact dealer for appt
Ken is not sure if customer had appt prior to accident date and does not keep those schedule dates
he will inspect seat belt and airbag
also reviewed replacement of seat belt after accident
Ken will ok with Randy @ body shop to see if seat belts were changed if not he will complete repairs (change seat belt)

*** NOTES 05/12/2003 08:01 AM Pacific Daylight Time NDegamo Action Type:Manager review
Case assigned to JSifford.
When region receives documents from customer, please forward to NCA/Legal for further review.

*** PHONE LOG 05/28/2003 03:46 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer attempted DPSM contact
LM on VM requesting update/info

*** PHONE LOG 05/28/2003 03:51 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer spoke to Jason
Customer brought vehicle in and inspection was completed
DPSM was at dealer for inspection

Writer requested copy of RO

*** NOTES 05/29/2003 02:02 PM Eastern Daylight Time JSifford Action Type:Manager review
Per case review
1. Dealer inspected vehicle and spoke to customer
2. DPSM spoke to customer and was present at inspection
3. Per DPSM, customer understood review of airbag & seatbelt function
4. No problems found with vehicle
5. customer has been requested to send all related doc'd for further review.

*** CASE CLOSE 05/29/2003 02:34 PM Eastern Daylight Time JSifford

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723415015848	K177392	19,000
Stratford CT			Dealer: CT003 Stevens Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/16/2003 04:18 AM US Mountain Standard Time ABegoody

Customer stated:

1. would like to make a formal complaint against dlr (CT003)
2. CT003 is giving Kia a bad name in this area
3. this dlr does not care about the svc being provided to the cust
4. is tired of getting the run around
5. every time the veh is taken to the dlr the dlr does not fix the problem
6. tried to speak w/the SM & was referred by the SM to call KCC if cust did not like the svc
7. is having problems w/the seatbelts not locking or unlatching
8. and the doors lock & unlock intermittently
9. this is a safety issue the dlr will not fix
10. would like to know what Kia recommends
11. purchased veh used @ 12k miles in Nov of 2002

Writer stated:

1. apologized for the inconvenience
2. if there is a problem w/the veh Kia will continue to stand behind there product & repair the veh under the terms of the warranty
3. advised cust to take veh to another Kia dlr to get a 2nd opinion
4. the dlrs are independently owned & operated
5. the dlr complaint will be documented & reviewed on a case by case basis
6. Kia will continue to work w/the dlr to get the veh repaired & running back to working order
7. gave cust the name & # of the next closest dlr in the area
8. updated new owner info

*** CASE CLOSE 06/16/2003 04:19 AM US Mountain Standard Time ABegoody

Ref cust to another Kia dlr.

*** CASE CLOSE 06/16/2003 04:19 AM US Mountain Standard Time ABegoody

Ref cust to another Kia dlr.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723325162936	K175013	18,000
Monterey CA		Dealer: CA148 Kia of Murrieta		

Case History

Complaint Accident

*** PHONE LOG 06/09/2003 08:20 AM US Mountain Standard Time ERobinson Action Type:incoming call

DEBORA AND CHRIS BABJAN STATES:

1. I WAS INVOLVE IN AN ACCIDENT.
2. I WANT TO KNOW WHY THE AIRBAGS DID NOT DEPLOYED?
3. I WANT TO KNOW WHY THE SEATBELT DID NOT WORK.

WRT STATES:

1. WRT WILL FILE AN ACCIDENT REPORT AND CLARIFY WHY THE AIR BAGS DID NOT DEPLOYED.
2. WRT ASK DID THE SEATBELT BUCKLE LATCH COME APART.

CUST STATES:

1. NO IT DIDNT BUT OUR BODY AND HEAD WHIF PLASH AND OUR HEADS CAME CLOSED TO HITTING THE DASH AND THE WINDSHIELD.

WRT STATES:

1. WRT WILL CLARIFY REGARDING AIRBAGS AND SEATBELTS WITH THE BROCHURE "WHAT SHOULD KNOW ABOUT YOUR KIA'S AIR BAGS AND WRT WILL SEND THE BROCHURE TO CUST'S ADDRESS.
2. 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.
3. WRT CLARIFY THE AIRBAGS IS SET FOR SEVERED ACCIDENT BECAUSE THE AIRBAG ITSELF CAN CAUSE INJURIES OR DEATH WHEN THE AIRBAGS DEPLOYED.
4. THE SEAT BELT DID WORK PROPERLY BECAUSE THE FEMALE PART DID NOT DETACH FROM THE MALE BUCKLE.
5. THE SEAT BELT DID SECURED CUST, IT IS BECAUSE WE ARE MISS EDUCATED AND ASSUME THAT THE SEATBELT WILL SNUG CUST TO THE SEAT WITHOUT HAVING THE ANY MOVEMENT WHAT SO EVER.
6. THE SEATBELT SECURE CUST BECAUSE IF IT DID NOT CUST WOULD HAVE GONE THROUGH THE WINDSHEILD AND THROW OUTSIDE THE VEHICLE.
7. INFORMED CUST IF CUST FEEL THAT IT IS A MANUFACTURE DEFECT THAN CUST MUST CONTACT THEIR INSURANCE.
8. THE INSURANCE WILL THEN SUB LIGATE KMA.
9. WRT ASK CUST, IS CUST OKAY WITH THE EXPLANATION?

CUST STATES:

1. YES, I AM SATISFIED WITH WHAT YOU EXPLAIN TO ME.
2. I AM NOT ASKING ANYTHING FROM KIA.

WRT STATES:

1. WRT WILL FORWARD CUST'S CASE TO THE PROPER DIVISION.

*** PHONE LOG 06/09/2003 09:21 AM US Mountain Standard Time ERobinson Action Type:incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723325162936	K175013	18,000
<u>Menifee CA</u>			<u>Dealer: CA148 Kia of Murleta</u>	

NOTE*****

CUST INSURANCE IS ANCHOR INSURANCE AND THEY ARE AFFILIATED WITH ALL STATES DISCOUNT INSURANCE PHONE NUMBER IS 909-676-0388.

WRT ATTEMPTED TO MODIFY THE ACCIDENT REPORT BUT CLARIFY WOULD NOT LET WRT DO SO.

*** NOTES 06/09/2003 10:10 AM Pacific Daylight Time NDezamo Action Type:Manager review

NCA reviewed case.

Cost satisfied w/ KCC's explanation of airbag & seatbelt systems.

No further action needed.

*** CASE CLOSE 06/09/2003 10:10 AM Pacific Daylight Time NDezamo

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Last name [REDACTED]	First name [REDACTED]	VIN of 2002 2DR SPORTAGE 4X KNDJB623425128594	Case Number K89426	Mileage 400
Ellicott City MD			Dealer: MD022 Win Kelly Kia	

Call History

Complaint Design

*** PHONE LOG 06/28/2002 01:06 PM US Mountain Standard Time ABegoody Action Type:Incoming call

*****Computer I-Explorer Error*****

Customer stated:

1. just recently purchased veh.
2. is having a problem w/the front passenger seat belt not retracting.
3. the seat belt chokes the cust.
4. took veh to dir but the dir is not doing anything to fix the problem.
5. dir advised cust they will research cust concern & will call cust back later.
6. would like to know what Kia is going to do.

Writer stated:

1. apologized for the inconvenience.
2. if there is a problem w/the veh Kia will stand behind there product & repair the veh under the terms of the warranty.
3. dir will have to duplicate the problem before making a repair.
4. dir will not make a random repair on the veh.
5. if cust is not satisfied w/the current dir advised cust to take veh to another Kia dir for a 2nd opinion.
6. offered to call the dir on behalf of the cust (cust declined offer & disconnected/hung up).

*** PHONE LOG 07/02/2002 12:02 PM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called dir (MD022) & George (svc adv) stated:

1. cust brought veh to dir for seatbelt complaint.
2. dir inspected cust veh & the seatbelt is working fine.
3. the problem is the seatbelt is not long enough for cust husband.
4. dir referred cust back to the sale dept.
5. there were no repairs made because there was no problems w/the veh.

Writer stated:

1. will document comments.

*** CASE CLOSE 07/02/2002 12:02 PM US Mountain Standard Time ABegoody

No problems found w/the veh.

Appendix 1(d)

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 SPORTAGE 4X4	Case Number	Mileage
EVANSVILLE IN		KNDJA7234X5604584	A49571	0
			Dealer: IN008 Evansville Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/06/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

12/6/00 (DLM) PER DPSM JOHNSTON: 1. VEH INVOLVED IN ACCIDENT 2. CUST VEH HIT ANOTHER VEH 3. CUST ALLEGES INSURANCE CARRIER ADVISED CUST TO CONTACT MFR 4. WTR TO CONTACT CUST TO GET REPORT 12/6/00 (DLM) WTR CONTACTED CUST WHO ADVISED: 1. VEH INVOLVED IN ACCIDENT ON 12/5/00 AT 4:30PM 2. DRIVER OF VEH WAS CAROLYN (WIFE) 3. INSURANCE CARRIER IS: A. AMERICAN FAMILY INSURANCE B. AGENT: WAYNE TREBERG C. PHONE: 812.479.0600 4. EVANSVILLE POLICE RESPONDED A. REPORT # 0037500 5. NO INJURIES 6. NO TICKETS ISSUED TO EITHER DRIVER 7. WEATHER CONDITIONS : NORMAL 8. DRIVER OF VEH 2 IS: A. B. INSURANCE CARRIER IS: 1. CNA INSURANCE 2. LICENSE PLATE 3. NO POLICY # OR AGENT NAME C. VEH IS 1998 BUICK 9. DETAILS OF ACCIDENT: A. VEH 1 (CUST) WAS TRAVELING EAST BOUND ON JOHN STREET APPROACHING LLOYD EXPRESS WAY B. VEH 2 WAS SITTING IN TRAFFIC AT A RED SIGNAL ON LLOYD EXPRESSWAY C. VEH 1 MERGED ONTO LLOYD EXPRESS WAY AND TRAVELED THROUGH 2 LANES OF TRAFFIC STOPPING IN THE 3RD LANE BEHIND VEH 2 (FAR LEFT LANE) D. SIGNAL TURNED GREEN AND VEH 2 PROCEEDED INTO INTERSECTION E. PER CUST: VEH 2 MADE A SUDDEN STOP AND VEH 1 REAR ENDED VEH 2 CAUSING DAMAGE TO: 1. VEH 1 - FRONT END 2. VEH 2 - REAR END F. CUST STATED SHE WAS TRAVELING APPROX 25 TO 30 MPH G. CUST STATED AIR BAGS DIDNT DEPLOY H. CUST STATED THAT HER SEAT BELT BECAME UNBUCKLED AND SHE WAS THROWN

CLOSE COMMENTS

***** GOODWILL% 07/27/01 JUNE SIFFORD/ ***** GOODWILL% 07/27/01
JUNE SIFFORD/ ***** GOODWILL 0000000 1674.95 8/06/2001 ***** GOODWILL%
06/06/01 TRACY WILLIAM ***** GOODWILL% 06/06/01 TRACY WILLIAM
***** GOODWILL% 06/06/01 TRACY WILLIAM *****
GOODWILL% 06/06/01 TRACY WILLIAM ***** GOODWILL 0000000 250.00
12/18/2000 ***** GOODWILL 0124132 2000.00 1/18/2001 ***** GOODWILL%
12/04/00 MARIA WILLIAM ***** GOODWILL 0000000 36.26 12/11/2000 ***** MAKE THE
CHECK PAYABLE AS FOLLOWS: TOTAL AMT: \$ 00565.00 ECTION. ADVISED DEALER TO INSPECT VEHICLE AND
CONTACT DPSM IF CUSTOMER ONDS TO PHONE MESSAGES. THANKS

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJA6231X5579749	C105086	0
ELKTON MD			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 09/22/98 9:37 AM

CCG COMMENTS 1:

[092298- 9:52AM-MBC]CALLER STATES 1.I HAVE A 99KIA SPORTAGE CONVERT. 2.HAVING PROBLEMS WITH GETTING VEH SERVICED 3.THE SEAT BELTS HARD TO UNLOCK 4.WINDOW RATTLES WHEN HITTING BUMPS 5.DRIVETRAIN NOISY 6.CLANKS WHNEN SHIFTING 8.HARD TO SHIFT IN 1-2 7.I'M A HGHWY DRIVER AND HAVE ABOUT 6,000 MI ON IT. 9.WHILE DRIVING I HAVE THIS HIDEOUS SMELL, THAT COMES THROUGH CAR MIGHT BE C ATALYTIC CONVERT. 10.SPOKE TO MARK WOLFERING 11.TOOK VBEH BACK 2 TIMES THEY SAID THERE WAS NOTHING WRONG\ 12J HAD TO TAKE IT BACK AFTER A FEW DAYS BECAUSE THERE WAS NO BRAKE LLIMM LIGHTS. 13.PURCHASED FROM HERITAGE KIA IN MARYLAND
***** EXPLAINED/APOLOGIZED FOR ANY
INCONVEINENCE EXPLAINED THAT HERATIGE KIA IS NO LONGER SERVICING VEH'S REFERRED TO NUCAR.
KIA DOMINEC SERRAB A A A A A A A A A A

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Last name [REDACTED]	First name [REDACTED]	VIN of 1999 ZDR SPORTAGE 4X KNDJA6231X5579749	Case Number C109583	Mileage 0
ELKTON MD			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 10/22/98 4:06 PM

CCG COMMENTS 1:

[102298- 4:14PM-MBC]CALLER STATES 1.CAR IS AT HERITAGE BEL AIR 2.THEY TOLD ME TO BRING MY VEH I FOR FINAL REPAIRS 3.PROBLEMS WITH SEAT BELTS 4.WHEN LEANING THE BELTS MAKES A RATCHING NOISEAND IT IS HARD TO DISENGAGEE 5.WHILE WINDOWS ARE ROLLED DOWN THERE IS THIS RATTLING NOISE 7.UNABLE TO RELEAS ***** [102298- 4:21PM-MBC]EXPLAINED THAT HE NEEDS TO SEE SM TO CALL PROPER KIA AUTHORJTIES AAA AAAAA
AA

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Last name	First name	VIN of 1999 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6231X5579749	C114657	0
ELKTON MD [REDACTED]			Dealer:	

Case History

Complaint 975

CCG CREATE DATE: 11/25/98 9:49 AM

CCG COMMENTS 1:

[112598-10:05AM-GRP]CUSTOMER STATED: 1. ON 10/22/98 I HAD SENT A CERTIFIED LETTER TO CORPORATE OFFICE. IT WAS RECEIVED ON 11/02/98. I HAVE NOT HEARD FROM CORPORATE OFFICE AS OF YET 2. WOULD LIKE KIA TO BUY BACK THIS VEHICLE AS IT HAS TO MANY PROBLEMS 3. PASSENGER FRONT AND BOTH REAR SEAT BELTS LOCK AND IS VERY HARD TO MOVE IN THEM AND THEY ARE HARD TO UNLOCK TO GET OF THEM. 4. ODOR IN THE EXHAUST SYSTEM 5. WINDOW POPPING SOUND. 6. BROUGHT VEHICLE TO HERITAGE AUTO MALL AND WAS TOLD BY MARK WOLFMAN, ASSISTANT SERVICE MANAGER AND BY JIM DAVENPORT, SERVICE MANAGER THAT THERE WAS NOTHING THEY COULD DO TO REPAIR THE VEHICLE. *****CONCLUSION***** EXPLAINED TO CUSTOMER THAT IT TAKES 11 BUSINESS DAYS FROM DATE LETTER WAS RECEIVED FOR APPROPRIATE PARTY FROM KIA TO CONTACT CUSTOMER. ADVISED CUSTOMER THIS CALL WILL BE FORWARDED TO THE APPROPRIATE PARTY FOR HIM. INFORMED CUSTOMER THAT APPROPRIATE PARTY WILL CONTACT CUSTOMER WITHIN 5 BUSINESS DAYS. CUSTOMER CAN BE REACHED AT [REDACTED] (WORK AFTER 3:00 PM EST) SEE REFERENCE NUMBERS 933105 AND 952196 FOR HISTORY [021199-11:46AM-MBC]

cc

CCG COMMENTS 2:

[112598-10:13AM-GRP]992 - ATTN: CORPORATE OFFICE

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJA6231X5579749	C125225	0
ELKTON MD			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 02/11/99 10:58 AM

CCG COMMENTS 1:

[021199-10:59AM-MBC]CALLER STATES 1.NOTATE SOME STUFF IN MY FILE 2.BEEN WORKING WITH GAIL LOMBARDO 3.SHE HAD SBT A REP OUT TO CHECK VEH 4.WAS GIVEN A LOANER UNTIL VEH WAS FINISHED 5.RATTLES WHEN WINDOWS ARE DOWN 6.POPS WHEN ROLLING THEM UP 7.SEAT BELTS WONT DISENGAGE, BECOMES TIGHTER 8.FOUL ODOR FROM EXHAUST 9.DOCUMENTED MLO WHEN I LET I BECAUSE SOMEBONE SUPPOSED TO TEST DRIVE IT 10.NOTHING HAS CHANGED NOR DID IT MOVE FROM PARKING SPACE. 11.DROPPED OFF VEH TO BE REPAIRED MARK WOLFFERMAN SSID HS WILL NOT PROVIDE A LOANER BECAUSE KIA KICKBACK THE CLAIM 12.BEEN TRYING TO CALL GAIL LOMNBARDO FOR 2 WEEKS 13.LEFT CALLS ON MESSAGE CENTER. 14.CALLED CHANNEL 13 NEWS TO SPEED UP LEMON LAW PROCESS [021199-11:07AM-MBC]15.VEH WAS PURCHASED AT HERITAGE [021199-11:26AM-MBC]16.SPOE TO EVERYONE AT DLR JIM DAVENPORT,DAVE PANOLWITZ S, RICK STRIMELL ,FIELD TECHNICIAN AND BRIAN O'MALLEY 17.ALSO CAN BE REACHED AT 1-800-972-4453.

***** CUST AWARE THAT INFO WIL BE FORWARDED ON KIA'S BEHALF AND AND A RETURN CALL WILL BE WITHIN 3-5 BUSINESS DAYS.

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7239X5598620	C166791	0
INDIANAPOLIS IN			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 09/27/99 1:28 PM

CCG COMMENTS 1:

[092799- 1:36PM-GRP]CALLER STATED: 1. THE DRIVER SIDE SEAT BELT IS BROKEN 2. THE VEH. RUNS REAL BAD 3. IT IDLES VERY LOW AND FEELS AS THOUGH IT WILL STALL OUT. 4. HAVE HAD SO MAY PROBLEMS WITH THIS VEHICLE: WATER PUMP, MOLDINGS,AND HAD THE BRAKES DIAG. 5. GORDON AMOS,SVC.MNGR. TOLD ME TO CALL KIA. CONCLUSION***** ADVISED CUSTOMER, SERVICE MANAGER AT RAY SKILLMAN HAS THE RESOURCES TO ESCALATE CUSTOMERS CONCERNS IF NECESSARY. ADVISED CUSTOMER HIS CONCERN HAS BEEN DOCUMENTED NO CALL BACK NEC.

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7239X5598620	A38879	0
INDIANAPOLIS IN			Dealer: IN004 Ray Skillman Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 09/28/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

09/28/99 (NAW) CRCA RCVD BBB FAX FILE #KIA9973305 IN WHICH CUST STATES: 1. LEAK FROM THE POWER STEERING PUMP - 2X. 2. FRONT BRAKES SQUEAKING LOUDLY - 1X. 3. SILVER MOLDING STRIPS AROUND WINDOW DRIVER SIDE PEELING OFF - 1X. 4. ROUGHT IDLE - 1X. 5. DRIVE SIDE SEAT BELT HARNESS BUCKLE NOT WORKING - 1X. 6. DUE TO SEAT BELT MALFUNCTION CHIME FOR BELT IS NOT WORKING - 1X. 7. DRIVER OUTSIDE MIRROR ALMOST FELL OFF - 1X. RESOLUTION SOUGHT THE CAR IS NOT RUNNING PROPERLY. IT IS A NEW CAR. HE WANTS A NEW CAR. CUST MUST PROVIDE RO'S SALES DOC'S TO BEGIN PROCESS OF ASSIST DETERMINATION 09/28/99 (NAW) CRCA LM (HOME)FOR CUST WHICH STATED: 1. CALLING IN REFERENCE TO COMPLIANT FILE W/BBB. 2. PLEASE RETRN CALL. PROVIDED KMA 800#, W/CONTACT PERSON & HRS 12:18PM 09/28/99 (NAW) CRCA LM W/KIM WHICH STATED: 1. PLEASE HAVE CUST RETURN CALL TO KIA MOTORS AMERICA 2. PROVIDED 800#, WITH HOURS OF OPERATION 12:23PM 09/28/99 (NAW) RCVD CALL FROM CUST @ 1:10PM..WRITER ADVISED: 1. KMA IN RECEIPT OF COMPLAINT FILED W/BBB. 2. KMA HAS ASSIST DETERMINATION PROCESS. 3. KMA HAS NEEDS COPY OF ALL RO'S AND SALES DOC'S TO BEGIN PROCESS. 4. UPON RECEIPT OF INFO CRCA TO CREATE FILE, FORWARD TO ANALYST. 5. ANALYST CREATES RORECAP BASED ON INFO SUBMITTED BY CUST, FORWARD TO DPSM. 6. DPSM: A. REVIEWS INFO SUBMITTED BY CUST. B. CONTACTS DLRSHIP RE: VEH REPAIRS. C. (IF NECESSARY) PERFORMS VEH INSPECTION D. RENDERS ASSIST DETERMINATION DECISION BASED A-C.NF 7. PROCESS TIME APPROX 21 BUSINESS DAYS FROM DATE INFO RCVD. 8. CRCA REQUESTED CUST PROVIDE LTTR STATING WHAT IS BEING REQUESTED OF KMA 9. CRCA TO CONTACT CUST UPON RECEIPT OF INFO, & PROVIDE ASSIST DUE DATE. 10. CRCA PROVIDED CUST W/KMA MAILING ADDRESS (POBOX), 800#, & CONTACT HOURS CUST STATED: 1. HAS SRVC APPT FOR 9/30 @ DLRSHIP 2. WILL FORWARD ALL INFO AFTER SERVICE VISIT ON 9/30. 3. REQUESTING KMA TO EITHER REPLACE OR REPURCHASE VEH. TOO MANY PROBLEMS. 4. THANKED WRITER FOR CALLING. 1:25PM

CLOSE COMMENTS

10/13/99(PM) CALLED CUSTOMER. HE IS TO GET BACK WITH ME IN ORDER TO SET UP AN OPPORTUNITY FOR ME TO INSPECT THE VEHICLE AND MAKE A FINAL DETERMINATI ON AS TO WHETHER OR NOT THE PROBLEM IS DUE TO A DEFECT OR NOT. TO COME. I APOLOGIZED FOR THE INCONVENIENCE HE HAS EXPERIENCED.
***** GOODWILL% 12/20/00 MELANIEDOUGHE ***** REF COMMENT SCREEN - CUSTOMER CURRENTLY HAS HER 99 SPORTAGE AND IS HAPPY WITH REPAIRS - DPSM PROVIDED PAGER NUMBER TO CUSTOMER IN THE EVENT CROWLEY KIA IS UNABLE TO SOLVE HER FUTUR PROBLEMS OR THE CHECK ENGINE LIGHT COMES ON AGAIN. FAXED COPY OF RELEASE THIS DATE...FIEL TO PB @ NCA THIS DATE
TOTAL AMT: \$ 00824.37 ***** GOODWILL% 05/16/00 MARIA WILLIAM *****
GOODWILL% 03/27/00 MELANIEDOUGHE ***** GOODWILL% 12/07/99 D. MOORE ***** GOODWILL% 12/27/99 MELANIEDOUGHE *****

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB6233X5580169	C165687	0
DACULA, QA			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 09/21/99 4:01 PM

CCG COMMENTS 1:

[092199- 4:14PM-TRF]CUSTOMER STATED: [092199- 5:55PM-TRF]1. AT 3:45 PM DRIVING EAST ON HIGHWAY 20 ON 9-14-99 SHE WAS DRIVING HER KIA IN DRY CLEAR CONDITIONS. 2. A VEHICLE STOPPED TO MAKE A RIGHT TURN SHE AND FOUR OTHER VEHICLES ALSO STOPPED. 3. A PICK UP WITH A TRAILER TRAVELLING 55 MPH DID NOT STOP. 4. ALL FIVE VEHICLES WERE INVOLVED IN THE ACCIDENT. 5. THE AIR BAG DID NOT DEPLOY AND THE SEAT BELT FAILED TO RESTRAIN HER. 6. SHE WAS THE ONLY ONE WHO WAS INJURED, 7. SHE WAS TREATED FOR UPPER AND LOWER BACK, NECK AND KNEE INJURIES. 8. THE HOSPITAL IS GWINETT MEDICAL CENTER. 9. THE GWINETTE POLICE WERE CONTACTED. 10 HER INSURANCE COMPANY ALSTATE HAS BEEN CONTACTED. 11. THE AGENT IS ED OLIVER @ 770-963-3482 12. THE VEH IS AT WILLARDS WRECKER SERVICE. 13 IT WAS TOWED FROM THE SCENE. 14. SHE IS REQUESTING TO KNOW WHY HER AIRBAG DID NOT DEPLOY AS ALL THE OTHE OTHER VEHICLES DID. SHE WANTS TOI KNOW WHY THE SEAT BELT DID NOT RESTARIN HER. ***CONCLUSION** WRITER ADVISED CUSTOMER THAT THE ADJUSTER WOULD LOOK AT THE VEHICLE AND DET ERMINE IF A DEFECT WAS INVOLVED IF ONE IS FOUND HE WILL CONTACT KIA'S LEGAL DEPARTMENT. WRITER PROVIDED EMPATHY FOR THE SITUATION.

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB6233X5580169	A38845	0
DACULAIE GA		Dealer:		

Case History

COMPLAINT N/A

AS400 CREATION DATE: 09/27/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

9/27/99 (PDS) PER ACCIDENT REPORT THE CUST STATES: 1. ROAD CONDITIONS WERE CLEAR AND DRY. 2. A VEH STOPPED TO MAKE A RIGHT TURN SHE AND FOUR OTHER VEH ALSO STOPPED. 3. A PICK UP WITH A TRAILER TRAVELING 55MPH DID NOT STOP. 4. ALL FIVE VEHICLES WERE INVOLVED IN THE ACCIDENT. 5. THE AIR BAGG DID NOT DEPLOY AND THE SEAT BELT FAILED TO RESTRAIN HER. 6. SHE WAS THE ONLY ONE INJURED. 7. SHE WAS TREATED FOR UPPER AND LOWER BACK, NECK AND KNEE INJURIES. 8. HOSPITAL IS GWINETT MEDICAL CENTER. 9. POLICE WERE CONTACTED. NO REPORT NUMBER PROVIDED. 10. HER INSURANCE CO ALL STATE HAS BEEN CONTACTED, AGENTS NAME IS ED OLIVER 11. THE VEH IS AT WILLARDS WRECKER SERVICE. 12. VEH WAS TOWED FROM THE SCENE. 13. SHE WANTS TO KNOW WHY THE AIR BAG DID NOT DEPLOY AND THE SEAT BELT >>> RESTRAIN HER. LEGAL REQUESTING REGION CONDUCT A PIR. FILE OPENED TO THE REGION. 9/28/99 (LR) DPSM NOTIFIED OF NEED TO PERFORM PIR AS STATED ABOVE. DPSM NOTIFIED VIA PAGE, EMAIL AND V-MAIL. 10/22/99M(PDS) REGION CAN NOT CLOSE FILE UNTIL NCA REC PIR. FILE REOPENED TO THE REGION. 10/27/99 (LR) COPY SENT FILE CLOSED. 11/5/99 (PDS) REC PIR FINDINGS. FILE OPENED TO LEGAL.

CLOSE COMMENTS

COMPLETED PIR FOR REGION AND NATIONAL HANDLING, ***** GOODWILL% 08/01/00 MARIA WILLIAM ***** GOODWILL% 08/01/00 MARIA WILLIAM ***** 5/17/00 (M/VW)
CUST'S VEH HAS BEEN TAKEN TO DLR IN001 AND IN002 9X IN THE FIRST 9 MONTHS OF WONERSHIP FOR 12 CONCERNS INCLUSIVE OF: HARD START (3X), BRAKES PULSATE (2X), TURN SIGNALS INOP (2X), IDLES HIGH (2X), L/WIPER ARM INOP (1X), A/C NOISE (2X) W/17 DAYS OUT OF SERVICE...CUSTOMER REQUESTED REPURCHASE...DPSM DENIED AND OFFERED REIMBURSEMENT OF 3 CAR PAYMENTS AS A ONETIME GOODWILL GESTURE W/A SIGNED RELEASE..CUST AGREED AND CRCA RECEIVED FAXED COPY OF RELEASE THIS DATE..PIEL TO PB @ NCA THIS DATE TOTAL AMT: \$ 00824.37 ***** GOODWILL% 05/16/00
MARIA WILLIAM ***** GOODWILL% 03/27/00 MELANIEDOUGHE *****
***** GOODWILL% 12/07/99 D. MOORE ***** GOODWILL% 12/27/99
MELANIEDOUGHE *****

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7236X5585293	A33090	0
SHREWSBURY MA			Dealer: MA015 Ragdale Kin	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 02/24/1999
RESPONSE: LETTER

AS400 COMMENTS:

02/24/99 PER 48 HOUR SALES SURVEY CUSTOMER STATES: PASSENGER SIDE SEAT BELT IN FRONT AND BACK SEEM TO LOCK MORE THAN IT SHOULD. BUTTON FOR THE HEAT AND DEFROASTING NOT ADJUSTING PROPERLY. *****SERVICE MANAGER***** PLEASE CONTACT CUSTOMER, RESOLVE AND UPDATE FILE.....THANK YOU

CLOSE COMMENTS

C/S NO RECENT CONCERN & WILL CALL ME IF PROBLEM REOCCURS N AND REPAIR. CUSTOMER IN ON 3/5/99 SOP CRUISE SWITCH AND SOP MIRROR A/C V ENTS ARE NORMAL. REPAIRED SCRATCHES AND DENTS PER INTERNAL SALES -JC ASM 3/ ***** GOODWILL% 07/11/00 JILL SHOWALTE *****
***** GOODWILL% 08/08/00 JILL SHOWALTE ***** GOODWILL%
08/08/00 JILL SHOWALTE ***** GOODWILL% 08/08/00 JILL SHOWALTE *****
***** GOODWILL% 08/08/00 JILL SHOWALTE ***** OFFER: ARBITRATOR DENIED
REPURCHASE REQUEST & SUGGESTED CUSTOMER ACCEPT KMA'S GOODWILL GESTURE WITH SIGNED
RELEASE. CUSTOMER AGREED. TOTAL AMT: \$ 02593.70 ***** GOODWILL% 02/24/00 DONALD
PESCEO ***** ON A FRIDAY NIGHT. 3/9/00: DFEM AND CUSTOMER HAVE WORKED OUT A COLLATERAL
EXCHANGE AGREEMENT CURRENTLY WAITING FOR CUSTOMER TO DECIDE IF SHE CAN AFFORD THE USAGE
CHARGE

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Last name	First name	VIN of 1999 SPORTAGE EX 4X2	Case Number	Mileage
		KNDJB7233X5596703	A36809	0
LOS ANGELES CA			Dealer: CA065 Autoworld Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 07/19/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

7/19/99 (SB) NATIONAL RECEIVED LETTER 1. CEL 2. DRIVER'S SEAT BELT WAS INOPERATIVE 3. BATTERY 4. CUSTOMER STATES THAT SHE RECEIVED UNPROFESSIONAL SERVICE LETTER SENT TO REGION FOR HANDLING 8/12/99 (PD) WRITER LEFT V/M FOR CUST...ASKED HER TO CONTACT WRITER TO DISCUSS EXPERIENCE AT AUTOWORLD KIA. 8/13/99 (PD) WRITER SPOKE TO CUST. CUST STATED: 1. FIRST SEVERAL WEEKS OF OWNERSHIP WERE TERRIBLE. DLR HAD TO MAKE REPAIRS BEFORE SHE COULD TAKE POSSESSION. 2. VEH IS NOW RUNNING FINE. WRITER OFFERED TO REDMB CUST FOR 2 LEASE PMTS. CUST WAS VERY PLEASED. WILL FAX PMT COUPON TO WRCA. FILE IS BEING CLOSED PENDING RECEIPT OF PMT COUPON. NOTE: CUST INDICATED THAT SHE WOULD LIKE TO PURCHASE AFTERMARKET "CRASH GUARDS" WITH THIS REIMBURSEMENT. WRITER SPOKE TO TRAVIS AT AUTOWORLD KIA... HE QUOTED PRICE OF \$584.25 (TAX & INSTALLATION INCLUDED). CUST TO CONTACT DEALER TO PLACE THE ORDER. NOTE: WTY HISTORY INDICATES THAT DLR INSTALLED NEW ENGINE IN THIS VEHICLE AT 55 MILES (AFTER PURCHASE DATE BUT BEFORE CUST TOOK POSSESSION). 9/9/99 (DM) PER PAM DEAL IN WRCA: THIS CUSTOMER WROTE TO WRCA COMPLAINING ABOUT HER SALES EXPERIENCE AT AUTOWORLD KIA (CA065). THE CUSTOMER HAD TO WAIT OVER A WEEK TO TAKE POSSESSION OF HER CAR. UPON DELIVERY IT WAS MISSING A FLOOR MAT AND HAD A BAD BATTERY. THE CUSTOMER SAID THE SALESMAN REPEATEDLY LIED TO HER AND SHE WOULD DISCOURAGE ANYONE FROM BUYING A CAR FROM AUTOWORLD KIA. PAM DEAL HAS SINCE SPOKE TO THE CUSTOMER AND FOUND OUT THE CUSTOMER'S KIA CAR HAS BEEN RUNNING GREAT SINCE THE BATTERY HAS BEEN REPLACED. AS A GESTURE OF GOODWILL AND IN AN ATTEMPT TO COMPENSATE THE CUSTOMER FOR THE INCONVENIENCE SHE EXPERIENCED AT AUTOWORLD KIA, PAM DEAL OFFERED TO REIMBURSE THE CUSTOMER FOR THE COST OF TWO MONTHLY LEASE PAYMENTS. THE CUSTOMER IS HAPPY AND HAS ACCEPTED KIA GOODWILL GESTURE. COPIES OF THE CUSTOMER'S LETTER AND LEASE PAYMENT COUPON SENT TO DRE ANA BEHLE IN NCA. THIS CUSTOMER IS IN DISTRICT 3, CA065 - AUTOWORLD KIA, DPSM CHET CARNER. PLEASE MAKE THE CHECK PAYABLE AS FOLLOWS: PRISCILLA ISHAM 15061 ARCHWOOD ST. #12 VAN NUYS, CA 91405 THANK YOU \$589.62 09/09/99 (DB) RECD REQUEST FOR GOODWILL CHECK 09/16/99 (DB) GAVE CHECK TO REGION

CLOSE COMMENTS

CUSTOMER DID NOT SHOW UP FOR TWO APPOINTMENT. REPAIRED SEAT PROVIDING LOANER. SERVICE MANAGER HAS FOLLOWED WUP WITH CUST. 2 TIMES AND NO FURTHER PROBLEMS WERE RECORDED. PLEASE CLOSE. JFM 4/13/00 (MVW) CUST'S VEH HAS BEEN TO DLR 4X IN THE FIRST 6 MONTHS OF OWNERSHIP FOR CONCERNS INCLUSIVE OF: BRAKE PULSATION (3X), HARD START (1X), GAS PEDAL STICKS (1X), CAMPAIGN 009 (1X), BRAKE LIGHT ON (1X) W/14 DAYS OUT OF SERVICE..CUST FILED MRF W/BBB RE:REPURCHASE..JSS SETTLED W/CUST FOR 2 CAR PAYMENTS AND A 7YR/84 MILE KEPP..THIS REQUEST IS FOR THE CAR PAYMENT REIMBURSEMENT TOTAL AMT: \$ 00658.48 ***** GOODWILL% 04/13/00 MARIA WILLIA ***** OMISED I WOULD CALL THE CUSTOMER BACK ON MONDAY OR TUESDAY. 9/14/99(PM) THE REPAIR HISTORY ON THIS VEHICLE DOES NOT SUPPORT ANY DECISI ON TO REPLACE THIS VEHICLE. THE CUSTOMER HAS BEEN ADVISED OF THIS FACT. T HE VEHICLE HAS THE C/M PADS INSTALLED NOW.

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
VERO BEACH FL		KNDJB6237X5580613	A42458	0
			Dealer:	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 02/09/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

2/9/00 (PDS) PER ACCIDENT REPORT: THE CUST STATES: 1. VEHICLE OWNER TRACEY GUIDO 2. VEHICLE DRIVEN BY BROTHER PATRICK AND FRIEND IN PASSENGER SEAT. 3. DATE OF INCIDENT 2/7 4. LOCATION OF INCIDENT US1 5. ROAD CONDITIONS DRY 6. SPEED 35/40 MPH 7. OTHER VEHICLE INVOLVED: ONE 8. DRIVER HIT CHEST ON STEERING WHEEL, BACK PAIN PASSENGER HIT DASH WITH FACE AND BACK PAIN. 9. DESCRIPTION: OTHER VEHICLE WAS DRIVING IN LEFT LANE CUST OVER TO RIGHT OWNER DID NOT HAVE A CHANCE TO STOP/SLOW DOWN. OWNER HIT REAR OF OTHER VEHICLE. AIR BAGS DID NOT DEPLOY AND SEAT BELTS UNLOCKED. 10. VERO POLICE REPORT NUMBER 2000-581. 11. INSURANCE CO: DIRECT CLAIM 344-644 JAMES WILSON IS THE ADJUSTER. 12. VEHICLE WAS TOWED FROM THE SCENE BY CHARLES TOW. 13. REPAIR NONE. 14. CUST REQUESTING WHY THESE MALFUNCTIONS. OWNER HAS TAKEN VEHICLE TO TREASURE COAST KIA AND SELLING DLR COURTESY KIA FOR THSES PROBLEMS IN THE PAST AND THEY COULD NOT DUPLICATE THEM. LEGAL REQUESTING PIR FILE OPENED AS A MS. FILE OPENED TO THE REGION. 2/9/00 (PO) WRITER FAXING AND VOICE MAILING DON STEVENS, DSPM, WITH ABOVE REQUEST.
*****FILE IN PIR DRAWER***** 02/10/00 (DS) DSPM RECEIVED PIR REQUEST AND REQUESTED BLANK PIR BE FAXED TO FLO64. 2/11/00 (PDS) WRITER REC CLAL FROM DSPM DS REQUESTING INSUR CO NAME AND TELEPHONE NUMBER. WRITER CALLED THE CUST ANBD LEFT MESSAGES AT BOTH #S. 2/11/00 (PDS) SPOKE WITH THE CUST: 1. NAME OF INSURANCE CO. : DIRECT GENERAL INS. 2. TELEPHONE NUMBER: 800-854-2426 3. ADJUSTERS NAME: JAMES WILSON 4. CALIM NUMBER: 344-644 RELAYED INFO TO DS. 2/16/00 (PO) SRCA RECD REQUESTED DOCS FROM DON STEVENS, DSPM. WRITER FORWARDING TO CYNTHIA BASTIDA, NATL LEGAL. *****CHANGING FILE TO OPEN LEGAL*****
3/1/00 (PDS) REC PIR SENDINGT O LEGAL. FILE OPENED TO LEAGL.

CLOSE COMMENTS

***** GOODWILL% 08/06/01 MARIA WILLIAM ***** GOODWILL%
05/12/03 WOJCIECHOWSKI ***** GOODWILL% 05/12/03 WOJCIECHOWSKI
***** GOODWILL% 05/13/03 WOJCIECHOWSKI *****
GOODWILL% 05/23/03 WOJCIECHOWSKI *****GOODWILL 0000000 1188.00
8/10/2001***** WARRANTY. DUE TO THE REPLACEMENT OF THE SHORT BLOCK A NEW GROUND HARNESS WAS NEEDED ON THE CAR. THE CUST WAS CHARGED FOR THE HARNESS. CUST SEEKS REIMBURSEMENT. S. DOWNS INVESTIGATED AND DISCOVERED THAT THE HARNESS HAD TO BE REPALACED DUE TO THE ENGINE BLOCK REPLACEMENT. REIMBURSEMENT APPROVED. TOTAL AMT: \$ 00330.00 ED.
***** GOODWILL% 02/25/00 D. MOORE *****GOODWILL 0096364 1024.60
11/13/2000***** EING QUESTIONABLE AS IF THERE WAS A DEFECT AND THE OPPORTUNITY TO TURN ARRO UND A PROBLEM CUSTOMER. A DECISION WAS MADE TO PAINT AND REPLACE THE REAR

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233X5611767	A40210	0
VILLA PARK IL			Dealer:	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 11/18/1999
RESPONSE: TELEPHONE

AS400 COMMENTS:

11/18/99 (MW) PER KCC FAX CUSTOMER STATES: 1. ON NOVEMBER 9 AT 5:15PM WAS INVOLVED IN AN ACCIDENT 2. WAS TRAVELING EASTBOUND ON I-290, INTERSECTION OF MILL RD. THE ROAD CONDITIONS WERE NORMAL 3. WAS DRIVING AND A TRUCK ATTEMPTED TO GO IN HER LANE AND SHE SWERVED TO AVOID HIM AND BEFORE SHE KNEW IT SHE WAS AIRBORNE AND THE VEH FLIPPED OVER TWICE AND SHE WAS THROWN OUT OF THE VEH (ABOUT 25 FEET). CUSTOMER ALLEGES SHE WAS WEARING HER SEAT BELT. 4. CUSTOMER DOES NOT KNOW HOW FAST SHE WAS TRAVELING AT THE TIME OF THE ACCIDENT 5. THERE WAS A CAMARO INVOLVED IN THE ACCIDENT 6. CUSTOMER WAS TAKEN TO LOYOLA MEDICAL CENTER AT 2160 S, 1ST AVE, MAYWOOD ILLINOIS, PHONE 708 216-3909 7. THE POLICE REPORT # IS 02991738 >>>>>>>>>>>> 8. STATE FARM INSURANCE WAS CONTACTED. REP NAME IS RAY MORRIS AT 630 941-2245. 9. INSURANCE CO HAS TOTALLED THE VEH AND IT IS LOCATED AT JIM'S TOWING AT 16 WEST IRVING PARK ROAD IN BENSONVILLE, IL., PHONE 630 595-1945 AND NO REPAIRS HAVE BEEN DONE 10. CUSTOMER ALLEGES THAT SHE WAS UNCONSCIOUS AND DOES NOT KNOW HOW THE VEH WAS TOWED. SHE ASSUMES BY THE STATE TROOPER 11. WANTS TO KNOW WHY HER AIRBAGS DIDNT DEPLOY AND WHY HER SEAT BELT DID NOT PROVENT HER FROM BEING EJECTED FROM THE VEH. FILE OPEN TO LEGAL WHO WILL DISCUSS WITH STEVE WAIMEY PER STEVE ISHII 8/4/00 FILE ASSIGNED TO LEGAL.

CLOSE COMMENTS

FILE CLOSED. UPDATE WHEN NEEDED ***** GOODWILL% 08/02/00 MACK *****
***** GOODWILL% 08/02/00 MACK ***** GOODWILL% 08/02/00
MACK ***** GOODWILL% 08/02/00 MACK ***** 1/19/00 CUST HAS
BEEN TO IA002 (KIA OF QUAD CITIES) 11X WITHIN THE FIRST 12 MONTHS OF OWNERSHIP FOR CONCERNS
INCLUSIVE OF: R/R DOOR SPLIT 2X, MIL 1X BRAKE SQUEAK 1X, DOOR LOCKS STIFF 1X, HUB CAMPAIGN 1X,
OBD STICKER CAMPAIGN 1X, R/R WINDOW LOOSE 1X, LEFT SIDE WHEEL AREA SQUEAKS OVER BUMPS 3X
WITH A TOTAL OF 18 DAYS OUT OF SERVICE, DP5M DENIED REPURCHASE AND OFFERED AS A ONETIME
GOODWILL GESTURE TO REIMBURSE 2 CARPAYMENTS. CUST ACCEPTED AND SIGNED RELEASE TOTAL AMT:
\$ 00559.76 ***** GOODWILL% 01/27/00 MACK ***** VEH WAS PICKED UP 2/19/01

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7231X5603151	A41930	0

ARCDALE NC

Dealer:

Cause History

COMPLAINT N/A

AS400 CREATION DATE: 01/25/2000
RESPONSE: TELEPHONE

AS400 COMMENTS:

01/25/00 (FDS) PER ACCIDENT REPORT. THE CUT STATES: 1. [REDACTED] OWNER. 2. VEH DRIVEN BY [REDACTED] PASSENGER [REDACTED] AND IN THE BACK SEAT [REDACTED]. 3. DATE OF INCIDENT 1/23/00 4. LOCATION: LIBERTY DRIVE AND CAROLINA IN THOMASVILLE NC. 5. ROAD CONDITIONS : CLEAR. 6. SPEED 25 MPH/ 7. ONE OTHER VEH INVOLVED. 8. DRIVER HIT KNEE ON THE RADIO PASSENGER HAD SEAT BELT ON. BUT ON IMPACT THE SEATBELT LOSSEMED AND UNLATCHED, BACKSEAT HAS SEATBELT ON ACROSS LOWER STOMACH JERKED FORWARD AND BRUISED HIP. 9. GOING DOWN LIBERTY DRIVE GOING ACROSS CAROLINA. OTHER VEH COMING ON LIBERTY AND WENT THROUGH STOP SIGN. OWNER HIT OTHER VEH ON DRIVERS SIDE AND TOTALED VEHICLE. THE FRONT END OF THE VEH IS DAMAGED. 11. OWNERS INSURANCE WAS NOT CONTACTED. 12. VEHICLE WAS NOT TOWED FROM THE SCENE. 13. VEHICLE LOCATED AT HOME ADDRESS. 14. CUST WANTS TO KNOW WHY THE AIRBAGS DID NOT DEPLOY. LEGAL REQUESTING REGION TO DO A PIR. FILE OPENED TO THE REGION. 1/26/00(JMS)V-MAIL, E-MAIL TO DPSM JACK JOHNSON WITH REQUEST FOR PIR/SCAN TOOL ON 1/26/2000 DPSM CALLED CUSTOMER, VEHICLE IS CURRENTLY AT LARRY WALKERS & SONS BODY SHOP. OTHER VEHICLE WAS AT FAULT INSURANCE COMPANY NAME IS DISCOVERY. DPSM EXPLAINED AIRBAG PROCEDURES WITH OWNER; CUSTOMER DID NOT WANT THE MANUFACTURE TO INSPECT VEHICLE AT THIS TIME. DPSM OFFER INSPECTION AT AS WELL AS TEST WITH SCAN TOOL OWNER DECLINED.(JLJ)

CLOSE COMMENTS

***** GOODWILL% 05/19/00 D. MOORE ***** GOODWILL% 12/14/00
D. MOORE ***** GOODWILL% 12/14/00 D. MOORE ***** 5/19/00 (DM) PER
PAM DEAL IN WRCA: THIS CUSTOMER HAS BEEN EXPERIENCING A RECURRING NO-START CONDITION ON HER KIA VEHICLE. BECAUSE OF THIS PROBLEM THE CUSTOMER WROTE TO WRCA SEEKING A REPLACEMENT VEHICLE. PAM DEAL IN WRCA MEDIATED WITH THE CUST BY HAVING IT REPAIRED PROPERLY BY AN FTR. ALSO AS A GESTURE OF GOODWILL THE CUST WAS OFFERED A KEPP (PROCESSED SEPERATELY) AND A 4 CAR PMT REIMBURSEMENT. THE CUST HAS ACCEPTED THE OFFER AND HAS SIGNED A RELEASE. COPIES OF THE CUST'S RELEASE AND PMT COUPON SENT TO NCA. TOTAL AMT: \$ 01000.08 ***** GOODWILL%
05/19/00 D. MOORE ***** DPSM AND DEALER EVALUATE CUSTOMER VEHICLE FOR LEMON LAW CASE. NO PROBLEM COULD BE FOUND WITH CUSTOMER VEHICLE. TOTAL AMT: \$ 00100.00

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB6231X5575522	C201041	0
HUBER HEIGHTS OH			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 05/22/00 7:12 PM

CCG COMMENTS 1:

[052200- 7:13PM-SVW] CALLER STATED: 1. THE A/C IS NOT WORKING THERE IS A LEAK SOMEWHERE, THE DLR CAN NOT FIND THE LEAK. 2. DEALING WITH JOSEPH KIA, SVC ADV KEVIN OR BRIAN. 3. THE HEATER VENTS DO NOT WORK CORRECTLY. 4. THE SEAT BELT ON THE PASSENGER SIDE CATCHES AND THE PERSON SEATING THERE CAN NOT MOVE AT ALL. 5. DEALERSHIP IS ASSITING IN THE MATTERS LISTED. 6. MY KIA IS A LEMON, SEND ME A QUESTIONAIRE TO ME IN REGURDS TO MY VEHICLE. SHE WANTS TO RATE THE VEHICLE NOW DUE TO THE FACT THAT SHE HAS HAD THE VEHICLE FOR ONE YEAR. 7. SHE IS UNHAPPY WITH THE BODY STYLE OF THE VEHICLE ALSO THAT THE VENTS ARE THE WAY THEY ARE. 8. THE TOP OF THE VEHICLE IS VERY HARD TO TAKE DOWN. CONCLUSION ADVISED THAT THE BETS PERSON TO SPEAK TO WOULD BE THE SVC MGR ALSO THAT I WOULD TRY TO GET A QUESATIONAIRE OUT TO HER [052200- 7:30PM-SVW] *** GOT PERMISSION FROM SLP MICHELLE TO CALL HER BACK TO GIVE HER THE ADDRESS TO SEND A LETTER IN RGEURDS TO THE THINGS THAT SHE DOES NOT LIKE ABOUT THE KIA INSTEAD OF A QUESTIONAIRE TO BE SENT

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7237X5603393	C178517	0
North Little Rock AR			Dealer:	

Case History

Unknown N/A

COG CREATE DATE: 12/07/99 11:12 AM

COG COMMENTS 1:

[120799-11:13AM-NMD] CUSTOMER STATED 1. I DON'T WANT THE VEH ANYMORE [120799-11:14AM-NMD] 2. I PUR IT FROM FREEWAY KIA / SER MANG / DEBBIE BOUWKEGNEGT 3. THE FIRST PROBLEM WAS GLUE ON THE PAINT, THE SPARE TIRE PAINT WAS OFF, THE A/C LEAKED, THE SEAT BELTS WERENT WORKING, PAS DOOR WEATHER STRIPING 4. I SPOKE WITH DEBBIE THE SER MANG YESTERDAY, SHE IS AWARE OF ALL THE ISSUES 5. SHE MADE THE MECHANIC TAKE A TEST DRIVE WITH ME FOR THE AIR SEEPING INTO THE VEH FROM THE WINDOW WEATHER STRIPPING WICH CAUSED THE VEH TO HANDLE UNSAFELY 6. TODAY THE BRAKE LIGHT CAME ON AND THERE IS A NOISE WRITER STATED 1. I DO APPOLIGISE FOR THE INCONVIEN CE OF THESE PROBLEMS BUT YOUR WARRANTY WILL PROVIDE FOR REPAIR, IF YOU FEEL THE DLR IS NOT SER THE VEH IN A TIMLY MANNER, SPEAK WITH THE SER MANG ABOUT CONCLUDING ALL THE VEH PROBLEMS AT THE SAME TIME 2. THE MANUFACTURER WILL NOT TAKE THE VEH BACK FOR THESE PROBLEMS ALSO SPEAK WITH THE SER MANG ABOUT THIS CONCLUSION ~~NO CALL BACK~~

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB6233X5575215	C108173	0
HOUSTON TX			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 10/13/98 3:45 PM

CCG COMMENTS 1:

[101398- 3:45PM-CTC]CUSTOMER STATES: 1. THE VEHICLE HAS HAD SEVERAL PROBLEMS : 2. THE SEAT BELT TAKEN BACK 3 TIMES TO BE FIXED AND WOULD NOT SNAP SHUT.. 3. THE DEALERSHIP BURT OGDEN KIA SERVICE MANAGER PETE GARZA... 4. THE BLINKER HAD TO BE TAKEN BACK 2 TIMES FOR THIS.... (NOW THEY ARE BOTH FIXED) 5. THE VEHICLE HAS A LEAK ON THE FRONT DRIVERSIDE FLOOR... (THIS WAS SUPPOSED TO HAVE BEEN FIXED AT LEAST 4 TIMES BEFORE) TODAY IT IS RAINING AND THE FLOOR IS SOAKING WET..THEY STATED ON THE DOCUMENTATION ONCE THIS WAS THE AIR CONDITIONER HOWEVER THE LEAK IS STILL NOT BEING FIXED... (THE MOTHER [REDACTED] CALLING IN FOR HER DAUGHTER [REDACTED])
*****CONCLUSION***** SHE WILL TALK TO THE SERVICE MANAGER FIRST TO MAKE SURE THE VEHICLE IS FIXED PROPERLY...IF NOT RESOLVED SHE WILL CALL US BACK...

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Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB6236X5580151	C251535	0
RACELAND LA			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 01/24/01 4:35 PM

CCG COMMENTS 1:

[012401- 4:44PM-GSB]CUSTOMER STATED: 1. DLR IS BARKER KIA. 2. CUST STATED HER SINCE PURCHASED THE VEH, IT HAS BEEN NOTHING BUT PROBLE MS, SHE STATED HER VEH WAS SERVICED FOR THE FOLLOWING THESE PROBLEMS AR E STILL CURRENT: 3X BACK SEAT FALLING OFF, SEAT BELTS WONT STAY LOCK, MIDDLE CONSOLE, ENGINE HAS BURNING SMELL, NOT SHIFTING INTO GEARS, POWE R LOCKS INOP, SOFT TOP INFERIOR, BAD GAS MILEAGE. 3. CUST STATED WHENEVER SHE TAKES HER VEH TO THE SHOP SHE PROBLEM IS CORRE CTED FOR A FEW DAYS AND ITS BACK TO THE SAME PROBLEM AGAIN. CUST WANTS HER VEH REPAIRED PROPERLY. *****CONCLUSION WRITER REFERRED CUST TO THE SVC MGR FOR ASSISTANCE, MADE HER AWARE THAT THE SVC MGR HAS THE ABILITY TO ASSIST HER. NO CALL BACK NEEDED

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7233X5594775	C195285	0
BURLINGTON KY			Dealer:	

Case History

Unknown N/A

OCG CREATE DATE: 04/12/00 9:20 AM

OCG COMMENTS 1:

[041200- 9:23AM-LRN]CALLER STATED: 1. WE HAD A PROBLEM WITH THE PASSENGER SIDE FRONT SEAT BELT LOCKING UP, AND THE DEALER KERRY OF FLORENCE REPLACED IT. IT WAS STILL CAUSING A PROBLEM AND WE TOOK IT BACK AND THEY TOLD US THAT THERE WAS NOTHING ELSE THEY COULD DO. 2. IN THE MEANTIME WE HAD GONE BACK FOR THE RECALL FOR THE FUEL EJECTOR, AND WE DISCOVERED THE DEALERSHIP HAD ALL NEW PEOPLE IN THE SERVICE DEPARTMENT, THAT ANOTHER DEALER HAD TAKEN IT OVER. 3. SO MY HUSBAND TALK TO THE SERVICE MANAGER (FORGOT HIS NAME) AND ASK IF HE COULD CHECK THE SEATBELT AGAIN WHILE IT WAS THERE. HE DID AND THEY REPLACED IT. 4. THE NEXT DAY I NOTICED IT WAS A DIFFERENT COLOR, AND WE BROUGHT IT BACK TO THE DEALER, AND THE SERVICE MANAGER LOOKED AT IT AND HE AGREED THAT IT WAS A DIFFERENT COLOR, AND HE CONTACTED SOMEONE AT KIA, AND THEY TOLD HIM THAT THE COLOR IS CORRECT, AND THAT THE ORIGINAL ONES THAT WERE IN THE VEHICLE WERE WRONG. SO WE WERE TOLD THAT THE OTHER 3 WOULD BE REPLACED WITH THE PROPER COLOR, AND THAT THE DEALER HAD TO ORDER THEM AND HE WOULD CALL US WHEN THEY CAME IN. WE CHECKED TWO WEEKS LATER, BECAUSE WE DID NOT HEAR FROM THE DEALER, AND SOMEONE TOLD US THAT THEY WERE ON A NATIONAL BACKORDER, AND DID NOT KNOW WHEN THEY WOULD BE IN. I NEED TO KNOW IF THIS IS TRUE, AND IF WE KNEW WHEN THE PARTS WOULD BE IN.

***** CONCLUSION, INFORMED CALLER THAT SHE NEEDS TO CONTACT THE SERVICE MANAGER [041200- 9:25AM-LRN]JERRY SLUSHER, BECAUSE HE HAS A DIRECT NUMBER THAT HE CAN CONTACT HIS DPSM FOR AN ESTIMATED TIME OF SHIPMENT.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 1999 SPORTAGE EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB7233X5586821	C217598	0
<u>ARLINGTON TX</u>			<u>Dealer:</u>	

Case History

Unknown N/A

CCG CREATE DATE: 08/16/00 5:13 PM

CCG COMMENTS 1:

[081600- 5:17PM-OSB]CUSTOMER STATED: 1. DLR IS BUZ POST KIA. 2. PER CUST SHE NO LONGER WANTS THE VEH, BECAUSE THE QUALIFY IS NOT UP TO PAR, HER DLR IS NOT ASSISTING HER WITH THE VEH PROPERLY. 3. PER CUST HER VEH IS A PIECE OF JUNK AND FEELS THAT KIA SHOULD TAKE THE VEH BACK, SHE DOES NOT WANT THE VEH REPAIRED, SHE WANTS THE VEH OUT OF HER DRIVEWAY. PER CUST IF KIA DOES NOT TAKE THE VEH BACK SHE WILL REPO RT THIS MATTER WITH THE BBB LINE. 4. PER CUST THE FOLLOWING ARE IN NEED OF REPAIRS, NONE OF THE LIGHTS IN THE VEH WORKS, PER CUST SHE HAS BEEN PULLED OVER 2X BECAUSE THE HEADLIGHTS HAVE NOT WORKED. SEAT BELT LOCKS, VEH HAS BEEN RECALLED, VEH HAS BROKEN DOWN. ****CONCLUSION WRITER EXPLAINED TO CUST KIA DOES NOT HAVE A REPLACEMENT POLICY, AS THEIR PRIORITY IS REPAIR THE VEH. CUST DISCONNECT CALL. NO CALL BACK NEEDED

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7232Y5632639	A42030	0
GERMANTOWN MD 20874			Dealer: MD017 Criswell Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 01/27/2000
RESPONSE: LETTER

AS400 COMMENTS:

01/27/00 PER 48 HOUR SALES SURVEY CUSTOMER STATES: MY SEAT BELT HITS THAT BUTTON ON THE CENTER CONSOLE CAUSING IT TO OPEN THEY SHOULD PUT THE BUTTON IN THE FRONT AWAY FROM THE BELTS *****SERVICE MANAGER***** PLEASE CONTACT CUSTOMER, RESOLVE AND UPDATE FILE.....THANK YOU 9/25/00 (CR) PLACED FILE IN DEAD FILE DRAWER ***** UPDATED & CLOSED FILE --- THANK YOU *****

CLOSE COMMENTS

CUSTOMER HAD APPT FOR 2/12/00-NEVER SHOWED FOR BRAKE CONCERN - NO MENTION OF SEATBELT PROBLEM TILL OCCURS. 4/11/00 (DM) PER SCOTT DOWNS IN WRCA: THIS CUSTOMER HAS EXPERIENCED MANY PROBLEMS WITH HER KIA VEHICLE, SUCH AS DEFECTIVE TRANS, INOP HEATER AND A RECURRING NO START CONDITION. BECAUSE OF THESE PROBLEMS THE CUST CONTACTED WRCA SEEKING A REPURCHASE. SCOTT DOWNS IN WRCA MEDIATED WITH THE CUST, HAD HER CAR PROPERLY REPAIRED AND OFFERED A ONE CAR PMT REIMBURSEMENT AS A GESTURE OF GOODWILL. THE CUST HAS ACCEPTED THIS OFFER. COPIES OF THE CUST'S PROOF OF PAYMENT (FROM LENDER) AND WARRANTY HISTORY SENT TO NCA. TOTAL AMT: \$ 00252.00 ***** GOODWILL% 04/11/00 D. MOORE ***** GOODWILL% 02/15/00 JILL SHOWALTE *****GOODWILL 0000000 4000.00 4/05/2001 ***** TOTAL AMT: \$ 00100.00

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7232YJ638170	A48763	0
ANCHORAGE AK			Dealer: AK002 Pacific Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 10/26/2000
RESPONSE: LETTER

AS400 COMMENTS:

10/26/00 (KS) PER FAX FROM THE BBB, THIS CUSTOMER HAS CALLED THE BBB REQUESTING REPURCHASE, SAID THEY DON'T WANT ANOTHER KIA. CUSTOMER CONCERNS ARE AS FOLLOWS: 1. GRINDING NOISES WHEN MAKING TURNS. 2. TRANSMISSION MAKING NOISES AND WONT DOWNSHIFT 3. POWER STEERING MAKES SQUEAKING NOISES WHEN TURNING WHEEL 4. ALL SEAT BELTS ARE LOCKING UP 5. 4X4 MAKES A METAL BRKAKING NOISE/VIBRATION. WRITER SPOKE W/ CUST ON 10/25/00, SHE SAYS SHE DEFINITELY DOESN'T WANT ANOTHER KIA. SAYS DLR AK002 DIDNT MAKE A GENUINE ATTEMPT TO REPAIR HER CAR. SAYS THERE WAS ONLY A 6 MILE DIFFERENCE IN HER ODOMETER WHEN SHE P/U HER VEHICLE, SHE EXPECTED THEM TO DO A LONGER TEST DRIVE GIVEN THE CONCERNS SHE GAVE THEM. SAYS THE SEAT BELTS ARE CUTTING INTO HER AND HER CHILDRENS NECK AND CHEST. CUST ASKED IF I WOULD DOCUMENT HER CONCERNS ALONG WITH THE CALL REPORT. AN NO1BBB2 LTR HAS BEEN SENT TO THE CUST. ***** ATTENTION SERVICE MANAGER ***** PLEASE CALL YOUR DPSM BEFORE CALLING THE CUSTOMER. PLEASE RESOLVE THE CUSTOMER'S CONCERNS IN ORDER TO AVOID A BBB HEARING. CLOSE FILE ASAP! **** COPY OF THE FILE SENT TO THE DPSM ***** THANKS FOR YOUR HELP! ***** 10/31/00 (KS) CUST CALLED WRITER STATING ALL THE SAME CONCERNS AS ON CCF. SHE DOESN'T WANT TO TAKE VEHICLE TO AK002, EMAILED DPSM AND ASKED HIM TO CONTACT CUST. 11/9/00 (KS) THIS CUSTOMER HAS FILED A FORMAL COMPLAINT WITH THE BBB. CONCERNS ARE THE SAME AS ABOVE. KIA FAXED BACK TO THE BBB OFFERING REPIARS. A HEARING MUST BE HELD BY: 12/6/00. MRF FAXED TO BBB. *****THIS CUSTOMER SAYS SHE DOES NOT WISH TO TAKE HER VEHICLE BACK TO PACIFIC MOTORS, SHE IS UNHAPPY WITH THE SERVICE DEPARTMENT.***** 11/13/00 (KS) RCVD CALL FROM CUST. SAYS SHE TOOK HER CAR TO SHOP ON --> 11/11/00 DUE TO "STRANG NOISES" SHE ALSO GOT A RENTAL CAR. WANTS TO KNOW IF SHE CAN JUST LEAVE CAR AT DLR AND GET HER MONEY BACK. TOLD HER I WOULD CALL DPSM AND ADVISE HIM VEHICLE IS AT DLR.****WRITER SPOKE W/ DPSM, HE WILL CALL SM AT DLR AND GO FROM THERE. 11/14/00 (KS) RCVD FAX FROM DLR OF ATTORNEY LETTER SENT TO DLR ON 10/19/00 11/14/00 (KS) PER DPSM, DENIAL LETTER SENT OUT ON THIS DATE. 11/15/00 (KS) PER FAX FROM BBB, CUST HAS INDICATED THEY DO NOT WISH TO PURSUE THEIR CLAIM AT THIS TIME. CASE CLOSED. SENT TO DPSM. 12/4/00 (KS) CUST CALLED WRITER W/ THE FOLLOWING CONCERNS: 1. SQUEELING NOISE STILL THERE (DRIVE BELT RPL ON 11/11/00) 2. BRAKE LIGHTS COMING ON (SAYS SHE HAS APP @DLR TO HAVE BRAKES FIXED) 3. SEATBELT THATS "CHOKING" HER & HER CHILDERN IS NOT BEING FIXED (ANOTHER

CLOSE COMMENTS

CUSTOMER HAS BRAKE SHUDDER CONCERN DEALER OFFERED REPAIR CUSTOMER WILL ADVISE
*****GOODWILL 0120361 33.05 11/06/2000***** GOODWILL% 10/31/00 CARL REVELS
*****GOODWILL 0000000 490.00 11/13/2000***** GOODWILL 0121925 725.00
11/29/2000*****GOODWILL 0000000 4000.00 5/14/2001***** GOODWILL 0121948 1717.43
2/28/2001*****GOODWILL 0000000 4500.00 1/08/2001***** GOODWILL%
10/23/01 KATHY STRANG ***** GOODWILL% 10/23/01 KATHY STRANG *****
***** GOODWILL% 10/23/01 ALEB-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 [REDACTED]	First Name [REDACTED]	VIN of 2000 SPORTAGE 4X4 KNDJA7230Y5645862	Case Number C253709	Mileage 0
FAYETTEVILLE NC			Dealer:	

Case History

Unknown N/A

CCG CREATE DATE: 02/08/01 6:00 PM

CCG COMMENTS 1:

[020801- 6:01PM-EDS]CALLER STATED 1.HE WAS HIT IN THE REAR AND HIT ANOTHER VEH IN TURN. 2.HIS AIRBAGS DID NOT DEPLOY ,THE SEAT BELT DID NOT HOLD AND THE SEAT ON THE DRIVERS SIDE BROKE AND HE HURT HIS KNEES. 3.HE HAD ALREADY INFORMED HIS INSURANCE COMPANY
*****CONCLUSION***** *WRITER APOLOGISED TO THE CUSTOMER AND ADVISED THAT THIS INFO WOULD BE FORW ARDED TO OUR ACCIDENT SPECIALIST AND WILL HAVE HER CONTACT HIM ASAP USUALLY IN 24-48 HOURS. [021601-12:22PM-G5B]e e

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
		KNDJA7230Y5645862	A51890	0
FAYETTEVILLE NC			Dealer:	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 03/01/2001
RESPONSE: TELEPHONE

AS400 COMMENTS:

3/1/01 (PDS) PER 975 ACCIDENT REPORT 1. VEH OWNER: O MILTON 2. VEH DRIVEN BY: O. MILTON 3. DATE OF INCIDENT: 2/9 4. LOCATION OF INCIDENT: SKIBO ROAD FAYETTEVILLE NC 5. ROAD CONDITION: GOOD 6. SPEED: 50 MPH 7. OTHER VEH: 3 8. INJURIES: CUST STATED BECAUSE HIS SEAT BELT DID NOT HOLD HIM PROPERLY HIS CHEST HIT THE STEERING WHEEL AND ALSO HURT HIS KNEE 9. CUST STATED HE WAS AT A TOP SIGN WHEN THE OTHER DRIVER REAR ENDED HIS VEHX WHICH CAUSED HIM TO REAR END ANOTHER VEH. WHICH REAR ENDED ANOTHER VEHICLE. 10. POLICE DEPT CONTACTED: FAYETTEVILLE POLICE DEPT. NO REPORT AVAIL 11. INSURANCE CO: NATIONWIDE INSURANCE LAIM AND PHONE NUMBER ARE NOT AVAIL. 12. VEH TOWED FROM SCENE BY: RICK HENDRICK TOYOTA 13. VEH LOCATED AT RICK HENDRICK TOYOTA 910-860-8593 14. REPAIRS: VEH BEING REPAIRED 15. CUST STATED HE WAS WEARING A SEAT BELT 16. CUST WANTS TO KNOW WHY THE AIR BAGS DID NOT DEPLOY PIR BEING REQUESTED FOR THE SEAT BELT AND AIR BAG SYSTEM 03/05/01 (CT) COPY TO JACK JOHNSON, DPSM, REQUESTING PIR BE COMPLETED AND SENT TO WRITER. WRITER WILL FORWARD TO NCA TO GIVE TO LEGAL FOR REVIEW.(FX) ON 3/05/01(JLJ)DPSM RECEIVED A REQUESTED FOR A PIR ON 3/5/01;DPSM CONTACTED CUSTOMER ON 3/05/01 CAR HAS ALREADY BEEN REPAIRED OWNER IS CURRENTLY DRIVING THIS VEHICLE.DPSM REQUEST TO COME AN INSPECTED THE AIRBAG/SEATBELTS OWNER STATED AFTER TALKING WITH THE B/S/SHOP MANAGER AND OTHER HE KNOWS THE AIRBAG SHOULD NOT HAVE DEPLOYED ALSO HE FEELS THAT HIS SEATBELTS ARE WORKIN CORRECTLY.DPSM STILL REQUESTED TO INSPECTED THE CAR OWNER DECLINED AN STATE HE WAS SATISFIED AND HE THANK ME FOR THE FOLLOWUP.FILE CLOSED

CLOSE COMMENTS

THE FILE IS BEING CLOSED BY THE DPSM AT THE DIRECTION OF THE SERV MGR. *****GOODWILL 0000000 571.72 6/04/2001*****GOODWILL 0000000 590.00 4/05/2001***** TO COMPLETE REPAIRS. REF COMMENT SCREEN FOR DETAILS. DPSM OFFERED RREPLACEMENT OF FRONT DOOR WINDOW SEALS WITH NO GUARANTY AIR NOISE WILL CHANGE - DPSM ALSO OFFERED 2 MONTHS CAR PAYMENTS AS GOODWILL AND TO PROMOTE CUSTOMER SATISFACTION - \$339.42 PER MONTH. *****GOODWILL 0000000 678.84 3/22/2001***** ERE RESOLVED. CALLED CUSTOMER BACK AND INFORMED THEM THAT THIS WAS NO THE FAULT OF THE CAT AND WOULD NOT BE COVERED UNDER WARRANTY. CUS THEN BECAME I RATE AND FILLED A COMPLAINT. I DISCUSSED THE PROBLEM WITH THE DEALER AND WE DECIDED TO COVER REPAIR INTERNALLY. CUST WAS STILL NOT HAPPY AND WOULD NOT RETURN RENTAL CAR SAYING THAT THEY HAD TURNED IN THE CAR TO ME..AFTER B EING INFORMED BY ENTERPRISE THAT THE POLICE WOULD BECOME INVOLVED, THE RENT AL CAR APPEARED BACK AT ENTERPRISE THAT NIGHT. DON HOLLEY-SERV MAN.

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7230Y5637189	A49748	0
DALLAS TX			Dealer: TX059 Big "D" Kia	

Case History

COMPLAINT N/A

AS400 CREATION DATE: 12/13/2000
RESPONSE: AFTER SERVICE MAIL SURVEY

AS400 COMMENTS:

12/13/00 (ARJ) PER SERVICE SATISFACTION QUESTIONNAIRE: 1. SEAT BELTS SUPPOSED TO BE REPAIRED. REPLACED W/2 CENTER BUCKLES. HAD TO CUT ONE BECAUSE WAS CUTTING SON'S CIRCULATION OFF. DLR REFUSED TO REPAIR BECAUSE CUST HAD PURPOSELY CUT IT. CUST FELT IT WAS A FAULTY SEAT BELT WHICH WAS REASON HAD TO CUT IT OFF. 2. DOOR STILL GETS CAUGHT SOMETIMES & DOESN'T SHUT OR LOCK PROPERLY 3. ENGINE SEEMS SLUGGISH 4. CD PLAYER SKIPS ANYTIME YOU HIT THE SLIGHTEST BUMP IN THE ROAD 5. WINDOWS DO NOT GO INTO THE RUBBER GROOVE SEAL LIKE THEY ARE SUPPOSED TO & THAT CAUSES LOUD NOISES AS THE WIND IS WHISTLING THROUGH THE UNSEALED WINDOWS. ALSO CAUSES LEAKS WHEN IT RAINS EXTREMELY HARD OR YOU GO THROUGH CAR WASH.
***** SERVICE MANAGER ***** PLEASE CONTACT CUSTOMER FOR RESOLUTION/UPDATE CLOSURE. THANK YOU FOR YOUR ASSISTANCE. 1/11/01(JMS)DPSM LEFT CUSTOMER MESSAGE FOR CUSTOMER TO CONTACT DEALER TO SCHEDULE APPT TO INSPECT VEHICLE. ALL CUSTOMER CONCERNS WILL BE ADDRESSED. SEATBELT WILL BE REPAIRED AS GOODWILL. FILE CLOSED

CLOSE COMMENTS

SERVICE MANAGER OF CORAL SPRINGS KIA, JOE BENITEZ, CONTACTED CUSTOMER AND EXP LAINED THAT THERE WAS NO PROBLEM FOUND WITH WHEEL. CALL FOR AN APPOINTMENT TO HAVE VEHICLE INSPECTED. PER SERMGR PK. *****GOODWILL 000000 482.76 2/01/2001***** HOMETOWN BECAUSE POLICY. CUSTOMER SEEKED REIMBURSEMENT FROM ROADSIDE AND CUSTOMER RECEIVED A CHECK FOR TOW. CUSTOMER IS SATISFIED. ***** GOODWILL% 06/06/01 MELANIEDOUGHE *****
***** GOODWILL% 06/06/01 MELANIEDOUGHE ***** *****GOODWILL 000000 1475.76 1/08/2001*****
*****GOODWILL 000000 855.00 1/08/2001***** *****GOODWILL 000000 36.26 12/11/2000***** MAKE THE CHECK PAYABLE AS FOLLOWS: TOTAL AMT: \$ 00565.00 ECTION. ADVISED DEALER TO INSPECT VEHICLE AND CONTACT DPSM IF CUSTOMER ONDS TO PHONE MESSAGES. THANKS

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA7239Y5669612	C260123	0
<u>FRIENDSHIP ME</u>			<u>Dealer:</u>	

Case History

Unknown N/A

CCG CREATE DATE: 04/03/01 9:31 AM

CCG COMMENTS 1:

[040301- 9:36AM-EDS]CALLER STATED 1.SHE HAD A PROBLEM WITH HER WINDSHIELD ,HER SEAT BELTS WONT CLICK AND THE SEALS ON THE PASSENGER SIDE WONT WORK AND THERE WAS AN AIR LEAK. 2.SHE WANTED TO KNOW THE CLOSEST KIA DLR WHERE SHE COULD TAKE THE VEH AND WANTED TO KNOW IF THIS WOULD BE COVERED OR NOT.

*****CONCLUSION***** WRITER GAVE THE CALLER THE NUMBER TO THE CHARLIE'S KIA FOR ASSISTANCE.SHE WAS ADVISED TO SPEAK TO THE SER MNG WHO WILL DETERMINE THE COVERAGE FOR THE REPAIR OF THE VEH. SHE WAS GIVEN THE NAME AND # OF THE SER MNG TO SPEAK TO.