

**EA04-030**

**HYUNDAI**

**2/11/2005**

**ATTACHMENT 1**

REQUEST NUMBER TWO DATA  
(Consumer Complaints)

K400891	COMPLAINT		KNAGD128015	2001 Optima	85,000	12/8/2004	12/8/2004	NO	NO	NO	NONE	NONE	NONE
K388887	COMPLAINT		KNAGD128X15	2001 Optima	75,000	10/28/2004	10/28/2004	NO	NO	NO	NONE	NONE	NONE
K388889	COMPLAINT		KNAGD124215	2001 Optima	50,000	10/28/2004	10/28/2004	NO	NO	NO	NONE	NONE	NONE
K388101	COMPLAINT		KNAGD126715	2001 Optima	52,198	11/22/2004	11/22/2004	NO	NO	NO	NONE	NONE	NONE
K388820	COMPLAINT		KNAGD126315	2001 Optima	55,000	11/3/2004	11/3/2004	NO	NO	NO	NONE	NONE	NONE
K388200	COMPLAINT		KNAGD126515	2001 Optima	18,000	8/27/2004	8/27/2004	NO	NO	NO	NONE	NONE	NONE
K347844	COMPLAINT		KNAGD128X15	2001 Optima	45,288	8/6/2004	8/6/2004	NO	NO	NO	NONE	NONE	NONE
K377633	COMPLAINT		KNAGD126415	2001 Optima	55,000	10/14/2004	10/14/2004	NO	NO	NO	NONE	NONE	NONE
K407369	COMPLAINT		KNAGD124815	2001 Optima	61,000	12/28/2004	12/28/2004	NO	NO	NO	NONE	NONE	NONE
K381904	COMPLAINT		KNAGD126215	2001 Optima	0	11/10/2004	11/10/2004	NO	NO	NO	NONE	NONE	NONE
K374868	COMPLAINT		KNAGD126615	2001 Optima	58,300	10/11/2004	10/11/2004	NO	NO	NO	NONE	NONE	NONE
K373181	COMPLAINT		KNAGD126415	2001 Optima	42,000	10/7/2004	10/7/2004	NO	NO	NO	NONE	NONE	NONE
K370460	COMPLAINT		KNAGD128015	2001 Optima	23,499	9/30/2004	9/30/2004	NO	NO	NO	NONE	NONE	NONE
K349495	COMPLAINT		KNAGD128015	2001 Optima	61,411	8/9/2004	8/9/2004	NO	NO	NO	NONE	NONE	NONE
K414805	COMPLAINT		KNAGD124515	2001 Optima	48,000	1/17/2005	1/17/2005	NO	NO	NO	NONE	NONE	NONE
K388880	COMPLAINT		KNAGD124015	2001 Optima	66,000	12/22/2004	12/22/2004	NO	NO	NO	NONE	NONE	NONE

REQUEST NUMBER TWO DATA  
(Consumer Complaints)

K352828	COMPLAINT		KNAGD124415	2001 Optima	48,700	8/18/2004	8/18/2004	NO	NO	NO	NONE	NONE	NONE
K368112	COMPLAINT		KNAGD124715	2001 Optima	33,000	8/23/2004	8/23/2004	NO	NO	NO	NONE	NONE	NONE
K365370	COMPLAINT		KNAGD124815	2001 Optima	48,000	11/19/2004	11/19/2004	NO	NO	NO	NONE	NONE	NONE
K367184	COMPLAINT		KNAGD124415	2001 Optima	70,000	8/21/2004	8/21/2004	NO	NO	NO	NONE	NONE	NONE
K408955	COMPLAINT		KNAGD124315	2001 Optima	61,000	1/5/2005	1/5/2005	NO	NO	NO	NONE	NONE	NONE
K416382	COMPLAINT		KNAGD124X15	2001 Optima	25,000	1/28/2005	1/28/2005	NO	NO	NO	NONE	NONE	NONE
K388290	COMPLAINT		KNAGD124815	2001 Optima	61,800	11/2/2004	11/2/2004	NO	NO	NO	NONE	NONE	NONE
K388012	COMPLAINT		KNAGD128015	2001 Optima	54,000	10/28/2004	10/28/2004	NO	NO	NO	NONE	NONE	NONE
K388486	COMPLAINT		KNAGD128815	2001 Optima	50,000	8/25/2004	8/25/2004	NO	NO	NO	NONE	NONE	NONE
K355426	COMPLAINT		KNAGD124315	2001 Optima	52,000	8/23/2004	8/23/2004	NO	NO	NO	NONE	NONE	NONE
K400172	COMPLAINT		KNAGD128415	2001 Optima	38,100	12/7/2004	12/7/2004	NO	NO	NO	NONE	NONE	NONE
K355371	COMPLAINT		KNAGD124815	2001 Optima	55,908	8/23/2004	8/23/2004	NO	NO	NO	NONE	NONE	NONE
K362084	COMPLAINT		KNAGD124315	2001 Optima	53,000	8/8/2004	8/8/2004	NO	NO	NO	NONE	NONE	NONE
K408914	COMPLAINT		KNAGD128415	2001 Optima	34,000	12/27/2004	12/27/2004	NO	NO	NO	NONE	NONE	NONE
K363508	COMPLAINT		KNAGD128015	2001 Optima	88,778	8/17/2004	8/17/2004	NO	NO	NO	NONE	NONE	NONE
K369307	COMPLAINT		KNAGD124315	2001 Optima	45,108	8/27/2004	8/27/2004	NO	NO	NO	NONE	NONE	NONE

REQUEST NUMBER TWO DATA 2  
(Field Reports TAC Case Reports)

Kia Fleet	Item Category	Name	Address	City	ST	Zip	Phone	VIN	Model	Model Year	Mileage at Incident	Report or Claim Date	Fire	Crash	Property Damage	Injuries if any	Medical Aid	Fatalities if any
F237335	Field Report			Troytownville	UT			KNAGD12451	Optima	2001	35,452	8/30/03	NO	NO	NONE	NONE	NO	NONE
F247360	Field Report			Fontana	CA			KNAGD12451	Optima	2001	54,848	11/20/03	NO	NO	NONE	NONE	NO	NONE
T175888	TAC Case Report			Irvine	CA			KNAGD12631	Optima	2001	24,105	8/10/03	NO	NO	NONE	NONE	NO	NONE
T195712	TAC Case Report			East Meadow	NY			KNAGD12481	Optima	2001	20,000	7/30/03	NO	NO	NONE	NONE	NO	NONE
T213074	TAC Case Report			Charlotte	NC			KNAGD12671	Optima	2001	38,990	8/4/03	NO	NO	NONE	NONE	NO	NONE
T221024	TAC Case Report			Windward Locks	CT			KNAGD12631	Optima	2001	48,178	8/23/03	NO	NO	NONE	NONE	NO	NONE
T222372	TAC Case Report			Olathe	KS			KNAGD12481	Optima	2001	29,584	8/25/03	NO	NO	NONE	NONE	NO	NONE
T226841	TAC Case Report			Indianapolis	IN			KNAGD12671	Optima	2001	44,267	10/8/03	NO	NO	NONE	NONE	NO	NONE
T236858	TAC Case Report			Elpe	PA			KNAGD12631	Optima	2001	20,011	11/8/03	NO	NO	NONE	NONE	NO	NONE
T261588	TAC Case Report			Moultrie	GA			KNAGD12601	Optima	2001	21,853	1/28/04	NO	NO	NONE	NONE	NO	NONE
T263977	TAC Case Report			Madera	CA			KNAGD12681	Optima	2001	33,149	1/7/04	NO	NO	NONE	NONE	NO	NONE
T263172	TAC Case Report			Mobile	AL			KNAGD12681	Optima	2001	41,179	2/18/04	NO	NO	NONE	NONE	NO	NONE
T263362	TAC Case Report			Orlando	FL			KNAGD12641	Optima	2001	40,406	2/18/04	NO	NO	NONE	NONE	NO	NONE
T290026	TAC Case Report			Goose Creek	SC			KNAGD12681	Optima	2001	82,332	3/17/04	NO	NO	NONE	NONE	NO	NONE
T310449	TAC Case Report			O'Lakee	FL			KNAGD12681	Optima	2001	49,830	4/28/04	NO	NO	NONE	NONE	NO	NONE
T320815	TAC Case Report			Keyport	NJ			KNAGD12681	Optima	2001	41,446	6/2/04	NO	NO	NONE	NONE	NO	NONE
T325852	TAC Case Report			Starland	VA			KNAGD12471	Optima	2001	31,306	6/15/04	NO	NO	NONE	NONE	NO	NONE
T344323	TAC Case Report			Thibodaux	LA			KNAGD12631	Optima	2001	48,033	7/28/04	NO	NO	NONE	NONE	NO	NONE
T366141	TAC Case Report			Holena	MT			KNAGD12421	Optima	2001	62,509	9/17/04	NO	NO	NONE	NONE	NO	NONE
T398100	TAC Case Report			Carpentersville	IL			KNAGD12481	Optima	2001	39,739	11/30/04	NO	NO	NONE	NONE	NO	NONE

**EA04-030**

**HYUNDAI**

**2/11/2005**

**ATTACHMENT 2**

**Kia Motors America**  
**Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 OPTIMA LX</b> KNAGD12601S [REDACTED]	<b>Case Number</b> K400891	<b>Mileage</b> 66,000
<b>Orig. RI</b> [REDACTED]	<b>PH</b> [REDACTED]	<b>Prod. Date:</b> 5/17/01	<b>Dealer:</b> RI001 Tom Ricci's Norwood Kia	

**Case History**

**Complaint Dealer**

\*\*\* PHONE LOG 12/09/2004 10:02 AM DZigabarra

Caller stated;

1. Problem with locks on doors, had car for one week.
2. Coordinating hours with Wife, and was hard, and lost my hours while dealer tried to figure out problem.
3. Air bag light on, last 6 months.
4. Rotors that keep wearing out.
5. Two days with road service, to get car to dealer/Tom Ricci's Norwood Kia.
6. Took to wrong dealer first, by road service.
7. For hours, no one knew where car was, then taken to Tom Ricci's Norwood Kia.
8. Over mileage, now past warranty.
9. Want kia to give me cost for repair for timing belt, since we are loyal and other problems.
10. Can contact me at 508-234-6158 ext 314.

Writer stated:

1. Sorry for situation.
2. Updated, no recalls.
3. Timing belt is maintenance item and customer's responsibility to change at 60K.
4. Can follow up to see if further assistance, but can't guarantee, since customer's responsibility.
5. Will see if further assistance can be provided, but can't guarantee.
6. Provided writer contact.

Caller stated;

1. Thank you.

\*\*\* NOTES 12/09/2004 10:04 AM DZigabarra Action Type:Manager review

Writer notes;

1. Advised 9/20/01 warranty start date.
2. BLW 5/60K, has expired.
3. PTW 10/100K for manufacturer defects, only kia dealer can determine.
4. 12 months parts warranty, if same concern diagnosed.

\*\*\* PHONE LOG 12/09/2004 10:09 AM DZigabarra Action Type:Outgoing call

Writer called Tom Ricci's Norwood Kia and stated;

1. Want to speak to Terry P.
2. Customer is requesting further assistance for timing belt repair, since loyal customer and problems with car before.
3. Provided customer information, and writer contact.

Terry P. stated;

1. Will check for you, and call you back.

Writer stated;

1. Thank you.

\*\*\* PHONE LOG 12/09/2004 11:43 AM DZigabarra Action Type:Incoming call

Caller stated;

1. Want to know if you have any information yet?

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12601 [REDACTED]	K400891	66,000
[REDACTED]		Prod. Date: 5/17/01	Dealer: RI001 Tom Ricci's Norwood Kia	

Writer stated;

1. Sorry, don't have any information yet.
2. Followed up with dealer.

Caller stated:

1. Ok, thank you, can reach me at 1-800-234-6158 ext 314.

\*\*\* PHONE LOG 12/10/2004 11:44 AM DZigabarra Action Type:Outgoing call  
Writer called Tom Ricci's Norwood Kia number for service, and told wrong number.

\*\*\* PHONE LOG 12/10/2004 02:09 PM DZigabarra Action Type:Outgoing call  
Writer called Tom Ricci's Norwood Kia, and stated:  
1. Want to speak to Terry P.

Caller (Terry P.) stated;

1. SM Darlene got in touch with DPSM Ken Domingues and he said, not to do anything for customer.
2. Has only had warranty work done here.
3. Only 3 oil changes done.

Writer stated;

1. Ok, thank you, will document.

\*\*\* PHONE LOG 12/10/2004 02:10 PM DZigabarra Action Type:Outgoing call  
Writer called 1-800-234-6158 ext 314 and line has been disconnected.

\*\*\* PHONE LOG 12/10/2004 03:29 PM DZigabarra Action Type:Incoming call  
Caller left VM, stating:  
1. Calling you back, you must have gone home for weekend.  
2. Will take care of car.  
3. Will try to trade car in for another car, at another kia dealer.  
4. Have good holiday.

\*\*\* PHONE LOG 12/13/2004 02:26 PM DZigabarra Action Type:Outgoing call  
Writer called 1-800-234-6158 ext 314 and line has been disconnected.

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 09:41:58  
 Dealer: RI001 R/O #: 98900 Claim #: 1 04 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 10/15/2004 10/15/2004 VIN: KNAGD126015 Optima (01-)  
 Retail Date: 9/20/2001 Mileage: 58,547 Visiting: Status: A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: RI0018368 TN: RI0019022 PWAs: Scan:  
 Causal Pt: 81320 3C000 Qty: 1 Part Amt: 43.89  
 LCnt: LATCH ASSY-FR DR.RH RecDt: 10/22/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labor Amt: 25.60  
 LRat: 64.00 Door Latch Assy IFDt: 10/22/2004  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	43.89	.4	25.60	.00	69.49
Credited	43.89	.4	25.60	.00	69.49

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry

Message :



**Kia Motors America  
Consumer Affairs Department**

Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126X15 [REDACTED]	K386687	75,000
[REDACTED] herville, LA	[REDACTED], PH: [REDACTED]	Prod. Date: 2/27/01	Dealer: LA027 Sparks Kia	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 10/29/2004 10:36 AM US Mountain Standard Time RHall

- [REDACTED] called
- 1 door locks wont unlock, i have taken it to the dirshp 10 times LA027 SA Michael
  - 2 the service dept is wonderful, but the veh cant be fixed
  - 3 put a whole new door locking system and window motora
  - 4 replace headlights all the time
  - 5 something electrically wrong with that car
  - 6 i was going to trade it in but i am not getting enough for the veh
  - 7 people will only give me \$4500 when \$7000 owed, not paying off the veh
  - 8 i have not tried to trade it in @ LA027 bec i dont want a kia anymore, and neither does anyone around here
  - 9 i dont want the veh anymore, i dont want the veh fixed again
  - 10 i want to know what KMA is going to do for me to get
  - 11 i am tired of fooling with the veh, i dont have time to take it back in
  - 12 i have had to miss so much work bec of this prob, locks still dont work
  - 13 i would like KMA to buy back this veh, please call on my cell 318-381-6505

writer

- 1 no recalls
- 2 a kia form will cb w/ in 72 bus hrs on cell #

\*\*\* PHONE LOG 10/29/2004 10:42 AM US Mountain Standard Time RHall Action Type:Incoming call

- [REDACTED] called
- \*\*\*\*\*
- 1 \*\*\*\*\*my cell phone is not working\*\*\*\*\*
  - 2 please my husbands cell ph [REDACTED] or hms [REDACTED]
  - 3 sorry, please add that to my case, thank you

writer

- 1 updated info

\*\*\* PHONE LOG 11/02/2004 07:42 AM US Mountain Standard Time mespinoza Action Type:Outgoing call

Writer phoned customer@ home, line is busy.

\*\*\* PHONE LOG 11/02/2004 09:36 AM US Mountain Standard Time mespinoza Action Type:Outgoing call

- Writer phoned customer, left VM.  
Writer Stated:
1. Apologized for frustration.
  2. I would be happy to get involved in repair.
  3. Cannot advise on the repurchase of the vehicle.
  4. Advised that researching local laws may be of help.
  5. My contact info.

\*\*\* PHONE LOG 11/02/2004 11:00 AM US Mountain Standard Time mespinoza Action Type:Incoming call

- Customer called in and stated:
1. I owe 7K on the vehicle.
  2. They will not give me more than 4K for it.
  3. I have to climb in through the back seat.
  4. I was driving down the road and it just started clicking.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VEN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD126X15 [REDACTED]	K386687	75,000
[REDACTED]sville, La	[REDACTED]	Prod. Date: 2/27/01	Dealer: LA027 Sparks Kia	

5. The guys at the dealership have been wonderful w/ ma.
6. It just not stays fixed.
7. I am scared of the vehicle.
8. I have to replace the headlight bulbs 2 times a month.

**Writer Stated:**

1. Apologized.
2. I would be happy to get resources involved in getting the vehicle repaired.
3. We cannot ask a dealership to give you what you owe on your Kia.
4. Our obligation is to repair the vehicle under the terms of the warranty.
5. The service dept. must be missing something if you are having to replace the bulbs that often.

**Customer Stated:**

1. Ok, I guess I have to figure out what we are going to do w/ it.

\*\*\* CASE CLOSE 11/02/2004 11:00 AM US Mountain Standard Time mespinoza

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 OPTIMA SE</b> KNAGD124215 [REDACTED]	<b>Case Number</b> K385959	<b>Mileage</b> 50,000
<b>A, NV [REDACTED] FE [REDACTED]</b>		<b>Prod. Date:</b> 4/25/01	<b>Dealer:</b> NV002 Ramo Kia	

**Case History**

**Complaint Repurchase**

\*\*\* PHONE LOG 10/28/2004 10:17 AM ERuiz

\*\*\*CALLER STATED\*\*\*

1. I USED TO HAVE A KIA SPORTAGE THAT ENDED UP GETTING REPURCHASE BY KIA.
2. RIGHT NOW, I AM RUNNING INTO THE SAME SITUATION W/ THIS CAR.
3. THE ALARM KEEPS COMING OFF,.
4. THE *DOOR LOCK* AND *UNLOCK* BY THEMSELVES,.
5. THE DEALERSHIP DONT KNOW WHAT TO DO W/ THIS CAR ANYMORE.
6. I DONT WANT KIA TO GIVE ME ANOTHER VEHICLE.
7. I DONT WANT ANYTHING TO DO W/ KIA ANYMORE.
8. I WANTED TO TALK TO YOU FIRST BEFORE I CALL A LAWYER.
9. I AM GOING TO GET ME A LAWYER SO HE CAN TAKE CARE OF THIS

\*\*\*WRITER STATED\*\*\*

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT INFORMED THE CUSTOMER ABOUT SC027.
3. KIA WILL CONTINUE TO STAND BEHIND THE TERMS OF THE WARRANTY.
4. KIA'S REPURCHASE POLICY IS DONE IN ACCORDANCE TO THE STATE LAWS AND REGULATIONS.
5. CUSTOMER MUST CONTACT HER LOCAL AUTHORITIES TO FIND OUT IF HER VEHICLE QUALIFIED FOR REPURCHASE OR NOT.
6. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.

\*\*\* PHONE LOG 10/28/2004 10:54 AM ERuiz Action Type:Outgoing call

\*\*\*WRITER STATED\*\*\*

1. WRT CALLED NV002.
2. SPOKE TO MATT IN SVC.
3. HE STATED:
  - a) THE ALARM GOES OFF EVERY TIME THE CUSTOMER *LOCKS* THE *DOORS*.
  - b) WE HAVE ONE OF OUR TECHNICIANS CURRENTLY WORKING ON THE CAR.
  - c) HE IS PRETTY CERTAIN THAT THE CAR NEED NEW FRONT AND REAR *DOOR* ACTUATORS.
  - d) THIS IS THE VEHICLE'S FACTORY INSTALL ALARM.
  - e) THE CUSTOMER WAS HERE ABOUT TWO WEEKS AGO W/ THE SAME CONCERN
4. WRT THANKED MATT FOR THE INFO.

\*\*\* NOTES 10/28/2004 11:06 AM ERuiz Action Type:Manager review

\*\*\*WRITER STATED\*\*\*

1. CASE DISPATCH THE CASE TO THE REGIONAL OFFICE BECAUSE.
  - a) CUSTOMER ALLEGED THAT AFTER SEVERAL ATTEMPTS TO FIX THE CAR THE DEALER IS NOT ABLE TO FIX THE PROBLEM
  - b) CUSTOMER MAY BE HIRING A LAWYER TO HANDLE HER CASE.

\*\*\* EMAIL OUT \_ NDezamo Action Type:External email

Send to:[rdarling@kiausa.com]

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

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124215	K385959	50,000
[REDACTED]	[REDACTED]	Prod. Date: 4/25/01	Dealer: NV002 Reno Kia	

not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K385959\_NDegamo\_10-28-2004142229.doc>>

**\*\*\* PHONE LOG 10/28/2004 01:24 PM Pacific Daylight Time NDegamo Action Type:Outgoing call**  
Writer called DPSM to advise of case.  
Writer reviewed AS400 warranty info screen w/ DPSM  
DPSM advised he will contact dlr and update writer

**\*\*\* PHONE LOG AND STATUS CHANGE 10/28/2004 02:53 PM Pacific Daylight Time NDegamo Action Type:Incoming call**  
Writer spoke w/ DPSM who advised:  
1. per dlr,cust has had 2 previous complaints for this concern  
2. cust is currently in an upgraded loaner veh at dlr cost  
3. still waiting for diagnosis  
4. will update you when i rec'v more info

**\*\*\* PHONE LOG 10/29/2004 03:26 PM Pacific Daylight Time NDegamo Action Type:Incoming call**  
Rec'd vmx from DPSM who advised:  
1. parts arrived today and repairs to veh are complete  
2. I am waiting for the dlr to advise me of further updates

**\*\*\* PHONE LOG 11/02/2004 01:28 PM Pacific Daylight Time NDegamo Action Type:Outgoing call**  
Writer spoke w/ DPSM  
DPSM advised that he spoke w/ cust and denied repurchase or replacement - veh has 60k miles and had concerns w/ alarm only recently  
Repairs are completed and no further action is needed at this time

**\*\*\* CASE CLOSE 11/02/2004 01:28 PM Pacific Daylight Time NDegamo**

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 OPTIMA LX</b> KNAGD12671 [REDACTED]	<b>Case Number</b> K396101	<b>Mileage</b> 52,196
<b>Phone, WA</b> [REDACTED]	<b>PH</b> [REDACTED]	<b>Prod. Date: 2/1/01</b>	<b>Dealer: WA024 Spokane Kia</b>	

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 11/22/2004 02:35 PM JProkopp

Customer states:

1. I've had multiple recurring problems with this car.
2. I've had to take the Spokane Kia constantly for the *door locks* and the windows.
3. I just took the vehicle there last week for the *door locks*.
4. They assured me that they were getting technical assistance from Kia and I would never have to take it in again for the *door locks*.
5. My *door locks* are not working again.
6. I'm sick of this.
7. I don't want to keep taking my car back in over and over for the same thing.
8. I want to know what Kia can do for me.
9. I think that I got a bad car.

Writer states:

1. I'm sorry that you are having problems with your car.
2. I can assist you in getting the vehicle repaired.
3. I can follow up with your dealership and ensure that they are getting any technical assistance that they need from Kia.
4. Provided that the right people are involved, you should not have to keep taking the car in for the same thing.

Customer states:

1. They told me that they already got technical assistance from Kia.
2. I have to go.
3. I will call you back.

\*\*\* PHONE LOG 11/22/2004 02:42 PM JProkopp Action Type:Outgoing call

Writer contacted Spokane Kia and spoke with the service manager Brian.

Brian states:

1. The customer has had recurring issues with the *door locks* and the windows.
2. We replace parts and she continues to have problems later on.
3. We've been in touch with the tech line and the dpsmt about this.
4. I explained to the customer that she needs to take the vehicle back in if it's still having problems.
5. She wanted to talk to you first.

\*\*\* PHONE LOG 11/22/2004 02:48 PM JProkopp Action Type:Outgoing call

Writer contacted RLindergren.

RLindergren states:

1. At this point in time, the dealer should fill out a multiple repair sheet and send it to the region for FTR assistance.
2. I will get in touch with Brian and review this with him.
3. When the customer calls you back, you can advise her that the dealer will be getting technical assistance from Kia.

\*\*\* PHONE LOG 11/22/2004 04:23 PM TMorales Action Type:Incoming call

Cust. stated:

1. Called earlier and spoke to someone about this

Writer advised cust:

1. Read case notes to cust; the dlr will be called by the factory rep to set up FTR schedule to come out
2. KIA stands behind the warranty and will fix any mfr defects

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 OPTIMA LX</b> KNAGD126715 [REDACTED]	<b>Case Number</b> K396101	<b>Mileage</b> 52,196
<b>City, WA</b> [REDACTED]		<b>Prod. Date:</b> 2/1/01	<b>Dealer:</b> WA024 Spokane Kia	

**Cust stated:**

1. What happens if the veh will have the same problems
2. What if the cust got a lemon
3. What about the problem continuing after the warranty expires
4. Where can the cust write to above the writer's head; the cust always gets the same answer; that KIA stands behind the warranty

**Writer advised cust:**

1. Kia will fix mfr defects for 5/60 LBW, 10/100 PTW for the terms stated; after the terms of the warranty KIA will not be responsible for the repairs
2. Provided cust w/ KIA Irvine address

\*\*\* CASE CLOSE 11/23/2004 12:31 PM JProkopp

\*\*\* PHONE LOG 11/29/2004 03:59 PM US Mountain Standard Time RHall Action Type:incoming call  
[REDACTED] CALLED

- 1 I FEEL REALLY UNSAFE W/ THIS VEH
- 2 I WANTED TO TRADE IT IN AND GET SOMETHING THAT WORKS BETTER
- 3 WENT TO DRLSHP AND THEY OFFERED ME \$4000 ON MY \$9200 LOAN
- 4 I WANT TO KNOW IF THERE IS ANYTHING KMA CAN OFFER FOR ASST W/ TRADEIN VALUE OR DEAL BEC OF PROBS I HAVE HAD
- 5 I WANT TO TALK TO THE PERSON I WAS BEFORE

**WRITER**

- 1 KMA DOESNT SELL VEH, REF CUST TO DLRSHP FOR SALES ISSUES
- 2 TRANF CUST TO JOSH VM

\*\*\* PHONE LOG 11/30/2004 07:21 AM JProkopp Action Type:incoming call  
Writer received message from Carey Sicilia requesting call back.

\*\*\* PHONE LOG 11/30/2004 01:55 PM JProkopp Action Type:Outgoing call  
Writer contacted customer.

**Customer states:**

1. I'm tired of taking this car in for the same things.
2. My dealer wanted to give me a 6 year loan to trade into another Kia.
3. They didn't have a like model car to put me in.
4. I'm going to keep the vehicle and trade it in for a different brand name vehicle.
5. I'm also going to call the AG's office.
6. This vehicle qualifies under the lemon law because it's been repair so many times for the same things.

**Writer states:**

1. I'm sorry that you feel that way.
2. I can assist you in warranty related issues.
3. It is up to the dealer what they want to give you in trade.
4. Should you have any further issues, I can assist you in getting the vehicle fixed.
5. I will note your concerns and let the appropriate people know what your intentions are.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12671 [REDACTED]	K396101	52,196
Name, W	PH	Prod. Date: 2/1/01	Dealer: WA024 Spokane Kia	

\*\*\* NOTES 11/30/2004 01:57 PM JProkopp Action Type:Manager review  
Writer forwarding to region for review.  
Customer has recurring door lock and window problems (currently vehicle is repaired).  
Customer no longer wants the vehicle.  
Customer states that she will be pursuing the lemon law.

\*\*\* PHONE LOG 12/03/2004 03:12 PM Pacific Daylight Time LOmalley Action Type:Outgoing call  
Writer called customer left message to call back

\*\*\* PHONE LOG 12/10/2004 04:47 PM Pacific Daylight Time LOmalley Action Type:Outgoing call  
Writer called customer left message to call back

\*\*\* CASE CLOSE 12/10/2004 04:51 PM Pacific Daylight Time LOmalley

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 09:47:32  
 Dealer: WA024 R/O #: 14052 Claim #: C 02 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 9/16/2002 9/18/2002 VIN: KNAGD126715 Optima(01-)  
 Retail Date: 8/19/2001 Mileage: 17,751 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C06 BROKEN, SPLIT, TORN  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: WA0244720 TN: WA0247889 PWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 72.31  
 LCnt: ACTUATOR -FR DR LOC RecDt: 9/23/2002 SysCd: N Labr Amt: 39.23  
 Primary Labor: 81310R00 Hours: .6 IfDt: 9/23/2002  
 LRat: 65.39 Door Latch Assy  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	72.31	.6	39.23	.00	111.54
Credited	72.31	.6	39.23	.00	111.54

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :



WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 09:48:32  
 Dealer: WA024 R/O #: 16101 Claim #: A 03 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 1/29/2003 1/31/2003 VIN: KNAGD126719 Optima(01-)  
 Retail Date: 8/19/2001 Mileage: 23,123 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C06 BROKEN, SPLIT, TORN  
 C/F/Name: Cust L/Name: Notes: Y  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Reub: SW; WA0242328 TN: WA0249865 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Type: Addl: Part Amt: 41.79  
 LCnt: LATCH ASSY-FR DR LH RecDt: 2/04/2003 SysCd: N Add'l Amt:  
 Primary Labor: 81310R00 Hours: .6 Type: X Addl: .5 Labr Amt: 41.40  
 LRat: 69.00 Door Latch Assy IfDt: 2/04/2003 Add'l Amt: 34.50  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	<u>Part</u>	<u>Hour</u>	<u>Labor</u>	<u>Sublet</u>	<u>Total</u>
Claimed:	41.79	1.1	75.90	.00	117.69
Credited	41.79	1.1	75.90	.00	117.69

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

WSC069I 878CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 09:49:15  
 Dealer: WA024 R/O #: 29542 Claim #: A 04 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 11/15/2004 11/15/2004 VIN: KNAGD126715 Optima(01-)  
 Retail Date: 8/19/2001 Mileage: 51,810 Visiting: Status: A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C06 BROKEN, SPLIT, TORN  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: WA0240909 TN: WA0241019 PWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 42.63  
 LCnt: 1 ACTUATOR -FR DR LOC RecDt: 11/16/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labor Amt: 27.60  
 LRat: 69.00 Door Latch Assy IfDt: 11/16/2004  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount  
 1 81310 3C000 1.0 23.52  
 LATCH ASSY-FR DR LH  
 2

	Part	Hour	Labor	Sublet	Total
Claimed:	66.15	.4	27.60	.00	93.75
Credited	66.15	.4	27.60	.00	93.75

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry  
 Message :

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 09:49:38  
 Dealer: WA024 R/O #: 29924 Claim #: A 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 11/29/2004 12/01/2004 VIN: KNAGD12671 Optima(01-)  
 Retail Date: 8/19/2001 Mileage: 52,454 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C15 POOR CONTACT

Cust F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: WA0240909 TN: WA0247889 PWAs: Scan:  
 Causal Pt: 95750 3C000 Qty: 1 Part Amt: 72.17  
 LCnt: 4 ACTUATOR -FR DR LOC RecDt: 12/02/2004 SysCd: Y  
 Primary Labor: 67960R00 Hours: .2 Labr Amt: 13.80  
 LRat: 69.00 Door Lock Relay IfDt: 12/02/2004

Seq	Part#	Labor Op	Qty/Hrs	Type	Add'l	Part Amt	Labor Amt	Sublet	Amount
1	81310R00		.4				27.60		
	Door Latch Assy(Front), R&R, One Si								
2	58361R00		.4				27.60		
	Door Lock Controller(Front), R&R, 0								

	Part	Hour	Labor	Sublet	Total
Claimed:	321.72	1.0	69.00	.00	390.72
Credited	321.72	1.0	69.00	.00	390.72

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b>	<b>First name</b>	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126315 [REDACTED]	K388820	55,000
Corport, N	[REDACTED]	Prod. Date: 5/29/01	Dealer: NY059 Pehler Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 11/03/2004 06:07 AM US Mountain Standard Time YLabarca  
CUSTOMER STATES  
1 GOT A LETTER A WHILE AGO STATING I GOT EXT ON THIS VEHICLE  
2 THE VEHICLE IS AT THE DLR NOW AND THEY ARE SAYING THAT ONLY HAS 5/60  
3 CAN YOU CALL THEM TO LET THEM KNOW  
4 THE SVC MGR TOLD ME THAT NOT COVERED  
5 THIS IS THE 4TH TIME WE BROUGHT IN FOR LOCKS  
6 UPSET THAT HAVE TO KEEP TAKING INTO THE DLR FOR THIS  
7 THEY ARE TELLING ME THAT ITS A BAD SWITCH

WRITER STATES

1 APOLOGIZED  
2 NO RECALLS  
3 ADV WILL CALL THE DLR AND CALL HIM BACK  
4 ADV THAT THERE IS AN EXT ON THE LBW TILL 10/27/2007 OR 72,000 MILES  
5 ADV WILL CALL THE DLR TO LET THEM KNOW ABOUT THE WARRANTY

CUSTOMER THANKED WRITER

\*\*\* PHONE LOG 11/03/2004 06:18 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED DLR AND SPOKE TO BOB THE SVC MGR

BOB STATES

1 IVE HAD NO CONTACT WITH THIS CUSTOMER  
2 I WILL CHECK THE DCS SYSTEM TO CONFIRM EXT ON THE LBW  
3 THIS VEHICLE HAS NOT BEEN IN FOR THE *DOOR LOCKS*

WRITER THANKED BOB

\*\*\* PHONE LOG 11/03/2004 06:23 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
WRITER CALLED [REDACTED] AT HIS WORK AND LEFT A VM MSG

WRITER STATES

1 PLS CALL ME BACK  
2 ADV OF MY NAME NUMBER EXT AND CASE NUMBER

\*\*\* PHONE LOG 11/03/2004 07:14 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
CUSTOMER CALLED

WRITER STATES

1 I DID INFORM THE THE DLR ABOUT THE EXT ON THE WARRANTY AND IS AWARE

CUSTOMER THANKED WRITER

\*\*\* CASE CLOSE 11/03/2004 07:14 AM US Mountain Standard Time YLabarca

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKRO69I WOODS Warranty Claim Inquiry WKR200 A / Y 09:54:37  
 Dealer: NY023 R/O #: 40487 Claim #: 4 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cl): 3/22/2004 3/25/2004 VIN: KNAGD126319 Optima(01-)  
 Retail Date: 10/26/2001 Mileage: 48,413 Visiting: Status:A/B / R  
 Cond. Cd: N29 SOUEAKING, SOUEALING, AB Cause Cd: C03 CRACKED, SCARRED (e.g. CU  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: NY0235736 TN: NY0231269 PWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 50.68  
 LCnt: 1 ACTUATOR -FR DR LOC RecDt: 3/25/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 28.18  
 LRat: 70.45 Door Latch Assy IfDt: 3/25/2004  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1 81310 3C000 1.0 23.52  
 LATCH ASSY-FR DR LH

2

	Part	Hour	Labor	Sublet	Total
Claimed:	74.20	.4	28.18	.00	102.38
Credited	74.20	.4	28.18	.00	102.38

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry

Message :

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126515 [REDACTED]	K369200	19,000
[REDACTED] body, MA	[REDACTED] PH [REDACTED]	Prod. Date: 3/15/01	Dealer: MA007 Herb Chambers Kia of [REDACTED]	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/27/2004 09:50 AM Pacific Daylight Time OSprague

1. NCA Received letter - Customer states
2. This is the 3rd time I have returned my vehicle to the dealer because the locking system.
3. The doors do not unlock with the key pad
4. It only unlocks the drivers side
5. Button on drivers door does not unlock the doors, but does lock them
6. I have been locked in the vehicle twice when it locks automatically.
7. I am putting this on notice as the vehicle has gone in more than once for this reason.

\*\*\* NOTES 09/27/2004 12:26 PM Pacific Daylight Time OSprague Action Type:Manager review  
Case Dispatched to Call Center for customer contact

\*\*\* PHONE LOG 09/28/2004 05:17 AM US Mountain Standard Time BGauldin Action Type:Outgoing call  
writer called customer:

1. responding to the customer's concern given thru e-mail ;ask if the customer's issues been resolved.
2. ask if customer knew the parts ordered.
3. ask who customer was speaking with.
4. what writer can do is find when the parts are due.
5. would like customer to call if the issue arises again after the parts installed.
6. customer may call for any concerns, provided case # and writer information.
7. thanked customer for contacting KIA

customer stated:

1. took to dealership last week.
2. some parts were ordered.
3. this was the third time but thought this was the key pad.
4. speaking with SM Richard.
5. took writer information and case number.
6. will call when the repair is completed or for any further issues.

\*\*\* NOTES 09/28/2004 05:17 AM US Mountain Standard Time BGauldin Action Type:Manager review  
CORRECTION - LETTER SENT AND NOT E-MAIL

\*\*\* PHONE LOG 09/28/2004 05:27 AM US Mountain Standard Time BGauldin Action Type:Outgoing call  
writer called the SM Richard:

1. ask about the customer's vehicle.
2. ask when parts expected.
3. ask if the DPSM had been notified.

\*\*\* NOTES 09/28/2004 06:20 AM US Mountain Standard Time BGauldin Action Type:Manager review  
SM Richard stated:

1. parts have been ordered ( stock) and not expected later in week.
2. have not notified 3rd time to DPSM.
3. vehicle should be repaired early next week, dependent on time parts arrive.

**Kia Motors America  
Consumer Affairs Department**

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Last Name	First Name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126515 [REDACTED]	K369200	19,000
[REDACTED] body, MA	[REDACTED]	Prod. Date: 3/15/01	Dealer: MA007 Herb Chambers Kia of	

\*\*\* PHONE LOG 09/28/2004 06:27 AM US Mountain Standard Time BGauldin Action Type:Outgoing call  
writer left VM for DPSM:  
1. related case.  
2. letter sent to NCA  
3. 3rd time at dealership and parts ordered stock.  
4. for your perusal.  
5. gave case # and writer extension.

\*\*\* NOTES 09/28/2004 07:25 AM US Mountain Standard Time BGauldin Action Type:Manager review  
NOTE: dealership knew about the SC034 and SC036

\*\*\* PHONE LOG 09/29/2004 11:17 AM US Mountain Standard Time BGauldin Action Type:Outgoing call  
writer called DPSM K Domingues:  
1. regarding call on the customer's 3rd concern on locking issue.  
2. sending to RCAA for information.  
3. e-mailing DPSM

DPSM KDomingues stated:

1. received call last night and contact SM Richard about 7 PM
2. ask if the SM was not familiar with guide line, which in fact know SM is aware.
3. the SM is to call DPSM and keep DPSM in loop of repair.
4. can go ahead and send to the region and email

writer sending to Region:

1. 3rd time repair.
2. issue not resolved as yet but parts ordered.
3. customer concerned safe issue.

[<For Internal Use Only

certified letter received in NCA>]

\*\*\* EMAIL OUT \_ BGauldin Action Type:External email

Send to:[kdomingues@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOELCA\_Attachments\SendHistory\Case\_K369200\_BGauldin\_09-29-2004122726.doc>>

\*\*\* FORWARD 09/30/2004 05:15 AM Pacific Daylight Time DNealis

\*\*\* NOTES 10/06/2004 03:30 PM Eastern Daylight Time DNealis Action Type:Manager review

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126515 [REDACTED]	K369200	19,000
[REDACTED] body, MA 01960, PH: 9785315692		Prod. Date: 3/15/01	Dealer: MA007 Herb Chambers Kia of	

Writer called the customer:

1. Writer states I haven't had a chance to look over your letter and fully review it.
2. W/s I am calling just to let you know that I am handling your file at this point and give you my name and number and I will get back to you tomorrow.
3. C/s ok great thanks

\*\*\* NOTES 10/07/2004 02:01 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer:

1. Writer states I rec'd your letter and I need to get some more info about the *door locks*.
2. W/s does it happen all of the time?
3. C/s no it happens sometimes not all of the time.
4. C/s I took it to the dealer and the dealer ordered a part for the vehicle and the part has been in yet and I just called them yesterday and it isn't in yet.
5. W/s when the part is in give me a call and I will make sure the *door locks* are repaired.
6. C/s I will no problem thank you for calling.

\*\*\* CASE CLOSE 10/07/2004 02:02 PM Eastern Daylight Time DNealis



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126X15 [REDACTED]	K347944	48,295
[REDACTED], C [REDACTED]		Prod. Date: 2/20/01	Dealer: SC003 Stokes Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/05/2004 06:00 AM SCook

Writer left vm for customer:

1. Responding to vm you left in our offices.
2. Provided 800#, name and ext. Case#.

\*\*\* CASE CLOSE 08/05/2004 06:00 AM SCook

Pending contact.

\*\*\* PHONE LOG 08/06/2004 08:34 AM ATafoya Action Type:Incoming call

Erica Cruz stated:

1. Req to speak w/Sean.
- Writer transferred to Sean's vm

\*\*\* PHONE LOG 08/06/2004 09:58 AM SCook Action Type:Outgoing call

Writer phoned customer:

Caller stated:

1. Since I bought veh, when I turn on AC thermostat goes up. Veh doesnt over heat.
2. Have taken veh in 4-5 times for this problem.
3. Whenever I put the key in the door and turn the key to unlock the doors it takes 2-3 attempts.
4. Have to play with locks to get in, and also to allow the passenger door to open.
5. Have taken veh in a few times for lock problem also.
6. Have family members with Kias, their Kia's dont have this problem.
7. Warranty will run out soon.
8. Concerned about paying for repairs, taking time off work to get vehicle repaired.
9. Have to lose a day's work. Getting frustrated dealing with the same issues.
10. Have been in so many times, mechanics there know me by name.
11. Tried to trade veh in, but I'm upside down. Dealer advised to contact Kia regarding problem.
12. Have continually worked with Robert on many occasions.

Writer stated:

1. Updated record.
2. Understand your frustration.
3. Explained Kia's obligation is to repair veh to terms of warranty.
4. If you can make appt, can ensure right persons/resources available to assist in repair.
5. Dealer's not owned by Kia, we must create our opportunities to get involved.
6. You have case#, name and ext.
7. When convenient and you can make appt, call and let us know when dealer will have veh in their possession.

Caller stated:

1. Veh doesnt actually over heat, dealer just says that it's too sensitive. (thermostat sensor).
2. How will I know when the car is over heating?
3. They told me to call Kia and make the problem known to you.
4. Will call [REDACTED] on Monday and make appt.
5. Will contact you and let you know. Thanks for your cooperation.

\*\*\* NOTES 08/06/2004 09:59 AM SCook Action Type:Manager review

\*\*\*AS400, 4/02-Thermostat, 7/02, Coolant Temp Sensor, 10/02 and 12/02 Regulator\*\*\*

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126X15 [REDACTED]	K347944	48,295
CA	PH: 8433 [REDACTED]	Prod. Date: 2/20/01	Dealer: SC003 Stokes Kia	

\*\*\* PHONE LOG 08/06/2004 10:10 AM SCook Action Type:Outgoing call

Writer phoned dealer, spoke to Robert (svc mgr).

Robert stated:

1. TSB from Kia to correct electrical current flow.
2. Customer states veh runs hot according to guage. Replaced Temp sensor. (7/02).
3. Last visit was 5/3/04, not mention of guage problems.
4. Never made mention of concern with *door locks*.
5. If/when she comes in, we'll be here for her. Understand her concern as warranty is about to run out.

Writer stated:

1. Advise her to make appt.
2. I'll follow up when she does, thanks Robert. Have a good day.

\*\*\* CASE CLOSE 08/06/2004 10:10 AM SCook

Pending contact from customer and dir appt.

\*\*\* PHONE LOG 08/10/2004 01:25 PM SCook Action Type:Incoming call

Writer received vm from customer:

Caller stated:

1. Have appt tomorrow morning with dealer.
2. Told them about *locks* and the thermostat.
3. Dont have case# available.

\*\*\* PHONE LOG 08/10/2004 01:28 PM SCook Action Type:Outgoing call

Writer left vm for customer:

1. Received your message regarding your appt tomorrow.
2. Will follow up with Robert.
3. Provided case#, contact me with any questions.

\*\*\* PHONE LOG 08/11/2004 07:24 AM SCook Action Type:Outgoing call

Writer phoned dealer, spoke to Robert (svc mgr).

Robert stated:

1. Replacing all electrical items related to *door locks* on both sides.
2. Doing a TSB on the thermostat.

Writer stated:

1. Customer unable to use thermostat guage, shows hot when veh isnt overheating.

Robert stated:

1. Thermostat is just a mls reading. TSB should take care of it.

Writer stated:

1. Thanks Robert.

\*\*\* PHONE LOG 08/11/2004 09:39 AM SCook Action Type:Outgoing call

**Kia Motors America  
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA LX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD126X1 [REDACTED]	K347944	48,295
A. C.	PH [REDACTED]	Prod. Date: 2/20/01	Dealer: SC003 Stokes Kia	

Writer phoned customer:

Writer stated:

1. Spoke to svc mgr.
2. Dealer replacing all electrical parts related to your *door locks* on both sides of veh.
3. They have information that they believe will correct thermostat issue.

Caller stated:

1. They gave me a courtesy car, I was real pleased with that.
2. Robert told me he wanted to keep the car until tomorrow.
3. I appreciate your help, and you calling. Talk to you soon.

\*\*\* CASE CLOSE 08/11/2004 09:40 AM SCook  
Closed pending contact.

**Kia Motors America  
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA LX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD126415 [REDACTED]	K377633	56,000
<u>ODSCROSS, UT</u>	<u>PH</u>	<u>Prod. Dats: 11/15/00</u>	<u>Dealer:</u>	

Case History

Inquiry Warranty Info

\*\*\* PHONE LOG 10/14/2004 12:27 PM WNoonan

CUSTOMER STATED:

1. ARE THE *DOOR LOCKS* COVERED UNDER WARRANTY?

WRITER STATED:

1. THE PARTS ARE COVERED FOR THE BLW UP TO 5/60K.

2. THE WARRANTY COVERS MANUFACTURING DEFECTS AND THE DEALER WOULD HAVE TO LOOK AT THE PROBLEM.

3. NO RECALLS.

\*\*\* CASE CLOSE 10/14/2004 12:27 PM WNoonan

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / N 09:59:52  
 Dealer: CA120 R/O #: 16124 Claim #: A 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Opn/Cls): 10/29/2004 10/29/2004 VIN: KNAGD126415 Optima(01-)  
 Retail Date: 4/30/2001 Mileage: 56,810 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: CA1206818 TN: CA1207141 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Part Amt: 23.52  
 LCnt: 1 LATCH ASSY-FR DR LH RecDt: 11/04/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 39.20  
 LRat: 98.00 Door Latch Assy IEDt: 11/04/2004  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1 14929 42015 1.0 1.12

CLIP-ROD

2

	Part	Hour	Labor	Sublet	Total
Claimed:	24.64	.4	39.20	.00	63.84
Credited	24.64	.4	39.20	.00	63.84

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD124915 [REDACTED]	K407389	61,000
[REDACTED], MS	[REDACTED] PH [REDACTED]	Prod. Date: 2/27/01	Dealer: MS005 Johnson Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 12/29/2004 10:05 AM DZigabarra

Caller (Ms. Adcock-daughter) stated;

1. Have had problems with car since bought, different concerns.
2. Evertime car is in dealer/Johnson Kia, they have it for 2-3 weeks.
3. Took to DNW Tires, and told wheel bearings are falling off, didn't have them repair.
4. Took back to kia dealer, for concern and for:  
CEL, no gas for acceleration.  
Door lock concern.  
And window concern.
5. No car given each time, since they don't have.
6. Called dealer today, and told part (unsure of part) came in but would have repaired by tomorrow.

Writer stated;

1. Sorry for concern.
2. Updated, no recalls.
3. Will document complaint.
4. Can go to another kia dealer in future; caller stated;
5. Hopefully they'll have car ready for you tomorrow.
6. If you need further assistance, provided case number.

Caller stated;

1. Thank you.

\*\*\* CASE CLOSE 12/29/2004 10:05 AM DZigabarra

Case closed pending customer call back.

WSC069I 978CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKRO69I WOODS Warranty Claim Inquiry WKR200 C / Y 10:02:31  
 Dealer: MS005 R/O #: 74861 Claim #: 1 02 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 8/28/2002 8/29/2002 VIN: KNAGD12491 Optima(01-)  
 Retail Date: 9/24/2001 Mileage: 23,599 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C06 BROKEN, SPLIT, TORN  
 C/F/Name: not found Cust L/Name: not found Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: 587547089 TN: PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Part Amt: 41.79  
 LCnt: LATCH ASSY-FR DR LH RecDt: 8/29/2002 SysCd: N  
 Primary Labor: 81310R00 Hours: .6 Labr Amt: 34.80  
 LRat: 58.00 Door Latch Assy IfDt: 8/29/2002  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	<u>Part</u>	<u>Hour</u>	<u>Labor</u>	<u>Sublet</u>	<u>Total</u>
Claimed:	41.79	.6	34.80	.00	76.59
Credited	41.79	.6	34.80	.00	76.59

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry  
 Message :

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126215 [REDACTED]	K391904	0
[REDACTED]	[REDACTED]	Prod. Date: 5/21/01	Dealer: FL039 Lokey Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 11/10/2004 02:07 PM Pacific Daylight Time OSprungue

1. NCA Received letter sent to Lokey Kia - Customer states
2. A week prior to 10/12/04 I brought my vehicle in for repairs
3. the door locks don't unlock automatically with the key, nor by hand on all doors except drivers side
4. It's been like this over a year because of the way the repair was avoided by your team.
5. Letter attached to case
6. Case Dispatched to Call Center for customer contact

\*\*\* PHONE LOG 11/11/2004 01:37 PM MEstrella Action Type:Outgoing call

CALLED DEALER, Lokey Kia

1. SPOKE TO NATE IN SVC
2. ADVISED OF CSUTOMERS LETTER SENT TO OUR NCA OFFICE

NATE STATES: WE ARE AWARE OF THE LETTER

1. THE ISSUE IS RESOLVED . HIS CAR WAS FXED LAST SAT
2. HE CAME IN A YR AGO, AND WE ORDERED THE PART FOR HIS CAR
3. HE WAS NOTIFIED THAT PART WAS IN BUT HER WAS TOO BUSY TO COME IN FOR APP. HE SAID HAD NO TIME AT THE TIME
4. PARTS SAT AND WAS /SENT BACK OR USED
5. 8 MONTHS LATER HE CALLED WANTING TO KNOW IF PART WAS IN
6. WAS NOT IN HAD TO HAVE CAR AND ORDER PART AGAIN
7. THEN WAS ON A BACKORDER FOR A BRIEF PERIOD OF TIME. WE CALLED HIM AND NOTIFIED
8. WE GAVE HIM A LOANER CAR AND WAS DONE THIS PAST SAT

\*\*\* PHONE LOG 11/11/2004 02:29 PM MEstrella Action Type:Outgoing call

CALLED CUSTOMER

1. LEFT VM W/ INFO, CASE # NAME AND XT FOR CB

\*\*\* CASE CLOSE 11/16/2004 06:11 AM MEstrella

CLOSED PENDING CB IF NEEDED - VEH REPAIRED



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126615 [REDACTED]	K374968	59,300
Model, PA		Prod. Date: 6/5/01	Dealer: PA062 McCafferty Kia of	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/11/2004 12:55 PM US Mountain Standard Time TShamburger  
customer Edston Detrich called

1. the dlr had looked at veh because my door lock me in the veh
2. i have to open the window and pull the outside handle to open the door
3. the dlr had veh for 7 hours today and they said the door open and closed like it should
4. but i just picked up veh and it did it to me at store, how can the dlr not get veh to react wrt states?

1. im sorry but veh has to react for dlr for them to diagnose the veh and repair it
  2. advise cust to have veh do it for dlr service dept
  3. the dlr just cant change out parts.
- cust thanked wrt call ended ..

\*\*\* CASE CLOSE 10/11/2004 12:55 PM US Mountain Standard Time TShamburger

**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
		KNAGD126415	K373181	42,000
Dorchester, MA 01605, PH: 5087910169		Prod. Date: 10/25/00	Dealer: MA015 Ragsdale Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 10/07/2004 09:07 AM US Mountain Standard Time YLaharca  
CUSTOMER STATES

- 1 IVE HAD PROBLEMS
- 2 THEY DONT MARK DOWN WHAT IS WRONG WITH MY VEHICLE
- 3 THE TRAC GOES OFF THE WINDOW
- 4 SPOKE TO MICHAEL AND ADV SHOULD BRING THE VEHICLE IN WHEN THE PROBLEM IS HAPPENING
- 5 THE LOCKS AUTOMATICALLY LOCK ME OUT OF MY CAR
- 6 TILL THIS DAY ITS STILL NOT WORKING
- 7 THE CEL IS ON, THE DOOR LOCKS, THE DRIVER SIDE WINDOW
- 8 THEY ARE WAITING FOR THE PARTS FOR THE CEL
- 9 IM SUPPOSED TO BRING THE CAR BACK WHEN IT IS HAVING A PROBLEM WITH THE WINDOW
- 10 I THINK ITS RIDICULOUS THE PRICE I PAID FOR THE BULB
- 11 THEY DIDNT TELL ME THAT IT WOULD COST SO MUCH FOR THE BULB

WRITER STATES

- 1 APOLOGIZED
- 2 RECALL SC020
- 3 ADV THAT IF THE PROBLEM CANNOT BE DUPLICATED THEN THERE IS NOTHING TO BE FIXED
- 4 ASKED TO HOLD WHILE I CALL THE DLR

\*\*\* PHONE LOG 10/07/2004 09:13 AM US Mountain Standard Time YLaharca Action Type:Outgoing call  
WRITER CALLED DLR AND LEFT A MSG WITH JEFF FOR SVC MGR MIKE SOBELESKI

WRITER STATES

- 1 ADV OF NAME NUMBER EXT AND CUSTOMER INFO
- 2 ADV TO CALL ME BACK

\*\*\* PHONE LOG 10/08/2004 08:15 AM US Mountain Standard Time YLaharca Action Type:Outgoing call  
WRITER CALLED DLR AND SPOKE TO MIKE THE SVC MGR

MIKE STATES

- 1 WE TOLD THE CUSTOMER TO BRING THE CAR IN SO WE CAN CHECK IT OUT FOR HER
- 2 WE DONT HAVE ANY PARTS ON ORDER FOR HER
- 3 JUST HAVE HER CALL US FOR AN APPT

\*\*\* PHONE LOG 10/08/2004 08:30 AM US Mountain Standard Time YLaharca Action Type:Outgoing call  
WRITER CALLED CUSTOMER

WRITER STATES

- 1 ADV OF WHAT MIKE STATED

CUSTOMER STATES

- 1 I HAVE PAPERWORK STATING THAT PARTS ARE ON ORDER FOR MY VEHICLE

WRITER ASKED CUSTOMER TO HOLD WHILE I GET SVC MGR MIKE ON THE LINE  
CONFERENCED MIKE IN WITH CUSTOMER AND MYSELF

MIKE STATES

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12641 [REDACTED]	K373181	42,000
[REDACTED] center, MA	PH: [REDACTED]	Prod. Date: 10/25/00	Dealer: MA015 Ragsdale Kia	

- 1 I DIDNT LOOK FAR DOWN ENOUGH TO SEE THAT WE HAVE A SEAT BACK FOR THE AIR BAGS AND *DOOR* LATCH ACTUATOR ON ORDER FOR THE VEHICLE
- 2 WE HAVE THE *DOOR* LATCH ACTUATOR BUT WAITING FOR THE SEAT BACK
- 3 WE CAN LOOK AT THE CEL WHEN WE HAVE ALL THE PARTS IN FOR YOUR VEHICLE
- 4 I WILL CALL YOU WHEN WE RECEIVE THE SEAT BACK

MIKE DISCONNECTED  
WRITER GOT BACK TO CUSTOMER  
WRITER STATES  
1 ADV OF MY EXT  
2 ADV CUSTOMER TO CALL ME IF SHE HAS ANY MORE CONCERNS

CUSTOMER THANKED WRITER

\*\*\* CASE CLOSE 10/08/2004 09:31 AM US Mountain Standard Time YLbarca

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126015 [REDACTED]	K370450	23,499
		Prod. Date: 5/22/01	Dealer:	

**Case History**

**Inquiry Operations**

\*\*\* PHONE LOG 09/30/2004 05:53 AM US Mountain Standard Time TShamburger

Customer Sheria Douglas

1. my door keeps locking me back in and i cant get out
2. how do i get back out

wrt states

1. advise cust to use the manual lock
2. advise cust this happen more, have veh chkd.
3. no recalls

4 update system

cust thankd wrt.

\*\*\* CASE CLOSE 09/30/2004 05:53 AM US Mountain Standard Time TShamburger

**Kia Motors America**  
**Consumer Affairs Department**

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<b>Last Name</b> [REDACTED]	<b>First Name</b> [REDACTED]	<b>VIN of 2001 OPTIMA LX</b> KNAGD12601[REDACTED]	<b>Case Number</b> K349495	<b>Mileage</b> 61,411
<b>City, GA</b> [REDACTED]	<b>PH:</b> [REDACTED]	<b>Prod. Date:</b> 1/6/01	<b>Dealer:</b> GA055 Kia Country of Savannah	

**Case History**

**Complaint Repair Assistance**

\*\*\* PHONE LOG 08/09/2004 11:42 AM JCook

Customer Stated:

1. Bought vehicle used originally.
2. Says he has been having a constant CEL problem with his vehicle.
3. Says he just got the vehicle out of the shop for this again, and he is now having a problem with his power locks again.
4. Says they keep locking and unlocking by themselves.
5. The dealer told him that his 60,000 mile warranty has expired, but he has been having these problems for awhile.
6. Says he feels this should be covered.

—Writer advised customer:

1. Apologized for situation.
2. Advised that his 5yr/60k has expired on the vehicle.
3. Advised that we are going to put him on hold while we call the dealer.

—Writer called and spoke to Brad (Svc. Mgr @ Ga055) who stated:

1. That this customer bought this vehicle used earlier this year with over 45,000 miles.
2. Says he has been in a few times for the CEL, and it came back in today, and it looks as if all the codes were not cleared out of the computer last time.
3. Says the customer is having a lock problem and need a new relay and latch.
4. Asked Brad if he could contact his Kia Rep Clyde Teasley to see if he could offer any assistance to the customer, but we will make no guarantees.
5. Brad says he already has a call into him about this, and he says he will let the customer know.

—Writer advised customer:

1. That we spoke with the Svc. Mgr Brad.
2. Advised that he did state that he needed a new relay and latch for his locking system.
3. Advised since he is out of warranty, the Svc. Mgr is going to call his Kia rep about possible assistance with this repair, but writer made no guarantees.
4. Advised that whatever decision is made is final, and cannot be overturned.
5. Advised that we will document his concerns on file.
6. Updated file with all new owner info, and verified that there are no open recalls.

\*\*\* CASE CLOSE 08/09/2004 11:42 AM JCook

\*\*\* PHONE LOG 08/27/2004 07:13 AM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED INCOMING CALL FROM CUSTOMER.

CUSTOMER STATED:

1. WHEN I HAD THE VEHICLE AT THE DEALER ON THE 9TH, SOMEONE WAS SUPPOSED TO LOOK INTO COVERING THE **DOOR LOCK** PROBLEM I HAVE AND CORRECTING THE CEL CONCERN.
2. THEY SUPPOSEDLY FIXED THE CEL PROBLEM, BUT IT CAME BACK ON 4 DAYS AFTER LEAVING THE DEALER AND NO ONE GOT BACK TO ME TELLING ME ABOUT THE **DOOR LOCKS**.
3. WHEN I CALLED THE DEALER LATER THEY SAID THAT SOMEONE HAD DECLINED IT.
4. I NEED SOME HELP WITH THE REPAIRS.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL LOOK INTO THE SITUATION AND CALL YOU BACK.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126015 [REDACTED]	K349495	61,411
[REDACTED]	[REDACTED]	Prod. Date: 1/6/01	Dealer: GA055 Kia Country of Savannah	

\*\*\* PHONE LOG 08/27/2004 07:16 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Kia Country of Savannah AND SPOKE WITH BRAD, SERVICE MANAGER.  
BRAD STATED:

1. THIS VEHICLE HAS BEEN IN HERE NUMEROUS TIMES FOR THE CEL.
2. WE HAVE HAD MISFIRE CODES, REV LIMITER, CRANK SHAFT SENSOR BLADES.....
3. WHEN HE WAS HERE LAST TIME WE COVERED THE REPAIRS TO THE CEL UNDER WARRANTY.
4. CLYDE DECLINED THE REPAIR ON THE *DOOR LOCKS*.
5. HE DOES NO MAINTENANCE HERE AND HAD MISSED 2 APPOINTMENTS.
6. LAST TIME THE VEHICLE WAS HERE IT HAS 60334 MILES ON IT.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 08/27/2004 01:07 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CLYDE TEASLEY, DPSM - ON VACATION.

\*\*\* PHONE LOG 08/27/2004 01:09 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED LESLIE MOORE AND LEFT VM REQUESTING CALL BACK.

\*\*\* PHONE LOG 08/30/2004 10:08 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED LESLIE MOORE AND EXPLAINED SITUATION WITH THE *DOOR LOCKS*.

LESLIE STATED:

1. CLYDE WILL BE IN HERE TOMORROW AND I WILL TALK TO HIM ABOUT THIS.
2. CALL ME BACK TOMORROW.

\*\*\* PHONE LOG 08/30/2004 02:58 PM Eastern Daylight Time LMoore Action Type:Outgoing call  
Called Wes at KCC, no msg. 1/v/m declining repairs to *door locks*

\*\*\* PHONE LOG 08/30/2004 11:25 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM LESLIE MOORE.

LESLIE STATED:

1. WE ARE NOT GOING TO COVER THE REPAIRS FOR THE *LOCKS*.
2. IT IS OUTSIDE THE WARRANTY.
3. THE CUSTOMER DOES NO MAINTENANCE AT THE DEALER.

\*\*\* PHONE LOG 08/30/2004 11:30 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. THE KIA REP HAS NOT APPROVED THE *DOOR LOCK* REPAIR, THE VEHICLE IS OUT SIDE OF WARRANTY.

CUSTOMER STATED:

1. THE VEHICLE IS GOING BACK TO THE DEALER ON THURSDAY FOR THE CEL.

WRITER STATED:

1. WE WILL FOLLOW UP WITH THE DEALER ON THE CEL REPAIR.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA LX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD126015 [REDACTED]	K349495	61,411
Savannah, GA		Prod. Date: 1/6/01	Dealer: GA053 Kia Country of Savannah	

\*\*\* PHONE LOG 09/02/2004 11:36 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Kia Country of Savannah AND SPOKE WITH BRAD, SERVICE MANAGER.

BRAD STATED:

1. THE CUSTOMER DROPPED IT OFF, BUT HAD AN EMERGENCY AND WILL DROP IT BACK OFF TOMORROW MORNING.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 09/07/2004 07:24 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Kia Country of Savannah AND SPOKE WITH BRAD, SERVICE MANAGER.

BRAD STATED:

1. THE SAME CODE WAS THERE LIKE ALWAYS.

2. NEEDS INJECTION SERVICE, TIMING BELT, HE DECLINED THE REPAIRS AND PICKED UP THE VEHICLE.

WRITER STATED:

1. THANKS.

\*\*\* CASE CLOSE 09/07/2004 07:25 AM US Mountain Standard Time WNoonan  
CUSTOMER DECLINED MAINTENANCE.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12451 [REDACTED]	K414305	49,000
[REDACTED] Dale Heights, IL 60139, PH: 6306652632		Prod. Date: 4/10/01	Dealer:	

**Case History**

Inquiry Recall Info

\*\*\* PHONE LOG 01/17/2005 08:35 AM WNoonan

CUSTOMER STATED:

1. ARE THERE RECALLS ON THE VEHICLE?
2. I HAVE BEEN HAVING PROBLEMS WITH THE *DOOR LOCKS* ON THE CAR.
3. WHEN IT IS COLD OUTSIDE SOMETIMES THEY *LOCK* ON THEIR OWN.
4. I AM GOING TO TAKE THE VEHICLE TO THE DEALER TOMORROW.

WRITER STATED:

1. ADVISED OF SC037 RECALL.
2. DEALER WILL PERFORM RECALL FREE OF CHARGE.
3. ADVISE DEALER TO LOOK AT *DOOR LOCK* CONCERN.
4. DEALER WILL HAVE TO DUPLICATE TO MAKE A REPAIR.

CUSTOMER STATED:

- 1 THANKS.

\*\*\* CASE CLOSE 01/17/2005 08:35 AM WNoonan  
INFO GIVEN





WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry TEASLEYC C / Y 10:18:02  
 Dealer: GA027 R/O #: 20991 Claim #: A 02 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 8/12/2002 8/12/2002 VIN: KNAGD124015 Optima(01-)  
 Retail Date: 11/30/2001 Mileage: 14,946 Visiting: Status:A/B M / A  
 Cond. Cd: N93 INTERFERENCE Cause Cd: C23 IMPROPER MACHINING OR FO  
 C/F/Name: not found Cust L/Name: not found Notes: Y  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Reub: SW: 261838080 TN: PWAs: 80100910 Scan:  
 Causal Pt: 81310 3C000 Qty: Type: H Addl: 1.6 Part Amt:  
 LCnt: LATCH ASSY-FR DR LH RecDt: 8/14/2002 SysCd: Y Add'l Amt: 99.26  
 Primary Labor: Hours: Type: Addl: Labor Amt: 99.26  
 LRat: 62.04 IfDt: 8/19/2002 Add'l Amt:  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

	Part	Hour	Labor	Sublet	Total
Claimed:	.00	1.6	99.26	.00	99.26
Credited	.00	1.6	99.26	.00	99.26

Command : F2-Prev F5=1st Owner F7-Comment F8-System Inq  
 F11=CCD Inquiry  
 Message :

**Kia Motors America**  
**Consumer Affairs Department**

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<b>Last name</b>	<b>First name</b>	<b>VIN of 2001 OPTIMA LX</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNAGD124415 [REDACTED]	K352628	49,700
<b>Model, Year, Make:</b>		<b>Prod. Date:</b> 3/6/01	<b>Dealer:</b> FL024 Maroons Kia of Hollywood	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/16/2004 09:41 AM RHall

[REDACTED] called

- 1 elec windows when go down, once coming up wont stay on track, fixed
  - 2 cust went away on vacation, flooded that day in parking lot, came back from vacation 2 wks later
  - 3 cust driving, veh died, took to dlrshp, stated water all over engine, nds to be replaced
  - 4 cust old insurance, if front and back are bad, shouldnt all parts be bad, shld have said veh was totaled
  - 5 Kia rep had veh for 22 days and cust had to get rental veh, SM Ray
  - 6 Cust had to fight Auto Nation back and forth for rental veh reimbursement
  - 7 dlrshp kept finding things wrong w/ it, engine and transmission replaced, veh is still in the dlrshp having probs
  - 8 cust has missed alot of work, 20 days and \$2.25, \$10,000 worth of work time
  - 9 cust feels the veh is unsafe, engine makes noise then cel comes on
  - 10 cust feels he is losing money from work, loss of money from a rental
  - 11 cust was blamed for a scratch on a rental veh, stated wasnt his fault
  - 12 the door lock on drv side broke, dlrshp fixed, broke again
  - 13 the transmission is still having probs and engine is making noise
  - 14 cust is req recall letter be sent to him, SC037
  - 15 cust is req repair asst and a kia full case mgr to cb cust cell 786-344-2999
- writer
- 1 no open recalls
  - 2 a kia full case mgr will cb w/in 72 bus hrs on cell #

\*\*\* PHONE LOG 08/18/2004 06:20 AM US Mountain Standard Time BGaukin Action Type:Incoming call  
writer stated:

1. calling in response to customer's concerns.
2. ask where the vehicle is now.
3. customer needs to make appointment for recall SC037 and any other issue that customer currently concerned.
4. requested to call writer when and where customer is taking the vehicle for repair and appointment schedule.

customer stated:

1. the dealership keeps sending family off in this unsafe vehicle.
2. locks do not work and vehicle been in 6 or 8 times with the transmission making noise and jerking.
3. even the acceleration is not working properly.
4. angry that past repair and time of 22 days while engine set.
5. want in writing the number of days vehicle will be at the dealership.
6. will call writer when appointment made.

\*\*\* CASE CLOSE 08/20/2004 04:59 AM US Mountain Standard Time BGaukin

customer upset over vehicle, customer wanting repair but needs to schedule appointment. customer to call writer back when scheduled. closed pending further contact.

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry STEVENSD C / N 10:22:13  
 Dealer: FL024 R/O #: 43942 Claim #: A 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 7/20/2004 7/20/2004 VIN: KNAGD124415 Optima(01-)  
 Retail Date: 9/20/2001 Mileage: 48,441 Visiting: Status:A/B M / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED

C/F/Name: Cust L/Name: Notes: Y  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: FL0242373 TN: FL0242806 PWAs: B S0805530 Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 42.63  
 LCnt: 2 ACTUATOR -FR DR LOC RecDt: 8/05/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 29.37  
 LRat: 73.42 Door Latch Assy IfDt: 8/19/2004

Seq	Part#	Labor Op	Qty/Hrs	Type	Add'l	Part Amt	Labor Amt	Sublet	Amount
1	81310	3C000	1.0			23.52		L2	30.00
	LATCH ASSY-FR DR LH								D203902
2	58361R00		.4				29.37		
	Door Lock Controller(Front), R&R, O								

	Part	Hour	Labor	Sublet	Total
Claimed:	66.15	.8	58.74	30.00	154.89
Credited	66.15	.8	58.74	30.00	154.89

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124715 [REDACTED]	K368112	33,000
[REDACTED], AZ	[REDACTED] PH [REDACTED]	Prod. Date: 3/16/01	Dealer: AZ033 Desert Kia	

**Case History**

**Complaint Repair Assistance**

\*\*\* PHONE LOG 09/23/2004 07:49 AM US Mountain Standard Time TShamburger  
customer [REDACTED] called

1. the dir was trying to figure out why the door lock was not working
2. they did order a part in May of 03 but my wife got in an accident and the veh was repair at the corner fit and
3. the dir said the wireharness is damage in the fit where the accident repair was done
4. so the dir told me to contact insurance company again
5. but i dont understand this, this lock problem was before the accident
- 6 and i dont know if the dir put in the part they ordered in May

wrt states:

1. [REDACTED] the damage to wire harness in fit could have occur
3. wrt can call dir to see if they did add the part in May or not
3. but the wire harness could have been damage in the accident
4. also one outstanding recall SC03 7 will call dir and let them know

cust states:

1. also doc the AC was not working at one point, i feel the veh had some electrical problem in the past.
- wrt will doc this, thank you.

\*\*\* PHONE LOG 09/23/2004 07:56 AM US Mountain Standard Time TShamburger Action Type: Incoming call  
wrt called Desert kia and spoke to SA Russ for customer-

1. we did order the part we ordered in May, we just installed it, but it did not work
  2. so we chiked further and found the wire assy damage where the accident occurred
  3. we told cust to contact his insurance co. and he did
  4. Tom Steirwinter recommended this
- wrt thanked SA call ended.

\*\*\* CASE CLOSE 09/23/2004 07:57 AM US Mountain Standard Time TShamburger  
concern noted.

WSC069I S7BCMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKRO69I WOODS Warranty Claim Inquiry WKR200 C / Y 10:24:12  
 Dealer: AZ010 R/O #: 78094 Claim #: 2 03 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 3/26/2003 3/26/2003 VIN: KNAGD124715 Optima(01-)  
 Retail Date: 9/30/2001 Mileage: 21,712 Visiting: Status: A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: AZ0102416 TN: AZ0109311 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Part Amt: 41.79  
 LCnt: LATCH ASSY-FR DR LH RecDt: 3/27/2003 SysCd: N  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 30.24  
 LRat: 75.60 Door Latch Assy IfDt: 3/27/2003  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	41.79	.4	30.24	.00	72.03
Credited	41.79	.4	30.24	.00	72.03

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005

WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 10:24:56

Dealer: AZ033 R/O #: 62190 Claim #: 1 04 01 Claim Type: W Mechanical (Ge

R/O Date(Open/Cl): 1/08/2004 2/28/2004 VIN: KNAGD124715 Optima(01-)

Retail Date: 9/30/2001 Mileage: 30,575 Visiting: Status:A/B / R

Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED

C/F/Name: Cust L/Name: Notes:

Service Part Ins-Date: Ins-Mileage: Ins-R/O:

Rsub: SW: AZ0331687 TN: AZ0339705 PWAs: Scan:

Causal Pt: 95730 3C000 Qty: 1 Part Amt: 50.68

LCnt: 1 ACTUATOR -FR DR LOC RecDt: 3/01/2004 SysCd: Y

Primary Labor: 81310R00 Hours: .4 Labr Amt: 31.80

LRat: 79.50 Door Latch Assy IFDt: 3/01/2004

Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1 81310 3C000 1.0 23.52

LATCH ASSY-FR DR LH

2

	Part	Hour	Labor	Sublet	Total
Claimed:	74.20	.4	31.80	.00	106.00
Credited	74.20	.4	31.80	.00	106.00

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq

F11=CCD Inquiry

Message :

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12491 [REDACTED]	K395370	48,000
[REDACTED]son, TX	[REDACTED] H	Prod. Date: 11/8/00	[REDACTED]	Dealer:

**Case History**

**Complaint Design**

\*\*\* PHONE LOG 11/19/2004 09:36 AM ABegoody

**Customer Stated:**

1. Has had veh in 3 times for same problem with window cable
2. Last night cust locked doors on veh while inside, when got home could not unlock doors to get out.
3. Tried to refinance veh through bank and was told KIA's have no resale value.
4. Cust very upset she paid 17,000 dollars for veh, and sell brand new for \$10,000
5. Cust needed car for transportation, had no time to take veh into dr.
6. Wanted rental or loaner car if she had to take veh in again.

**Writer Stated:**

1. KIA provides our warranty coverage to stand behind our vehicles and take care of cust problems with veh.
2. Adv warranty is there to resolve defective issues with veh.
3. Let cust know that, in order for us to help, veh must be at dr so that we can find out the problem.
4. Apologized to the customer for the problems
5. Adv cust, if having a hard time getting veh in to dr, she can call r/a and they can take veh into dr for her.
6. Adv cust that rental or loaner car is not a provision of the KIA warranty.
7. Adv cust of recall for airbag inspection SC020.

\*\*\* CASE CLOSE 11/19/2004 09:36 AM ABegoody

Provided info and documented concerns.

\*\*\* PHONE LOG 01/20/2005 08:55 AM JCook Action Type:Incoming call

**Customer Stated:**

- 1.Says she needs to get the number to Kia financial.
- 2.Says she spoke to a man that called her before X-mas and she told him about the problem she was having with her locks locking by themselves, which she feels is very unsafe.
- 3.She has finally set up an appt. with Buz Post Kia for next week to have them look at this issue.
- 4.She cannot believe that no one ever got back to her about this, and she has told everyone about unhappy she is with Kia.

**Writer advised customer:**

- 1.Apologized for situation.
- 2.Advised that we work with the dealer to get her vehicle fixed under warranty.
- 3.Advised that the gentleman she spoke with was not from Kia, but from a 3rd party survey company and he obviously did not forward a message to us for a callback.
- 4.We show that she spoke to a lady her back in November complaining of the same problem, but she still has not taken the vehicle into the dealer until now.
- 5.Advised that we will document her concern on file, and advised her to speak with the Svc. Mgr when she takes the vehicle in.
- 6.Verified all customer info, and verified that there are no open recalls.

\*\*\* PHONE LOG 01/20/2005 08:58 AM JCook Action Type:Outgoing call

Advised of the number to Kia financial.

\*\*\* CASE CLOSE 01/20/2005 09:03 AM JCook

Concerns noted.



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124415 [REDACTED]	K367164	70,000
[REDACTED]ville, FL	[REDACTED]	Prod. Date: 10/20/00	Dealer: FL067 Coast Kia	

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 09/21/2004 01:00 PM US Mountain Standard Time CDiaz

Mark Singer called

Customer Stated:

Current concern: *Door Locks, Motor*

1. Took the car to dealer.
2. Dealer says the motor is blown and there is sludge.
3. AJ is the person in service that I spoke to.
4. AJ is not very nice.
5. Dealer says this is not covered.
6. Say it is lack of maintenance.
7. I get the oil changed and sometimes I do it.

Writer Stated:

1. Sorry for the concern.
2. Gather up all your maintenance records and I will present them to our DPSM and he can make the final decision.
3. Customer agreed.
4. Gave fax #, case # and info to reach me back.

\*\*\* CASE CLOSE 09/21/2004 01:00 PM US Mountain Standard Time CDiaz

Customer will call back if needed.

\*\*\* NOTES 09/22/2004 06:40 AM US Mountain Standard Time CDiaz Action Type:Manager review

Writer received fax from the Mark Singer

Put in line to scan

\*\*\* PHONE LOG 09/22/2004 06:46 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the customer and advised that I have gotten his fax.

1. Advised that two of the pages did not have info on them.
2. Advised the customer that I would scan them into the system and he could bring them to the dealer.
3. Advised that I would contact our DPSM and see what he wants to do.
4. Advised that I will call him back once I have some info.

[REDACTED] Stated:

1. We are moving Oct. 1st to WA
2. Need to find out what is going on soon.
3. We are without a car right now.
4. The oil changes that I had done were done because we were going on a trip and I did not have time to do the oil change myself.
5. You can see that I purchased a case of oil because I do my oil changes usually.
6. This is the only car that we have.

\*\*\* PHONE LOG 09/22/2004 06:50 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Writer called the dealer and left a VM for AJ to call us back.

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 OPTIMA SE</b> KNAGD124415 [REDACTED]	<b>Case Number</b> K367164	<b>Mileage</b> 70,000
<b>City, F</b> [REDACTED]		<b>Prod. Date:</b> 10/20/00	<b>Dealer:</b> FL067 Coast Kia	

\*\*\* PHONE LOG 09/22/2004 07:04 AM US Mountain Standard Time CDiaz Action Type:Incoming call  
AJ Stated: FL067 Service

1. The customer can have receipts and it will not make a difference.
2. Cam Shaft locked up due to so much sludge.
3. The car was starved for oil and the engine blew.
4. I called my Kia Rep already because I knew the customer would continue.
5. I invited the customer to come and look at the car but I have not heard back from them.
6. I have not seen a car with a motor sludged up like this in a long long time.

\*\*\* PHONE LOG 09/22/2004 03:13 PM US Mountain Standard Time CDiaz Action Type:Outgoing call  
Writer called the customer back

1. Advised of the info.
2. Advised that the DPSM has reviewed with the dealer and declined the repair.
3. Would be from the condition of the motor and lack of proof of maintenance.

\*\*\* Customer became very angry and aggressive.

Customer Stated:

1. You will hear from my fing lawyer.
2. DO YOU UNDERSTAND ME.

Writer advised the customer that I was not here to take his abuse.

Customer continued and writer was forced to end the call.

Writer called David Kordek and left a VM:

1. Advised of the situation.
2. Advised that I wanted to make sure that the dealer had reviewed with you since the customer was getting very angry.
3. Advised of the case # and the info to reach me back.

\*\*\* PHONE LOG 09/22/2004 03:14 PM WNoonan Action Type:Incoming call

WRITER SPOKE WITH [REDACTED]

CUSTOMER STATED:

1. I WAS SPEAKING WITH CHRISTIAN A MINUTE AGO AND SAID A CURSE WORD BECAUSE HE SAID THAT THEY WERE NOT GOING TO COVER THE ENGINE IN THE VEHICLE BECAUSE IT HAD NOT BEEN MAINTAINED.
2. I HAVE DONE ALL THE MAINTENANCE ON THE VEHICLE AND WE KEEP VERY GOOD CARE OF IT.
3. I CAN NOT BELIEVE THAT AND I WANT TO TALK TO THE PERSON THAT MAKES THAT DECISION.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL ADVISE CHRISTIAN TO TELL DAVID KORDEK, DPSM TO CALL YOU.
3. HE WILL BE MAKING THE DECISION.

\*\*\* PHONE LOG 09/23/2004 07:12 AM US Mountain Standard Time CDiaz Action Type:Incoming call  
David Kordek Stated on writers VM

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124415 [REDACTED]	K367164	70,000
[REDACTED]ville, FL	[REDACTED]	Prod. Date: 10/20/00	Dealer: FL067 Coast Kia	

1. I have reviewed with the SM.
2. The motor is badly sludged up.
3. The car was not maintained by the conditions of the motor.
4. We are not going to warranty the repairs.
5. This is clearly lack of maintenance.

\*\*\* PHONE LOG 09/23/2004 06:16 AM US Mountain Standard Time CDiaz Action Type:Outgoing call  
Writer called DPSM David Kordek and left a VM

1. Advised that the customer spoke to a team lead here at the call center.
2. The customer is requesting to speak directly with you.
3. Can you call me back and let me know what you want to do?

\*\*\* NOTES 09/23/2004 07:45 AM Pacific Daylight Time WSpencer Action Type:Manager review  
customer called NCA and left v/m

\*\*\* PHONE LOG 09/23/2004 09:36 AM Pacific Daylight Time MWirz Action Type:Incoming call  
CUSTOMER CALLED NATIONAL AND STATED

1. [REDACTED] WANTS KIA TO REPLACE THE ENGINE ON HIS WIFES VEHICLE AT NO COST
  2. HE HAS PROVIDED KIA WITH 4 RECEIPTS FOR OIL CHANGES DONE IN THE LAST 11 MONTHS.
  3. ACCORDING TO MR. SINGER, TWO OF THE OIL CHANGES WERE DONE AT SEARS, ONE WAS DONE AT AN OIL SPECIALITY STORE AND ONE WAS FOR A CASE OF OIL HE PURCHASED AND HE DID HIS OWN OIL CHANGE
  4. HE HAS GONE ON LINE AND NOTICED COMPLAINTS FROM OTHER CUSTOMERS BEING DECLINED BECAUSE THEY DID THEIR OWN OIL CHANGES
  5. KIA BRAGS THAT THEY HAVE A 10/100 WARRANTY BUT THAT IS A LIE BECAUSE KIA WILL NOT HONOR THE WARRANTY
  6. HE HAS SPOKEN WITH DAVID KORDEK, DPSM, WHO HAS DENIED HIS CLAIM
- WRITER STATED
1. I HAVE READ THE ENTIRE CASE AND UNLESS WE HAVE ADDITIONAL INFORMATION THE DECISION OF DENIAL WILL HOLD
  2. WRITER ASKED THE CUSTOMER IF HE HAD A RECEIPT FOR THE 60,000 MAINTENANCE AND THE CUSTOMER STATED THAT HE DID NOT DO THIS MAINTENANCE BECAUSE OF THE HURRICANES IN THE AREA. THE VEHICLE HAS 70,000 AND THE MAINTENANCE IS PASSED BY 10,000 MILES
  3. WRITER EXPLAINED THAT UNLESS HE HAD ADDITIONAL INFORMATION TO ENSURE THAT HE HAS MAINTAINED HIS VEHICLE WE WOULD NOT BE ABLE TO ASSIST, THE FACT THAT 10,000 HAS ELAPSED SINCE THE REQUIRED MAINTENANCE DOES NOT HELP HIS SITUATION WHEN HE ALLEGES THAT HE MAINTAINS HIS VEHICLE.
  4. CUSTOMER WANTED TO KNOW IF HE WOULD HAVE TO PAY FOR THE SERVICE OR COULD HE JUST TOW THE VEHICLE OUT. WRITER INFORMED [REDACTED] THAT THE DEALERSHIP WOULD PROBABLY CHARGE A SERVICE FEE SINCE THIS IS NOT CONSIDERED A WARRANTY ISSUE
  5. WRITER EXPLAINED TO THE CUSTOMER THAT OUR WARRANTY BOOK IS VERY SPECIFIC AND DETAILED AND STATES THAT IF YOU ARE DOING YOUR OWN MAINTENANCE ON THE VEHICLE HE WOULD HAVE TO HAVE CLEAR DOCUMENTATION AS SUCH, IE. THE RECEIPTS FOR PARTS PURCHASED, THE PART NUMBERS USED, DATE, MILES AND DESCRIPTION OF WORK DONE.
  6. CUSTOMER REQUESTED THAT KIA NATIONAL PROVIDE A LETTER STATING THAT HIS REQUEST FOR A NEW ENGINE HAS BEEN DECLINED.
  7. WRITER TOLD [REDACTED] THAT WRITER WOULD REQUEST THIS FROM THE DPSM, CUSTOMER DECLINED. HE STATED THAT HE HAS ALREADY REQUESTED THE SAME LETTER FROM DAVID KORDEK

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124415 [REDACTED]	K367164	70,000
[REDACTED]ville, FL	[REDACTED] PH [REDACTED]	Prod. Date: 10/20/00	Dealer: FL067 Coast Kia	

AND WANTS AN ADDITIONAL LETTER FROM NATIONAL

\*\*\* PHONE LOG 09/23/2004 08:48 AM Pacific Daylight Time WSpencer Action Type:Outgoing call  
writer called the customer and spoke with his wife [REDACTED] who stated

1. I don't Kia honoring the warranty on this car
2. I think the service manager at the dealer has a personal problem with my husband and I
3. my husband does his own oil changes and I can provide plenty of people who will tell you they've seen him change the oil
4. I want to honor the warranty and cover this repair
5. Because basically, Kia is calling me a liar because we have been changing the oil and they are saying we didn't

**Writer States**

1. KMA's warranty covers defects in material or workmanship
2. the dealer has found sludge in the engine and determined it not a defect issue- but a maintenance issue
3. in accordance with procedure- they contacted their DPSM- to review the repair
4. given the facts surrounding the needed repair- the DPSM declined service due to a lack of maintenance
5. the DPSM is fully empowered on behalf of KMA to make these type of decisions on KMA's behalf
6. the decision has been made- and it is final

\*\*\* PHONE LOG 09/23/2004 02:22 PM Pacific Daylight Time WSpencer Action Type:Outgoing call  
writer called the DPSM and advised him that NCA will be sending the customer a denial letter  
[!<For Internal Use Only  
please dispatch case to nca>!]

\*\*\* CASE CLOSE 09/24/2004 06:46 AM US Mountain Standard Time CDiaz  
Customer will call back if needed

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 A / Y 10:36:18  
 Dealer: FL067 R/O #: 81838 Claim #: 2 03 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 12/03/2003 12/03/2003 VIN: KNAGD124415 Optima(01-)  
 Retail Date: 1/14/2001 Mileage: 56,011 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Sca Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: FL0672815 TN: FL0679138 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Part Amt: 23.52  
 LCnt: 1 LATCH ASSY-FR DR LH RecDt: 12/09/2003 SysCd: N  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 27.11  
 LRat: 67.78 Door Latch Assy IfDt: 12/09/2003  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1 14929 42015 1.0 .98  
 CLIP-ROD

2

	Part	Hour	Labor	Sublet	Total
Claimed:	24.50	.4	27.11	.00	51.61
Credited	24.50	.4	27.11	.00	51.61

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry

Message :

WSC069I 878CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 A / Y 10:37:21  
 Dealer: FL067 R/O #: 82764 Claim #: 2 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Opn/Cls): 2/18/2004 2/19/2004 VIN: KNAGD124415 Optima(01-)  
 Retail Date: 1/14/2001 Mileage: 60,481 Visiting: Status:A/B / R  
 Cond. Cd: N95 HIGH EFFORT Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: FL0672815 TN: FL0679138 PWAs: Scan:  
 Causal Pt: 95762 38000 Qty: 1 Part Amt: 15.19  
 LCnt: SWITCH ASSY-DR UNLO RecDt: 2/24/2004 SysCd: Y  
 Primary Labor: 95762R00 Hours: .4 Labr Amt: 28.37  
 LRat: 70.93 Door Unlock Swi IfDt: 2/24/2004  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	15.19	.4	28.37	.00	43.56
Credited	15.19	.4	28.37	.00	43.56

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry

Message :

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKRO69I WOODS Warranty Claim Inquiry WKR200 A / N 10:37:40  
 Dealer: FL087 R/O #: 10248 Claim #: 1 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 10/18/2004 10/18/2004 VIN: KNAGD124415 Optima(01-)  
 Retail Date: 1/14/2001 Mileage: 70,536 Visiting: Status:A/B / R  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes: Y  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SN: FL0879340 TN: FL0872408 PWAs: 9 AL87017 Scan:  
 Causal Pt: 81320 3C000 Qty: 1 Part Amt: 43.89  
 LCnt: LATCH ASSY-FR DR.RH RecDt: 11/03/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labor Amt: 28.27  
 LRat: 70.68 Door Latch Assy IFDt: 11/03/2004  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	43.89	.4	28.27	.00	72.16
Credited	43.89	.4	28.27	.00	72.16

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry KORDEKD A / N 10:37:51  
 Dealer: FL087 R/O #: 10248 Claim #: 1 04 02 Claim Type: G Goodwill  
 R/O Date(Opn/Cls): 10/18/2004 10/18/2004 VIN: KNAGD124415 Optima(01-)  
 Retail Date: 1/14/2001 Mileage: 70,536 Visiting: Status:A/B M / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes: Y  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Reub: R SW: FL0879340 TN: FL0872408 PWA#: 9 AL87017 B S0507485 Scan:  
 Causal Pt: 81320 3C000 Qty: 1 Part Amt: 43.89  
 LCnt: LATCH ASSY-FR DR.RH RecDt: 11/05/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 28.27  
 LRat: 70.68 Door Latch Assy IfDt: 11/06/2004  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

2

	Part	Hour	Labor	Sublet	Total
Claimed:	43.89	.4	28.27	.00	72.16
Credited	43.89	.4	28.27	.00	72.16

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :



**Kia Motors America**  
**Consumer Affairs Department**

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<b>Last name</b>	<b>First name</b>	<b>VIN of 2001 OPTIMA SE</b>	<b>Case Number</b>	<b>Mileage</b>
██████████	██████████	KNAGD124315██████████	K409955	91,000
CASTER, CA	H: ██████████	Prod. Date: 12/29/00	Dealer: CA177 A.V. Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 01/05/2005 02:57 PM US Mountain Standard Time YLabarca  
CUSTOMER STATES

- 1 RICHARD BREWER SVC MGR GOT ON THE PHONE AND GOT OK TO HAVE THE CAR FIXED
- 2 WE WERE PAST WARRANTY
- 3 THERE WAS EXTENSIVE HISTORY ON THE **DOOR LOCKS**
- 4 I DONT REMEMBER WHAT IT WAS FIXED FOR
- 5 NOW THE CAR IS HAVING INTERMITTENT **DOOR PROBLEMS** AGAIN
- 6 THE **DOOR WILL LOCK** AND CANNOT GET OUT OF THE BACK OF THE CAR
- 7 WE GOT A PHONE CALL FROM THE DLR AND THEY TOLD US THAT THEY FOUND THE PROBLEM
- 8 WE ARE AT 3RD REPAIR ABOUT 2 WKS AGO OR SO
- 9 THIS NEEDS TO BE FIXED SO I DONT GET INTO AN ACCIDENT

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 ADV THAT I WOULD FOLLOW UP WITH THE DLR AND SEE WHAT I CAN DO
- 4 ADV WILL CALL HIM BACK

\*\*\* PHONE LOG 01/05/2005 03:04 PM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED CA177 AND LEFT MSG WITH DAVID FOR SVC MGR RICHARD BREWER

WRITER STATES

- 1 REQ A CALL BACK
- 2 ADV OF MY NAME NUMBER EXT
- 3 ADV OF CUSTOMER INFO

\*\*\* PHONE LOG 01/06/2005 08:24 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
RICHARD SVC MGR CALLED AND LEFT VM MSG 1/5/05 AT 4:20PM

RICHARD STATES

- 1 PLS CALL ME BACK

\*\*\* PHONE LOG 01/06/2005 09:27 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED CA177 AND SPOKE TO RICHARD SVC MGR

RICHARD STATES

- 1 INTERMITTENT **LOCK PROBLEMS**
- 2 CALLED JOE HEGMANN FOR WORK DONE BEFORE AND GOODWILL LAST WORK DONE ON THE ACTUATOR AND WINDOW
- 3 TECH LINE NOW STATES ITS AN ACTUATOR
- 4 WIRE HARNESS IS BAD AND NEEDS TO BE REPLACED
- 5 THE CUSTOMER STATES THE VEHICLE WONT **LOCK ALL DOORS**
- 6 I CALLED MY ZONE REP AND DECLINED GOODWILL ASSISTANCE

\*\*\* PHONE LOG 01/06/2005 09:32 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED DPSM JOE HEGMANN AND LEFT VM MSG

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAGD12431-██████████	K409955	91,000
CASTER, C. ██████████		Prod. Date: 12/29/00	Dealer: CA177 A.V. Kia	

**WRITER STATES**

- 1 ADV OF CUSTOMER CONCERN
- 2 ADV THAT SPOKE WITH SVC MGR
- 3 ADV OF CASE NUMBER CUSTOMER INFO AND DLR NUMBER
- 4 REQ CL BACK
- 5 ADV OF MY EXT

\*\*\* PHONE LOG 01/06/2005 10:51 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
DPSM JOE HEGMANN CALLED IN AND LEFT VM MSG

**JOE STATES**

- 1 I AM GOING TO TAKE CARE OF THE PART BUT THE CUSTOMER NEEDS TO PAY FOR THE LABOR
- 2 IM DOING THIS BECAUSE THIS IS SOMETHING THAT WE TOOK RESPONSIBILITY FOR PREVIOUSLY
- 3 IF THE CUSTOMER DOESNT AGREE WITH PAYING FOR LABOR THEN HE MAY WANT TO TALK WITH THE DLR
- 4 POSSIBLE MISDIAGNOSIS PREVIOUSLY
- 5 THIS IS THE LAST GOODWILL THAT I WILL BE DOING FOR THE CUSTOMER

\*\*\* PHONE LOG 01/06/2005 10:52 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
WRITER CALLED CUSTOMER AT WORK NUMBER AND LEFT VM MSG

**WRITER STATES**

- 1 REQ CL BK
- 2 ADV OF MY NAME NUMBER EXT AND CASE NUMBER
- 3 ADV WILL TRY HIS HOME NUMBER

\*\*\* PHONE LOG 01/06/2005 10:54 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED CUSTOMER AND HOME NUMBER AND NO ANS

\*\*\* PHONE LOG 01/06/2005 10:58 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
WRITER CALLED CA177 AND SPOKE TO RICHARD SVC MGR

**RICHARD STATES**

- 1 ADV OF WHAT JOE HEGMANN STATED
- 2 ADV THAT WRITER WILL CALL THE CUSTOMER AND ADV OF CHARGES

**WRITER STATES**

- 1 I JUST WANTED TO MAKE SURE THAT YOU KNEW

\*\*\* PHONE LOG 01/10/2005 09:30 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED CUSTOMER AT WORK NUMBER AND LEFT VM MSG

**WRITER STATES**

- 1 ADV THAT PART APPROVED BUT NEED TO PAY FOR LABOR
- 2 ADV THAT LEFT PREVIOUS MSG
- 3 ADV TO CALL BACK IF NEEDED FURTHER ASSISTANCE

\*\*\* PHONE LOG 01/10/2005 09:35 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED CA177 AND SPOKE TO RICHARD SVC MGR

**RICHARD STATES**

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124315 [REDACTED]	K409955	91,000
CASTER, CA	PH [REDACTED]	Prod. Date: 12/29/00	Dealer: CA177 A.V. Kia	

- 1 THE CUSTOMER DECLINED REPAIR
- 2 THE CUSTOMER DIDNT WANT TO PAY FOR ANYTHING
- 3 WE ADVISED THE CUSTOMER THAT KIA WOULD PAY FOR THE PART AND WE WOULD CHARGE INTERNAL LABOR RATE AND STILL DECLINED

WRITER THANKED [REDACTED]

\*\*\* CASE CLOSE 01/10/2005 09:36 AM US Mountain Standard Time YLabarca

\*\*\* PHONE LOG 01/13/2005 03:02 PM US Mountain Standard Time CDiaz Action Type:Incoming call  
Customer called to get the address for KMA.

Writer provided address.

\*\*\* CASE CLOSE 01/13/2005 03:07 PM US Mountain Standard Time CDiaz  
Gave info.

\*\*\* PHONE LOG 01/20/2005 02:26 PM WNoonan Action Type:Incoming call  
WRITER RECEIVED INCOMING CALL FROM MRS. HOPPER.  
CUSTOMER STATED:

1. PROVIDED CASE NUMBER.
2. I SENT IN A LETTER TO KIA IN IRVINE ATTENTION TO YOLANDA.
3. I DO NOT FEEL THAT I SHOULD HAVE TO PAY FOR LABOR IN THE REPAIR FOR THE *DOOR LOCKS*.

WRITER STATED:

1. THE KIA DPSM HAS BEEN INVOLVED IN THE CASE.
2. HE SAID THAT WE WILL COVER THE PARTS AND IF YOU HAD ANY ISSUES WITH THE LABOR THE DEALER WAS CHARGING YOU WOULD NEED TO TAKE THAT UP WITH THEM.
3. KIA HAS OFFERED THE PARTS TO CORRECT THE PROBLEM.

CUSTOMER STATED:

1. OK, THANKS.
2. I WILL CALL THE DEALER.

\*\*\* CASE CLOSE 01/20/2005 02:26 PM WNoonan

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD124X15 [REDACTED]	K418392	28,000
son, WI	E [REDACTED]	Prod. Date: 4/12/01	Dealer: WI016 Russ Darrow Madison Kia	

**Case History**

Complaint Design

\*\*\* PHONE LOG 01/26/2005 11:55 AM US Mountain Standard Time RBrJones

**Cust Stated:**

1. In October 1, purchase a new Kia with cash.
2. Have had multiple problems with veh since I have had it.
3. When it snows, I don't get any heat.
4. It only happens when it snows.
5. Veh is at dr now and they are advising that they are getting heat now.
6. Also just last week the veh doors lock automatically on me.
7. Veh was taken into dealer and they changed something in the doors at that time.
8. As many times as this vehicle has been in, I think I got a Lemon.
9. A friend of mine adv me that I should have Kia give me a new car.
10. Are these problems going to continue?

**Writer Stated:**

1. Apologized for problems that you have had with vehicle.
2. Can never guarantee that any vehicle is not going to have problems.
3. Understood cust concern with mult problems.
4. Adv that will call dealer to make sure that concern is being address properly.
5. Am not legally trained and can not advise on Lemon Law.
6. Referred customer to warr and consumer info manual.

\*\*\* PHONE LOG 01/26/2005 12:04 PM US Mountain Standard Time RBrJones Action Type:Outgoing call

Writer Called WI016 and Christie (svc adv) stated:

1. She has been having problem with a door freezing shut with condensation in the heater system.
2. Have adv customer that we are ordering part to try and take care of the problem.
3. Parts are not in yet, cust has adv will not pick veh until fixed.
4. Have change door lock controls on veh for door lock concerns.
5. She has had a few concerns but nothing with drivability on the veh.
6. Changed the thermostat on veh before, working to try and get issue resolved.
7. We are hopeful this will resolve her concern.

**Writer Stated:**

1. Thanks for you time.

\*\*\* CASE CLOSE 01/26/2005 12:04 PM US Mountain Standard Time RBrJones concerns noted.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD124915 [REDACTED]	K388290	51,800
[REDACTED]ington, MO	[REDACTED] PH: 5737 [REDACTED]	Prod. Date: 1/10/01	Dealer:	

**Case History**

**Inquiry Warranty Info**

\*\*\* PHONE LOG 11/02/2004 08:15 AM US Mountain Standard Time RHall

[REDACTED] cld

- 1 my rear windows are not rolling up/down correctly, the back seat wont fold down
- 2 doors keep locking and unlocking, the seal around drivers side headlight is busted putting moisture inside light
- 3 is this covered under warranty
- 4 what is the number of my dirshp

writer

- 1 SC020 and SC037
- 2 all issues if due to mfg defect fall under the law of 5y/60k miles
- 3 ref cust to dirshp for recall and diag of veh, gave ph#

\*\*\* CASE CLOSE 11/02/2004 08:15 AM US Mountain Standard Time RHall

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGDI26015 [REDACTED]	K386012	54,000
Las Vegas, N	H	Prod. Date: 4/25/01	Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 10/28/2004 11:37 AM US Mountain Standard Time JProkopp

Customer states:

1. I would like to know what warranty I have left on my car.
2. Is the window and door lock covered?

Writer states:

1. This vehicle has the remainder of a 6/72 basic and a 10/100 power train warranty along with 5/unlimited roadside assistance.
2. If there is a defect with the lock and the window, they would be covered under the basic warranty.
3. A dealer would need to inspect your vehicle to make that determination.

\*\*\* CASE CLOSE 10/28/2004 11:37 AM US Mountain Standard Time JProkopp

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 10:41:04  
 Dealer: NV001 R/O #: 52148 Claim #: A 04 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 11/27/2004 11/27/2004 VIN: KNAGD12601 Optima (01-)  
 Retail Date: 12/15/2001 Mileage: 58,355 Visiting: Status: A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: NV0011095 TN: NV0011318 PNAs: Scan:  
 Causal Pt: 81320 3C000 Qty: 1 Part Amt: 43.89  
 LCnt: LATCH ASSY-FR DR.RH RecDt: 11/30/2004 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labor Amt: 28.49  
 LRate: 71.23 Door Latch Assy IfDt: 11/30/2004  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	43.89	.4	28.49	.00	72.38
Credited	43.89	.4	28.49	.00	72.38

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry

Message :

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126815 [REDACTED]	K356888	50,000
[REDACTED] so, TX	[REDACTED]	Prod. Date: 12/8/00	Dealer: TX084 EL Paso Kia	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 08/25/2004 09:21 AM MEstrella

CALLER STATES:

1. TOO MANY PROBLEMS TO EVEN MENTION IN THIS CALL
2. AIR BAG LIGHT 10X, BOTH PSGR SIDE AND DRIVER SIDE HAVE BEEN WORKED ON NUMEROUS TIMES- NOT A CURRENT PROBLEM
- WINDOWS REGS/ ALL 4 REPLACED IN THE PAST - NOT CURRENT

FCURRENT:

- A SAYS GAS GAUGE IS BROKEN AND THE DEALER HAS A PART ON ORDER
- B SAYS THERE IS SVC NEEDED ON THE TRANSMISSION, IT IS SHIFTING BAD AND THEY ARE STILL LOOK AT THAT NOW
- C SAYS THAT THERE IS A VIBRATION IN THE HOOD THE DEALER IS STILL LOOKING AT
4. DO NOT WANT THE CAR ON IT AND HAVE ALREADY GIVEN UP ON IT
5. HOW CAN I GET INFORMATION ON THE LEMON LAW
6. THAT IS WHAT I WANT, THE CAR REPURCHASED

WRTR STATES:

1. SORRY HAVE HAD ISSUES W/ VEH NOW AND IN THE PAST
2. ADVISED WILL DOCUMENT A FORMAL COMPLAINT HERE FOR KIAs REVIEW
3. ADVISED WE CAN WORK WITH THE DEALER TO GET VEH REPAIRED AND ENSURE THAT KIAs RESOURCES ARE USED
4. ADVISED CAN CALL THE DEALER
5. CALLED DLR -TX084 EL Paso Kia

SPOKE TO RICK

RICK STATED:

1. CURRENT IS CEL - NOT YET DIAGNOSED
- \* SHIFTING STICKING - GOT TRANS CODE FOR A SENSOR BUT TRANS FLUID IS VERY DIRTY AND LOOKS LIKE NEVER BEEN CHANGED - ADVISED NEEDED MAINTENANCE - SAYS NO ONE EVER TOLD HER
- \* VIBRATION IS BEING LOOKED INTO - MIGHT BE THE TIRES, TOO MUCH AIR AND NEEDS ALIGNMENT BUT STILL BEING LOOKED AT AND WILL BE TEST DRIVEN AGAIN FOR THAT
- \* DOOR LOCKS ARE NOT LOOKED AT YET
- SAYS SVC MGR IS AT LUNCH

WRTR THANKED RICK FOR INFORMATION

WRTR STATES:

1. ADVISED COST OF RICK'S STATEMENTS
2. ADVISED WRTR CAN CONTINUE TO FOLLOW UP FOR HER ON REPAIRS
3. ADVISED TRANS FLUIDS WAS DUE TO BE CHANGED AT 30 AND IF CAUSED TRANS ISSUES DUE TO DIRTY FLUIDS - WILL NOT BE A WARRANTY MATTER
4. ADVISED TO LOOK FOR RECEIPTS FOR 30 K IF WAS DONE, DLRS OPINION IS THAT IT WAS NOT
5. WAS A 30K DUE THAT INCLUDED TRANS SVC
6. ADVISED TO CALL WRTR BACK IF NEEDED

CALLER STATES:

1. ALL I WANT IS LEMON LAW INFORMATION
2. WILL LOOK AT MY MANUAL FOR THAT
3. THANK YOU

\*\*\* NOTES 08/25/2004 09:23 AM MEstrella Action Type: Manager review



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126815 [REDACTED]	K356888	50,000
[REDACTED]so, TX	PH: [REDACTED]	Prod. Date: 12/8/00	Dealer: TX084 EL Paso Kia	

WRITER ADVISED CUST:

1. INFO ON REPURCHASE IN WCIM

\*\*\* EMAIL OUT \_ MEstrella Action Type: External email

Send to: [JMLNER@KIAUSA.COM]

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

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

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K356888\_MEstrella\_08-25-2004144155.doc>>

\*\*\* PHONE LOG 08/26/2004 01:52 PM MEstrella Action Type: Outgoing call

CALLED DEALER

1. VEH REPAIRED CEL WAS THE TRANS SPEED SENSOR, DID IT UNDER WARARNTY, CUST DID NOT DO A 30K THOUGH
2. CND THE CONCERN W/ THE *DOOR LOCKS* -
3. TIRES WERE WORN VERY BADLY CAUING THE VIBRATION CONCERN
4. CUST PICKED UP VEH TODAY
5. SAYS SHE WOULD BRING IT BACK FOR THE *DOOR LOCKS* WHEN ACTING UP AGAIN , WHEN SHE HAD TIME

\*\*\* CASE CLOSE 08/26/2004 01:54 PM MEstrella

VEH REPAIRED / CUST ADVISED TO CALL WRTR BACK IF NEEDED IN REPAIR ASSISTANCE - CUST REFUSED - SAYS JUST WANTED INFO ON REPURCHASE - REF TO WCIM

\*\*\* CASE CLOSE 10/04/2004 08:39 AM Pacific Daylight Time WSpencer

TREAD REVIEW

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 10:56:59  
 Dealer: TX084 R/O #: 94068 Claim #: 3 04 01 Claim Type: W Mechanical (Ge  
 R/O Date(Opn/Cls): 8/31/2004 9/03/2004 VIN: KNAGD126815 Optima(01-)  
 Retail Date: 3/07/2001 Mileage: 51,173 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C15 POOR CONTACT

C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins- Ins-R/O:  
 Rsub: SW: TX0847514 TN: TX0845932 FWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 42.63  
 LCnt: 2 ACTUATOR -FR DR LOC RecDt: 9/07/2004 SysCd: Y Labr Amt: 26.00  
 Primary Labor: 95730R00 Hours: .4  
 LRat: 65.00 Door Central Lo IfDt: 9/07/2004

Seq	Part# / Labor Op	Qty/Hrs	Type	Add'l	Part Amt	Labor Amt	Sublet Amount
1	81310 3C000	1.0			23.52		
	LATCH ASSY-FR DR LH						
2	81310R00	.4				26.00	
	Door Latch Assy(Front), R&R, One Si						

	Part	Hour	Labor	Sublet	Total
Claimed:	66.15	.8	52.00	.00	118.15
Credited	66.15	.8	52.00	.00	118.15

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry

Message :

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12431[REDACTED]	K355425	52,000
[REDACTED] Dale, MD	[REDACTED] H:	Prod. Date: 4/6/01	Dealer: MD004 Nationwide Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/23/2004 06:35 AM US Mountain Standard Time JProkopp

Writer received call from [REDACTED]

Customer states:

1. I'm ready to file for the lemon law on this vehicle.
2. I have 26 invoices for repairs on this vehicle.
3. I'm going to have to get my brakes replaced for the 4th time.
4. The vehicle makes a horrible noise when I turn left.
5. The motor is still giving me problems.
6. The door locks don't work.
7. I found out that my selling dealer put an after market alarm on the vehicle and that is what I think is causing the problems with the door locks.
8. I was \$90 short on a payment and I just got a harassing phone call about it.
9. I've been paying in full for a vehicle that has not been reliable.
10. I can't take it to my dealer because they will not give me a loaner vehicle.
11. They advertise it in writing on the cars they sell that they give rentals.
12. When I ask them, they say "We don't really do that."
13. Kia needs to do something about this.
14. I've spoken with the regional rep and he did nothing for me.

Writer states:

1. I'm sorry that you are having problems with your car.
2. I can assist you with any manufacturing related issues.
3. Should you schedule an appointment, I can follow up with your dealer.
4. I can ensure that they are getting any assistance that they need from Kia to get your vehicle fixed.
5. Rental vehicles are not a provision of the Kia warranty.
6. If your dealer advertises rental vehicles, then I suggest that you take that up with management at the dealer.
7. Each dealer is an independently owned and operated business.
8. Kia does not have anything to do with the financing of your vehicle.
9. I can only assist you in manufacturer related issues.

Customer states:

1. What am I supposed to do, just leave the car?
2. I need transportation.
3. I've already talked to Kia about this.
4. I want something done about this.
5. I want to speak with your boss.

Writer states:

1. As I have stated, rental vehicles are not a provision of the warranty.
2. I would be more than happy to follow up with your dealer and assist you in getting the vehicle repaired.
3. Before Kia can assist you with this, you need to take the vehicle into the dealership for inspection.
4. Until you do that, there is nothing further that I can offer.
5. No one in this office is going to tell you different.

Customer states:

1. I don't care.
2. I've been in customer service before.
3. I know that there is someone there that can get something done.
4. I want to speak with your boss.

Writer states:

1. I will have someone call you.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12431 [REDACTED]	K355425	52,000
[REDACTED]edale, MD	[REDACTED] H [REDACTED]	Prod. Date: 4/6/01	Dealer: MD004 Nationwide Kia	

\*\*\* PHONE LOG 08/23/2004 08:08 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
wrt called back customer for supervisory call back-

cust states

1. my veh is not working again
2. and im not taking it back in until kia can give my a rental/loaner
3. there are signs all over the dir that they offer rentals.
4. i dont like this veh.
5. you have a guarantee on your veh that it would be new and working, i dont see that

wrt states:

1. im sorry [REDACTED]
2. mfr is here to support the mfr war and get veh repaired under those guidelines
3. but the mfr does not furnish rentals, this is in wrt in your WIC man, the dir on the other hand
4. are independently owned if they wish to offer rentals or loaners it is up to them as a courtesy
5. wrt cannot speak for the sign the dir has there, advise cust to speak to SM or GM for dir.
6. understand your frustration, but the mfr has a warranty on your veh not a guarantee, the war
7. states it will cover any factory defects according to the guidelines of the mfr warranty and as long as you maintain the veh
8. as under the mfr schedule times for maint.
9. wrt asked if cust had the 30,000 mile chk up, cust said no the dir said not until 100,000 miles.
10. advise cust veh needs to have a maintenance service

cust states

1. never mind, i will call the bbb. cust disconnected.

\*\*\* CASE CLOSE 08/23/2004 08:13 AM US Mountain Standard Time TShamburger

closed, no ast provided, cust does not want to make appt unless a loaner or rental is given first. Rental or loaner not a provision explained, we need the veh chk first by dir. cust decline ast.

\*\*\* PHONE LOG 08/23/2004 05:14 PM US Mountain Standard Time CRomtree Action Type:Incoming call

WRITER STATES;

1. CALLED CUSTOMER ASKED ABOUT VEHICLE SITUATION.

CUSTOMER STATES

1. NATIONWIDE PUTS AN ALARM ON ALL VEHICLES THEY SELL.
2. I AM PAYING FOR VEHICLE THAT DOES RUN.
3. FRONT END SOUNDS LIKE IT WILL FALL APART.
4. NO ONE WANTS TO REPAIR THE VEHICLE; NOT KIA AND NOT THE DEALER.
5. NO ONE WANTS TO OWN UP TO NEEDED REPAIRS.
6. VEHICLE IS AT HOME, NOT AT DEALER.
7. VEHICLE HAS BEEN THERE FOR 2 WEEKS AT A TIME AND NO ONE HAS EVER LOOKED AT IT.
8. SUSPENSION AND BRAKES ARE THE MAJOR AREAS OF CONCERN.
9. DOOR LOCKS HAVE NEVER BEEN FIXED.
10. VEHICLE HAS NEVER BEEN WORKED ON AT NATIONWIDE.
11. WANT THE CAR FIXED.
12. BEEN TRYING TO GET HOLD OF NICK VERNA; HE HELPED ME BEFORE.

WRITER STATES;

1. SORRY FOR THE PROBLEM.
2. SC037 ECM REPROGRAMMING 01/02 OPTIMA

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12431 [REDACTED]	K355425	52,000
[REDACTED] date, MI	[REDACTED]	Prod. Date: 4/6/01	Dealer: MD004 Nationwide Kia	

3. NICK IS NO LONGER WITH THE COMPANY.
4. WILL SPEAK WITH THE DEALER AND REGIONAL OFFICE.
5. CANNOT GUARANTEE ANYTHING ON THE RENTAL BECAUSE THEY ARE NOT COVERED. WILL ASK DEALER ABOUT THE STICKERS ON THEIR CARS AS FAR AS THEIR LOANER OR RENTAL POLICY.

\*\*\* PHONE LOG 08/26/2004 01:03 PM JCook Action Type:Outgoing call

Writer called customer back who stated [REDACTED]

1. That she is having a problem with the brakes on her vehicle.
2. Says she has not taken the vehicle into Nationwide yet to have it looked at.
3. Says she would like an area rep to look at the vehicle.
4. Says the dealer promised that she would get a rental vehicle whenever she would bring the vehicle in, and it even states it on their stickers.

—Writer advised customer:

1. Apologized for situation.
2. Advised that there are no rental provisions under the manf. warranty, and if the dealer has promised to give her a rental when she comes in, then she needs to take it up with the Sales or Gen Mgr.
3. Advised that she needs to get her vehicle into the dealer first so they can look at her vehicle to see what the problem is.
4. She needs to give the dealer a chance to look at the vehicle, before they will consider contacting an area rep because they have never even seen her car before.

—>Customer sighed and hung up on writer<—

\*\*\* CASE CLOSE 08/26/2004 01:03 PM JCook

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 11:01:09  
 Dealer: MD012 R/O #: 33572 Claim #: 4 03 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 11/10/2003 11/18/2003 VIN: KNAGD12431 Optima (01-)  
 Retail Date: 11/29/2001 Mileage: 41,005 Visiting: Status: A/E / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C11 ABNORMAL WEAR  
 C/F Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Reub: SW: MD0125731 TN: MD0124027 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Part Amt: 23.52  
 LCnt: 1 LATCH ASSY-FR DR LH RecDt: 11/18/2003 SysCd: N Labr Amt: 25.47  
 Primary Labor: 81310R00 Hours: .4 IfDt: 11/18/2003  
 LRat: 63.67 Door Latch Assy  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1 82530 38001 1.0 20.51  
 RUN-F/DR WDO GLASS.L

2

	Part	Hour	Labor	Sublet	Total
Claimed:	44.03	.4	25.47	.00	69.50
Credited	44.03	.4	25.47	.00	69.50

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126415 [REDACTED]	K400172	36,100
ROLETTE, NO [REDACTED]		Prod. Date: 5/11/01	Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 12/07/2004 10:06 AM TDonnelly  
CUSTOMER STATES:

1. LOCK ON DRIVER SIDE DOOR INOP
2. AIRBAG LIGHT KEEPS COMING ON
3. DEALER IS ALSO ADVISING ME THAT VEHICLE NEEDS 30K MILE MAINTENANCE
4. DEALER GAVE COST OF \$500.00 FOR THIS SERVICE
5. IS THIS COVERED UNDER WARRANTY
6. I DO NOT HAVE \$500.00 FOR THIS SERVICE
7. DOES THE MAINTENANCE HAVE TO BE PERFORMED AT KIA DEALER
8. DOES VEHICLE HAVE ANY RECALLS.
9. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED AIRBAG LIGHT AND DOOR LOCK CONCERNS FALL WITHIN PARAMETERS OF BLW
3. CAR WOULD NEED TO BE DIAGNOSED AT KIA DEALER TO DETERMINE IF COVERED
4. MAINTENANCE IS CUSTOMERS RESPONSIBILITY
5. CUSTOMER CAN SHOP PRICE AROUND ON MAINTENANCE COST.
6. CUSTOMER DOES NOT HAVE TO HAVE MAINTENANCE WORK PERFORMED AT KIA DEALER, CAN BE PERFORMED BY INDEPENDENT SHOP, HOWEVER, KMA DOES NOT STAND BEHIND WORK OF INDEPENDENT SHOP AND IF THEY DO SOMETHING INCORRECTLY OR USE INCORRECT PARTS THEN WOULD NOT BE COVERED BY KMA.
7. VEHICLE HAS NO OPEN RECALLS.

\*\*\* CASE CLOSE 12/07/2004 10:06 AM TDonnelly

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 A / Y 11:03:01  
 Dealer: NC025 R/O #: 55932 Claim #: A U3 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 5/16/2003 5/16/2003 VIN: KNAGD126415 Optima(01-)  
 Retail Date: 7/17/2001 Mileage: 19,859 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: NC025B160 TN: NC0259539 PWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 72.31  
 LCnt: ACTUATOR -FR DR LOC RecDt: 5/29/2003 SysCd: N  
 Primary Labor: 95730R00 Hours: .7 Labr Amt: 46.53  
 LRat: 66.47 Door Central Lo IfDt: 5/29/2003  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1

2

	Part	Hour	Labor	Sublet	Total
Claimed:	72.31	.7	46.53	.00	118.84
Credited	72.31	.7	46.53	.00	118.84

Command : F2-Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :



WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 A / Y 11:03:24  
 Dealer: NC024 R/O #: 22004 Claim #: A 03 01 Claim Type: W Mechanical (Ge  
 R/O Date(Opn/Cls): 5/31/2003 5/31/2003 VIN: KNAGD126415 Optima(01-)  
 Retail Date: 7/17/2001 Mileage: 20,367 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C06 BROKEN, SPLIT, TORN

C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: NC0241345 TN: NC0242338 PWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 72.31  
 LCnt: 2 ACTUATOR -FR DR LOC RecDt: 6/03/2003 SysCd: N  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 25.60  
 LRat: 64.00 Door Latch Assy IfDt: 6/03/2003

Seq Part# / Labor Op	Qty/Hrs	Type	Add'l	Part Amt	Labor Amt	Sublet Amount
1 58361R00	.4				25.60	
Door Lock Controller(Front), R&R, O						
2 81310 3C000	1.0				29.26	
LATCH ASSY-FR DR LH						

	Part	Hour	Labor	Sublet	Total
Claimed:	101.57	.8	51.20	.00	152.77
Credited	101.57	.8	51.20	.00	152.77

Command : P2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

**Kia Motors America**  
**Consumer Affairs Department**

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<b>Last name</b>	<b>First name</b>	<b>VIN of 2001 OPTIMA LX</b>	<b>Case Number</b>	<b>Mileage</b>
██████████	██████████	KNAGD124915██████████	K355371	55,206
<b>City, OH</b>		<b>Prod. Date: 3/7/01</b>	<b>Dealer: OH021 Steve Castrucci Kia</b>	

**Case History**

**Complaint Dealer**

\*\*\* PHONE LOG 08/23/2004 05:41 AM DZigabarra

Caller stated:

1. Have complaint against Steve Castrucci Kia.
2. Have taken car to dealership 4-5 times, for same thing.
3. Problem with CEL, with solid light.
4. Also problems with electrical system, headlamps have gone out several times, battery went out, windows and locks.
5. Three times have had *door lock/windo* problems.
6. Attorney/lemon law, want to know about.
7. No rentals?

Writer stated:

1. Recall SC037; no cost to you; make appointment first; any kia dealer.
2. Sorry for situation.
3. 100 different reasons CEL could go on; gas cap loose most common reason.
4. Can go to another local kia dealer; provided other kia dealer name and number.
5. No rentals provided under warranty.
6. Some dealerships have loaner cars and some don't; not obligated to provide.
7. Can speak with SM at dealership to see, if any available.
8. Offered repair assistance, if needed; please call when at dealer.
9. Referred to WCIM regarding lemon laws pertaining to your state.
10. Have road service benefit, can transfer you for tow; caller said, will wait.
11. Provided writer contact information and case number for reference.

Caller stated:

1. Ok, thank you.

\*\*\* CASE CLOSE 08/23/2004 05:41 AM DZigabarra

\*\*\* PRIORITY CHANGE 10/14/2004 07:18:45 AM ARomo

\*\*\* CASE CLOSE 10/14/2004 07:19 AM Pacific Daylight Time ARomo  
TREAD

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 11:05:14  
 Dealer: OH021 R/O #: 62698 Claim #: A 02 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 10/24/2002 10/24/2002 VIN: KNAGD124915 Optima (01-)  
 Retail Date: 10/01/2001 Mileage: 17,007 Visiting: Status: A/B / A  
 Cond. Cd: N51 IMPROPER OPENING & CLOSI Cause Cd: C40 POOR ADJUSTMENT  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SN: OH0219398 TN: OH0214042 PWAs: Scan:  
 Causal Pt: B1310 3C000 Qty: 1 Part Amt: 41.79  
 LCnt: LATCH ASSY-FR DR LH RecDt: 10/25/2002 SysCd: N  
 Primary Labor: 81310R00 Hours: .6 Labr Amt: 37.85  
 LRat: 63.08 Door Latch Assy IFDt: 10/25/2002  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

2

	Part	Hour	Labor	Sublet	Total
Claimed:	41.79	.6	37.85	.00	79.64
Credited	41.79	.6	37.85	.00	79.64

Command : F2-Prev F5-1st Owner F7-Comment F8-System Inq  
 F11-CCD Inquiry  
 Message :

WSC059I 878CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR059I WOODS Warranty Claim Inquiry WKR200 A / Y 11:06:00  
 Dealer: OH045 R/O #: 43076 Claim #: 2 04 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 8/23/2004 8/23/2004 VIN: KNAGD124919 Optima (01-)  
 Retail Date: 10/01/2001 Mileage: 55,224 Visiting: Status: A/B / A  
 Cond. Cd: N29 SQUEAKING, SQUEALING, AB Cause Cd: C11 ABNORMAL WEAR

Cu F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: OH0450465 TN: OH0457378 PWAs: Scan: P0360  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 42.63  
 LCnt: 7 ACTUATOR -FR DR LOC RecDt: 8/26/2004 SysCd: Y  
 Primary Labor: 58361R0B Hours: .8 Labr Amt: 54.83  
 LRat: 68.54 Door Lock Contr IfDt: 8/26/2004  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

3	95750 3C000	1.0			72.17		
	ACTUATOR -FR DR LOCK						
4	81310 3C000	1.0			23.52		
	LATCH ASSY-FR DR LH						

	Part	Hour	Labor	Sublet	Total
Claimed:	195.37	1.9	130.22	.00	325.59
Credited	195.37	1.9	130.22	.00	325.59

Command : F2-Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 A / Y 11:06:33  
 Dealer: OH045 R/O #: 94218 Claim #: 1 05 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cl): 1/04/2005 1/04/2005 VIN: KNAGD12491 Optima(01-)  
 Retail Date: 10/01/2001 Mileage: 59,555 Visiting: Status:A/B / R  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED  
 C/F/Name: Cust L/Name: Notes:  
 Service Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: OH0450465 TN: OH0455298 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: Part Amt:  
 LCnt: 1 LATCH ASSY-FR DR LH RecDt: 1/06/2005 SysCd: Y  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 27.42  
 LRat: 68.54 Door Latch Assy IfDt: 1/06/2005  
 Seq Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount  
 1 R2 30.00  
 216886

Part	Hour	Labor	Sublet	Total
Claimed:	.00	.4	27.42	30.00
Credited	.00	.4	27.42	30.00

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry F17=Sub Trans

Message :

**Kia Motors America  
Consumer Affairs Department**

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<u>Last Name</u>	<u>First Name</u>	<u>VIN of 2001 OPTIMA LX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD12431 [REDACTED]	K362094	53,000
[REDACTED] sh, A	[REDACTED] H	Prod. Date: 3/21/01	Dealer: AL016 Bill Byrd Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 09/08/2004 05:17 AM CHamilton

Caller states:

1. Having trouble getting warranty repairs done at Bill Byrd Kia AL016
2. *Doors lock and unlock* all by themselves when the fuse is in
3. Gas gauge does not register a full tank
4. Took it in, husband sat there all day long, and all they fixed was the recall
5. Said they had to order parts, said they'd call me, but never did, we called them, they said its here, come on down and we'll fix it
6. I was told they dont take appointments
7. Then the SM said, "see this stack of ROs? These are all people who had appts."

Wtr states:

1. Updated, apologized for frustration
2. Will document your complaint
3. Referred to dir SM or GM or owner
4. KMA does not own the dealerships, they are independently owned and operated
5. Fed anti trust laws prevent Kia from interfering in independent issues like appts, customer service
6. Can go to any Kia dir for warranty repairs

\*\*\* CASE CLOSE 09/08/2004 05:17 AM CHamilton

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126415 [REDACTED]	K406614	34,000
[REDACTED], MS	[REDACTED] PH:	Prod. Date: 3/21/01	Dealer: MS003 Kia of Laurel	

**Case History**

Complaint Replacement

\*\*\* PHONE LOG 12/27/2004 01:22 PM US Mountain Standard Time JHirshfield  
caller

1. she read in her book that she should contact KCC before contacting a lawyer, so that is what she is doing
2. car was towed to MS003 last Fri
3. the doors were locking themselves and locking her in the car
4. the brake light comes on by itself and ran the battery down
5. plus all the other problems she has had in the past with this vehicle
6. the car is driving her crazy —tried to trade it in —she would be upside down on her loan
7. what does she need to do now —call her lawyer?

wtr

1. what i will do is forward her case to our regional office
2. i will need to notify the svc mgr and the DPSM regarding her concerns
3. kia stands behind the warranty and will do whatever it takes to fix the car
4. refer to WCIM for specific info regarding MS buy back policy
5. she should receive a response from Kia in the next two weeks or so —they are off for the New Year

\*\*\* PHONE LOG 12/28/2004 07:20 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr spoke with svc mgr, Odessa @ MS003 who stated

1. the car is in there currently
2. they have diagnosed the problem with the no start as the vehicle needing an alternator
3. she was not aware of the door lock problems
4. she will have her tech contact the cust and ask her exactly what is going on with the car so they can get it repaired correctly

wtr

1. cust had requested info regarding the Lemon Law—doubtful if she would qualify
2. however, i will be notifying DPSM, Scott C and forwarding her case to SRCA for assist determination

\*\*\* EMAIL OUT \_ JHirshfield Action Type:External email

Send to:[scoameron@kiausa.com]

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

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

<<File Attachment: \\copubs\Clarify\OBJCA\_Attachments\SendHistory\Case\_K406614\_JHirshfield\_12-28-2004073847.doc>>

\*\*\* PHONE LOG 01/07/2005 11:43 AM MEstrella Action Type:Incoming call

CALLER STATES:

1. SPOKE TO SOMEONE LAST WEEK, CANNOT REMEMBER WHO

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2001 OPTIMA SE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126415 [REDACTED]	K406614	34,000
EL, M	PH	Prod. Date: 3/21/01	Dealer: MS003 Kia of Laurel	

2. HAVING MULTIPLE ISSUES W/ VEH
3. CAR IS IN SHOP AGAIN
4. WHAT ELSE CAN BE DONE

**WRITER STATES**

1. APOLOGIZED
2. ADVISED THAT JON FORWARDED HER FILE TO OUR REGIONAL OFFICE
3. PROVIDED NAME, 800# AND EXT OF L MOORE AT REGION AND CASE #

\*\*\* PHONE LOG 01/07/2005 11:51 AM US Mountain Standard Time JHirshfield Action Type: Incoming call  
cust called and stated:

1. she has tried to call the SRCA to speak with Leslie Moore, but she gets a recording that goes straight to a voice mail for Phyllis Oliver stating she is out on sick leave

wtr provided the 678-385-8500 # to cust

\*\*\* PHONE LOG 01/07/2005 03:46 PM Eastern Daylight Time LMoore Action Type: Outgoing call

Ret. call to customer, she states:

1. my car is in the shop again
- 2.
3. went in for the first time 8/02 for the brakes; 12/02 windshield wipers, brakes, hard start; 2/04 towed in for 10 days due to wipers, trans; 9/1/04 and they kept it for 5 weeks in 10/5/04, two days later was accelerating and the car stalled, had to have it towed in 10/7 -10/13 and had to have it towed in again 10/15-10/19; went back 12/27/04 for locks cycling and battery would run down, alternator replaced; called dir on New Year's Eve because lights were coming on by themselves, took it Monday and it's still there.
4. they used to put me in a rental now they said that they can't do it anymore, my husband's going out of town today and i won't have a car to drive
5. don't want car anymore, would you take it back; i've talked to an attorney, John asked me to give some more time to try to get this settled
- 6.

\*\*\* PHONE LOG 01/07/2005 04:51 PM Eastern Daylight Time LMoore Action Type: Outgoing call

Called cust., writer states:

1. s.w. DPSM, he gave ok for rental
2. call Odessa, SM at MS003 to get your rental



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD126015 [REDACTED]	K353509	88,776
[REDACTED], TX	[REDACTED] PH [REDACTED]	Prod. Date: 4/28/01	Dealer: OH025 Taylor Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/17/2004 01:39 PM US Mountain Standard Time JProkopp

Customer states:

1. My airbag light and door locks have been acting up since I bought this vehicle.
2. I've been taking it to Taylor Kia for these problems.
3. They have done repairs before for the door locks and they were ordering a seat for the airbag light.
4. They were going to cover the repairs because they were issues I had while I was under warranty.
5. However, I had to move before they could get the parts in.
6. What can I do?

Writer states:

1. This vehicle is out of the warranty.
2. I show one door latch repair from 2002.
3. I do not show any airbag repairs.
4. I recommend that you take the vehicle into a Kia dealer for inspection.
5. Once they have diagnosed it, the service manager can review it with Kia.
6. You may also call me.
7. However, I cannot guaranty that any assistance will be provided.

\*\*\* CASE CLOSE 08/17/2004 01:40 PM US Mountain Standard Time JProkopp

\*\*\* PHONE LOG 08/26/2004 05:13 AM US Mountain Standard Time JProkopp Action Type:Incoming call  
Writer received message from customer requesting call back.

\*\*\* PHONE LOG 08/26/2004 12:53 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted customer.

Customer states:

1. I took the vehicle into Kia of El Paso.
2. Rick wanted you to call him.
3. I'm picking up the vehicle now.
4. They did brake work on my car and they should have diagnosed the other issues.
5. I'm paying for the brake work.

Writer states:

1. I will get in touch with your dealer.
2. I will review this with the appropriate people at Kia to see if there is any assistance that Kia can provide.
3. I will call you once I have further information.

\*\*\* PHONE LOG 08/26/2004 01:02 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted El Paso Kia and spoke with Rick in service (service manager not in).

Rick states:

1. We did some brake work on the vehicle.
2. The airbag light is on and the passenger door latch doesn't work.
3. However, the customer did not want us to diagnose it until she knew Kia was going to cover it.

**Kia Motors America**  
**Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2001 OPTIMA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAGD12601[REDACTED]	K353509	88,776
[REDACTED]	[REDACTED]	Prod. Date: 4/28/01	Dealer: OH025 Taylor Kia	

\*\*\* PHONE LOG 08/26/2004 01:07 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Taylor Kia. Writer was unable to get through to the service manager.

\*\*\* PHONE LOG 08/27/2004 07:30 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Taylor Kia. Service manager not in until Monday.

\*\*\* PHONE LOG 08/30/2004 08:07 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Taylor Kia. Service manager was out to lunch.

\*\*\* PHONE LOG 08/30/2004 11:02 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Taylor Kia and left message with the service manager requesting call back.

\*\*\* PHONE LOG 08/31/2004 06:40 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Taylor Kia and spoke with the service manager, Keith.

Keith states:

1. The only time we had the customer here for an airbag light was on 6/1/04 at 84k miles.
2. She needed an airbag and a seat back replaced.
3. This was customer pay.
4. She declined the repairs.
5. There was no goodwill being offered.

\*\*\* PHONE LOG 08/31/2004 06:48 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted customer.

Writer states:

1. I have done some research on this.
2. This is not something that Kia will be offering coverage for.
3. Your previous dealer only has record of the vehicle coming in for the airbag light one time.
4. At that time, the vehicle was already out of the warranty.

Customer states:

1. I've been having this problem since I bought the vehicle.
2. They just couldn't figure out what it was until then.

Writer states:

1. If this was an issue that wasn't being taken care of while you were under warranty, you should have contacted us at that time.
2. There is no coverage that I can offer you.

\*\*\* CALL LOG 08/31/2004 06:40 AM US Mountain Standard Time JProkopp

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 11:11:49  
 Dealer: OH025 R/O #: 42064 Claim #: 1 02 01 Claim Type: W Mechanical (Ge  
 R/O Date(Opn/Cls): 9/24/2002 9/24/2002 VIN: KNAGD126015 Optima(01-)  
 Retail Date: 7/16/2001 Mileage: 38,959 Visiting: Status:A/B / A  
 Cond. Cd: N99 OTHERS Cause Cd: C31 STICKING, SEIZED

Cu F/Name: Cust L/Name: Notes: Y  
 Service Part Ins-Mileage: Ins-R/O:  
 Rsub: SW: OH0256970 TN: OH0254960 PNAS: Scan:

Causal Pt: 81310 3C000 Qty: 1 Type: Addl: Part Amt: 41.79  
 LCnt: 2 LATCH ASSY-FR DR LH RecDt: 9/25/2002 SysCd: N Add'l Amt:  
 Primary Labor: 81310R00 Hours: .6 Type: X Addl: .4 Labor Amt: 38.40  
 LRat: 64.00 Door Latch Assy IfDt: 9/25/2002 Add'l Amt: 25.60  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1	95730 3C000	1.0			72.31		
	ACTUATOR -FR DR LOCK						
2	81370 38000	1.0			12.88		
	ROD ASSY-FR DR SAFET						

	Part	Hour	Labor	Sublet	Total
Claimed:	126.98	1.0	64.00	.00	190.98
Credited	126.98	1.0	64.00	.00	190.98

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :

**Kia Motors America**  
**Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 OPTIMA SE</b> KNAGD124315 [REDACTED]	<b>Case Number</b> K369307	<b>Mileage</b> 45,108
<b>Address</b> [REDACTED], CA 95818, PH: 9164436388		<b>Prod. Date:</b> 5/3/01	<b>Dealer:</b> CA154 Florin Road Kia	

**Case History**

**Complaint: Rental Car**

\*\*\* PHONE LOG 09/27/2004 12:08 PM US Mountain Standard Time RHall  
[REDACTED] called

- 1 alternator (6x), three new batteries, electrical probs for *door locks* (6-7 times)
- 2 replaced modules, still not working correctly
- 3 connector from engine to transmission keeps coming loose
- 4 everytime it comes loose, veh jerks, then cust has to put gas pedal all the way down
- 5 both times this has happened, i was on the freeway, it could have caused an accident
- 6 cust is really upset that he was to repeat warr work and i am left w/out a veh
- 7 i am calling my attorney after this to have buy back procedures
- 8 i will not wait 72 bus hrs, and i will not wait for a call back, i insist on speaking to a firm now
- 9 i have a piece of junk, the paint is already peeling, this is ridiculous, kia wont even cover it
- 10 my veh is currently not working again for connection problem and i insist on a rental
- 11 every drshp i have called and KIA only give rentals on 2002 vehs and newer
- 12 i want you to put me on hold and get a kia firm now

writer

- 1 open recalls SC037
- 2 kia has no provisions in warr for rental vehs, not on 2001 or 2002 or newer, not part of warr
- 3 ref cust to SM at drshp for poss asst w/ loaner or rental veh

\*\*\* PHONE LOG 09/27/2004 12:24 PM WNoonan Action Type:Incoming call  
WRITER SPOKE WITH Darin Russaw.

CUSTOMER STATED:

1. THE VEHICLE HAS HAD PROBLEMS WITH THE ALTERNATOR, *DOOR LOCKS*.
2. LAST TIME, A CONNECTOR DISCONNECTED AND MADE THE CAR JOLT.
3. I TOOK THE VEHICLE IN 2 WEEKS AGO FOR THIS ISSUE.
4. NOW THE PROBLEM IS HAPPENING AGAIN.
5. I WANT KIA TO DO SOMETHING ABOUT THIS.
6. MY AIRBAG LIGHT IS ON IN THE VEHICLE AGAIN AS WELL.
7. I WANT KIA TO GIVE ME A RENTAL VEHICLE RIGHT NOW, THERE IS A THING CALLED THE LEMON LAW AND I WILL CALL A LAWYER AND SUE KIA.
8. I WILL SUE KIA FOR ENDANGERING MY FAMILY.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL FOLLOW UP WITH THE DEALER ON THE REPAIRS.
3. AFTER THE DEALER IS ABLE TO LOOK AT THE VEHICLE WRITER WILL RESEARCH RENTAL REQUEST.
4. VEHICLE HAS TO BE INSPECTED FIRST.
5. TRANSFERRED CUSTOMER TO ROADSIDE ASSISTANCE TO HAVE VEHICLE TOWED TO THE DEALER.

\*\*\* PHONE LOG 09/27/2004 03:01 PM WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM CUSTOMER.

CUSTOMER STATED:

1. I HAVE BEEN WAITING FOR OVER AN HOUR FOR MY TOW TRUCK, CALL ME BACK.

\*\*\* PHONE LOG 09/28/2004 10:04 AM WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM CUSTOMER.

CUSTOMER STATED:

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD12431 [REDACTED]	K369307	45,108
<u>amento, C.</u>	<u>H.</u>	<u>Prod. Date: 5/3/01</u>	<u>Dealer: CA154 Florin Road Kia</u>	

1. THE DEALER HAS LOOKED AT THE VEHICLE.
2. CALL ME BACK AT 916-607-1881 - I WANT A RENTAL VEHICLE.

\*\*\* PHONE LOG 09/28/2004 10:16 AM WNoonan Action Type:Outgoing call  
WRITER PHONED Florin Road Kia AND SPOKE WITH STEVE, SERVICE ADVISOR (MANAGER NOT THERE).  
STEVE STATED:

1. WE HAVE NOT BEEN ABLE TO DUPLICATE THE *DOOR LOCK* CONCERN.
2. HE SAID THAT IT HAPPENS DURING HOT WEATHER, WE ARE STILL GOING TO TRY.
3. FOR THE SHIFTING PROBLEM WE HAVE TO REPLACE AN INPUT SPEED SENSOR, WE SHOULD HAVE ONE OF THESE HERE.
4. FOR THE AIRBAG LIGHT COMING ON THE BATTERY IS NEEDING TO BE REPLACED BECAUSE IT HAS A LOW CHARGE.
5. IT WAS REPLACED ONCE BEFORE AND WE WILL CALL HIM AFTER WE VERIFY COVERAGE.
6. WE ARE ALSO REPLACING A SHIFTER KNOB BECAUSE THE CHROME PAINT IS FLAKING OFF AND CUTTING HIS HAND.
7. THE SHIFTER WE HAD WAS THE WRONG ONE SO WE OVER NIGHTED THE PART AND IT WILL BE HERE TOMORROW.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 09/28/2004 12:22 PM WNoonan Action Type:Outgoing call  
WRITER PHONED RICK DARLING, DPSM AND LEFT VM REQUESTING RENTAL ASSISTANCE AND CALL BACK.

\*\*\* PHONE LOG 09/28/2004 12:22 PM WNoonan Action Type:Incoming call  
WRITER RECEIVED INCOMING CALL FROM STEVE AT Florin Road Kia, REQUESTING CALL BACK.

\*\*\* PHONE LOG 09/28/2004 12:34 PM WNoonan Action Type:Outgoing call  
WRITER PHONED Florin Road Kia AND SPOKE WITH STEVE, SERVICE ADVISOR.

STEVE STATED:

1. WE HAVE BEEN IN TOUCH WITH OUR DPSM AND HE AUTHORIZED A RENTAL FOR THE CUSTOMER FOR ONE DAY.
2. WE HAEV REPLACED THE INPUT SPEED SENSOR AND THE BATTERY UNDER WARRANTY.
3. THE SHIFTER KNOB WILL NOT BE HERB TILL TOMORROW AND WE WILL BE DOING THE RECALL.
4. I HAVE CALLED HIM AT BOTH NUMBERS I HAVE AND HAVE LEFT HIM MESSAGES.
5. WE HAVE NOT DUPLICATED THE PROBLEM WITH THE *DOOR LOCKS*.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 09/28/2004 12:34 PM WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK A [REDACTED] AND LEFT VM REQUESTING CALL BACK.

\*\*\* PHONE LOG 09/28/2004 12:43 PM WNoonan Action Type:Outgoing call  
WRITER PHONED [REDACTED] AND LEFT VM REQUESTING CAL BACK FROM CUSTOMER.

**Kia Motors America  
Consumer Affairs Department**

<u>Last Name</u>	<u>First Name</u>	<u>VIN of 2001 OPTIMA SE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAGD12431[REDACTED]	K369307	45,108
[REDACTED]	[REDACTED]	Prod. Date: 5/3/01	Dealer: CA154 Florio Road Kia	

\*\*\* PHONE LOG 09/28/2004 03:00 PM WNoonan Action Type:Outgoing call  
WRITER PHONED [REDACTED] AND LEFT VM EXPLAINING RENTAL AUTHORIZATION AND REFERRED  
CUSTOMER TO CONTACT DEALER.

\*\*\* CASE CLOSE 09/28/2004 03:01 PM WNoonan  
RENTAL AUTHORIZED

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKRO69I WOODS Warranty Claim Inquiry WKR200 C / Y 11:14:48  
 Dealer: CA154 R/O #: 40279 Claim #: A 03 01 Claim Type: W Mechanical (Ge  
 R/O Date(Open/Cls): 8/13/2003 8/13/2003 VIN: KNAGD124315 Optima(01-)  
 Retail Date: 11/18/2001 Mileage: 27,000 Visiting: Status:A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C15 POOR CONTACT

Cu F/Name: [REDACTED] Cust L/Name: [REDACTED] Notes:  
 Service Part Ins-Date: [REDACTED] Ins-Amount: [REDACTED] Ins-R/O:  
 Rsub: SW: CA1542752 TN: CA1545230 PWAs: Scan:  
 Causal Pt: 95730 3C000 Qty: 1 Part Amt: 50.68  
 LCnt: 2 ACTUATOR -FR DR LOC RecDt: 8/28/2003 SysCd: N Labr Amt: 56.00  
 Primary Labor: 95770R00 Hours: .7  
 LRat: 80.00 Door Central Lo IfDt: 8/28/2003  
 Seg Part# / Labor Op Qty/Hrs Type Add'l Part Amt Labor Amt Sublet Amount

1 81310R00 .4 32.00

Door Latch Assy(Front), R&R, One Si

2 81310 3C000 1.0 23.52

LATCH ASSY-FR DR LH

Part

Hour

Labor

Sublet

Total

Claimed: 74.20

1.1

88.00

.00

162.20

Credited 74.20

1.1

88.00

.00

162.20

Command : F2=Prev

F5=1st Owner

F7=Comment

F8=System Inq

F11=CCD Inquiry

Message :

WSC069I S78CMZV6 KIA MOTORS AMERICA Inquiry 1/28/2005  
 WKR069I WOODS Warranty Claim Inquiry WKR200 C / Y 11:15:19  
 Dealer: CA154 R/O #: 18959 Claim #: A 04 01 Claim Type: W Mechanical (Ge  
 R/O Date (Opn/Cls): 7/06/2004 7/08/2004 VIN: KNAGD124315 Optima (01-)  
 Retail Date: 11/18/2001 Mileage: 41,080 Visiting: Status: A/B / A  
 Cond. Cd: N94 INOPERATIVE Cause Cd: C31 STICKING, SEIZED

Cu F/Name: Cust L/Name: Notes:  
 Serca Part Ins-Date: Ins-Mileage: Ins-R/O:  
 Rsub: SW: CA1545941 TN: CA1541723 PWAs: Scan:  
 Causal Pt: 81310 3C000 Qty: 1 Part Amt: 23.52  
 LCnt: 2 LATCH ASSY-FR DR LH RecDt: 7/20/2004 SysCd: N  
 Primary Labor: 81310R00 Hours: .4 Labr Amt: 32.00  
 LRat: 80.00 Door Latch Assy IfDt: 7/20/2004

Seg Part# / Labor Op	Qty/Hrs	Type	Add'l	Part Amt	Labor Amt	Sublet Amount
1 58361R00	.4				32.00	
Door Lock Controller(Front), R&R, O						
2 95730 3C000	1.0			42.63		
ACTUATOR -FR DR LOCK						

	Part	Hour	Labor	Sublet	Total
Claimed:	66.15	.8	64.00	.00	130.15
Credited	66.15	.8	64.00	.00	130.15

Command : F2=Prev F5=1st Owner F7=Comment F8=System Inq  
 F11=CCD Inquiry

Message :



**FIELD REPORTS AND TAC CASE  
REPORTS WHICH SHOULD HAVE  
BEEN PREVIOUSLY IDENTIFIED**



# Field Product Quality Report

User:DBolton-FB

Case Number - F237935

01/27/2005 01:50:35 PM

Distributor: KMA  
Region/District: WE10  
Dealer Code: UT011  
Dealer City: Kayville  
Name: Hoh OTH

Report No.: WE03HO07B  
Issue Date: 09/30/2003 06:10:58 PM  
Dealer Name: Young Kia  
Dealer State: UT

Attachments: FWE03HO07B\_UT011\_9-30-2003\_17-10-58\_DOOR1.JPG FWE03HO07B\_UT011\_9-30-2003\_17-10-58\_DOOR2.JPG  
FWE03HO07B\_UT011\_9-30-2003\_17-10-58\_DOOR3.JPG FWE03HO07B\_UT011\_9-30-2003\_17-10-58\_DOOR4.JPG FR\_Case\_F237935.doc

Component Group: Body  
Component Code: Front Door Mechanism  
(Lock Assy)  
TREAD: 17 Latch

### Subject/Title:

### Vehicle Data

Model Code: 52242

Model Desc: OPTIMA SE

Year: 2001

VIN: KNAGD124615

Mileage: 35452

Engine No.: G6229011

Trans No.:

Trans Type: Automatic

Prod Date: 12/19/2000

Deliver Date: 2/28/2001

Repair Date: 5/8/2003

### Part Information

Number: 95730 3C000

Part Name: ACTUATOR -FR DR LOCK

Condition: N94 INOPERATIVE

Cause: C08 BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No.: ACTUATOR -FR DR LOCK

Other Part No.:

### Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

### Case History

#### CUSTOMER COMPLAINT

Customer states the door lock inoperative intermittently.

#### ACTUAL CONDITION

The door lock opens or closes very slowly after continuously operating the door lock switch.

#### INVESTIGATION RESULTS

The door lock relay operates normally and the system voltage is present at the actuator terminal when the door lock switch is depressed, whether it is on "open" or "lock". The door lock actuator starts lagging after several times continuously operating the door lock switch whether driver side or passenger side, even though the door lock actuator separated from the door lock latch (see attached photos). No resistance spec. is available for this part in service manual.

#### POSSIBLE CAUSE

It might be a high current draw inside the actuator or the actuator might be prematurely worn out. Use higher quality electrical component and/or doing increased durability testing may be required.

Case History  
CORRECTIVE ACTION

The dealership technician replaced door lock actuator.

RECOMMENDATIONS

KMC should investigate this condition, make the appropriate corrections and report findings back to KMA as soon as possible. KMC should make specifications available in service manual, so as to prevent technician from replacing door lock actuators that are not defective.

\*\*\* CASE CLOSE 11/03/2003 01:07 PM Pacific Daylight Time JTaylor-FB  
Coded

\*\*\*\*\*End Field Product Quality Report F237935\*\*\*\*\*



# Field Product Quality Report

User:DBcton-FS

Case Number - F247393

01/27/2005 01:49:50 PM

Distributor: KMA

Report No.: WE03BV87

Region/District: WE02

Issue Date: 11/20/2003 11:01:17 AM

Dealer Code: CA088

Dealer Name: Bosch Kls of Fontana

Dealer City: Fontana

Dealer State: CA

Name: Broughton OTH

Attachments: FR\_Case\_F247393.doc

Component Group: Body

Component Code: Front Door Mechanism (Lock Assy)

TREAD: 13 Visibility 17 Latch

Subject/Title: FTR-GOUGH-KNAGD124515088344-CA088

### Vehicle Data

Model Code: 52242

Model Desc: OPTIMA SE

Year: 2001

VIN: KNAGD12451

Mileage: 54848

Engine No.: G6257552

Trans No.:

Trans Type: Automatic

Prod Date: 2/28/2001

Deliver Date: 8/8/2001

Repair Date: 11/10/2003

### Part Information

Part Number:

Part Name:

Condition:

Cause:

Part ID/Lot:

Other Part No.:

Other Part No.:

### Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

### Case History

#### CUSTOMER COMPLAINT

The customer states: 1. The drivers door window glass sticks rolling up. 2. The pass door glass sticks rolling up. 3. The door locks will not open after locking.

#### ACTUAL CONDITION

#### INVESTIGATION RESULTS

11/10/03 Inspected vehicle. Duplicated the customer concern with the front door windows. The window glass was slow to roll up. The door locks were difficult to open when locked.

#### POSSIBLE CAUSE

#### CORRECTIVE ACTION

**Case History**

Replace the front window regulator assy - right and left. Replace the front door actuators- right and left.

**RECOMMENDATIONS**

CASE CLOSE 12/04/2003 01:54 PM Pacific Daylight Time JTaylor-FS  
coded

\*\*\*\*\*End Field Product Quality Report F247393\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBotton-TL

Case Number -T175698

01/27/2005 03:00:28 PM

### Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4467341

Model Code: 61242

VIN: KNAGD1263180 [REDACTED]

Mileage: 24106

Prod Date: 3/8/2001 [REDACTED]

Warranty Start Date: 4/24/2001

Port Options: CP

Factory Options: LE

### Dealer/Contact Data

Dealer: AZ021 Fisher Kia

Phone: (928) 314-1077

Fax: (928) 314-1075

Contact: Todd May

Contact Title:

Service District: WE03

### Case Details

Title: door locks will not unlock intermittently

Symptom: Door Locks (General)

System: Body Electrical

Component:

Resolution: Inactive 6 months

Solution ID:

### Case History

PHONE LOG 08/10/2003 11:42:44 AM DRichmond Action Type:

states doors lock normally but the actuators still sound like it keeps trying to lock, not cycling but the Actuator still is turning and this only happens when using RKE remotes. If he uses the door lock switch in drivers door the locks will unlock and lock like normal. They swapped out good known ETACS and a good known RKE unit with no help. Advised tech to swap out a good known under dash fuse box, if no help check voltage on pins A14, A15, A3, C3, C4, B8 and B7 in locked and unlocked positions.

\*\*\* CASE CLOSE 04/23/2004 08:28:19 AM DRichmond Resolution Code = Inactive 6 months.

\*\*\*\*\*End Case Report T175698\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBolton-TL

Case Number -T196712

01/27/2005 03:27:44 PM

## Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G8265850

Model Code: 52222

VIN: KNAGD12481d

Mileage: 20000

Prod Date: 3/16/2001

Warranty Start Date: 3/31/2002

Port Options: CF

Factory Options:

## Dealer/Contact Data

Dealer: NY035 Sun Kia

Phone: (516) 781-8888

Fax: (516) 781-8824

Contact: Ed DeGraff

Contact Title:

Service District: EADA

## Case Details

Title: Door Locks Lock Themselves

Symptom: Improper Operation

System: Body Interior & Exterior

Component: Door Latch

Resolution:

Solution ID:

## Case History

PHONE LOG 07/30/2003 01:08:52 PM RPeralta Action Type:

states that they replaced the door lock actuator. Advised to replace the drivers door latch assy.

\*\*\*\*\*End Case Report T196712 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBolton-TL

Case Number -T213074

01/27/2005 03:32:28 PM

## Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G4514311

Model Code: 51222

VIN: KNAGD126718

Mileage: 35900

Prod Date: 5/21/2001

Warranty Start Date: 10/14/2001

Port Options: CF

Factory Options: CS, CC

## Dealer/Contact Data

Dealer: VA005 Pomoco Kia

Phone: (757) 262-0140

Fax: (757) 262-0147

Contact: Jeremy Vickers

Contact Title: Technician

Service District: 8014

## Case Details

Title: Doors will not unlock from inside switch

Symptom: Door Locks (General)

System: Body Electrical

Component:

Resolution:

Solution ID:

## Case History

PHONE LOG 02/04/2003 11:56:58 AM DRichmond Action Type:

Doors will lock from the key and switch in the door, doors will unlock using the key in the drivers door.

Advised tech to check voltage at driver door lock switch K01 pins 7 and 8 in neutral, unlocked and lock positions.

\*\*\* PHONE LOG 06/06/2003 07:21:08 AM DJackson-TL Action Type: Incoming call

Replaced door lock actuator and door latch and found 12.3 volts and 12.4 volts in neutral and when the door lock it drops to .5 volts and unlock drops to 11.4 volts

Advise tech to check wire from door switch to the ETACS back to pin A14 and A15.

\*\*\* PHONE LOG 08/15/2003 07:23:44 AM DJackson-TL Action Type: Incoming call

Tech was unsure why A15 and A15 and pin 7 and pin 8 of the K-01.

Advise tech pin 7 and pin 8 connects to A14 and A15 of the ETACS, advise to recheck possible bad switch.

\*\*\*\*\*End Case Report T213074\*\*\*\*\*





# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T221024

01/27/2005 03:34:14 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4484298

Model Code: 51242

VIN: KNAGD126X1

Mileage: 48178

Prod Date: 3/14/2001

Warranty Start Date: 7/22/2001

Port Options: ZG

Factory Options:

## Dealer/Contact Data

Dealer: SC017 Upstate Kia

Phone: (864) 228-9090

Fax: (864) 231-1232

Contact: Charlie Kemoda

Contact Title: Technician

Service District: S002

## Case Details

Title: door lock all the time

Symptom: Power Door Locks Inoperative

System: Please Specify

Component:

Resolution:

Solution ID:

## Case History

PHONE LOG 09/23/2003 06:19:53 AM MKaiser Action Type:  
Tech to swap out the drivers door latch.

\*\*\* PHONE LOG 09/24/2003 09:26:40 AM DUnours Action Type: Incoming call  
Tech just notifying us that the parts are on order.

\*\*\* PHONE LOG 09/29/2003 07:13:39 AM DRichmond Action Type: Incoming call  
Tech installed a new door latch and still has same problem, the door locks will lock 30-40 seconds after unlocking doors but not opening doors. Also doors will still lock after unlocking and trying to open the door, the new latch he installed was ordered, then did not have it in stock. Advised tech it is normal for doors to relock if door is not opened within 30 seconds of unlocking. Also having tech check voltage on pins A3, B56 and B7 with door locked and unlocked.

\*\*\*\*\*End Case Report T221024 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T222372

01/27/2005 03:34:41 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G6256462

Model Code: 52242

VIN: KNAGD124815

Mileage: 28984

Prod Date: 3/22/2001

Warranty Start Date: 10/14/2001

Port Options: CF

Factory Options:

## Dealer/Contact Data

Dealer: K8004 Olathe Kia

Phone: (913) 390-6600

Fax: (913) 390-8231

Contact: MARK ROSS

Contact Title:

Service District: CE05

## Case Details

Title: Doors lock by themselves Intermittently

Symptom: Power Door Locks Inoperative

System: Body Interior & Exterior

Component: Door Latch

Resolution:

Solution ID:

## Case History

NOTES 09/25/2003 08:42:02 AM clarify Action Type: Manager review

formed by contact: MARK ROSS, 9133906600

Door locks intermittently lock by themselves while driving. doesn't happen often. Radio intermittently goes off but doesn't seem to be related to door lock problem. We think the radio problem is internal to the radio.

What Reference Materials Have Been Used - What Has Already Been Tried?

Visual inspection of wiring. We cannot duplicate the door lock problem. Wondering if this is something you've seen before.

\*\*\* CASE DISPATCHED 09/25/2003 08:44:24 AM clarify from WP default to Queue Techline Web.

\*\*\* CASE YANKED 09/25/2003 09:04:19 AM MKaiser Yanked by MKaiser into WIP/In Progress.

\*\*\* PHONE LOG 09/25/2003 09:07:49 AM MKaiser Action Type: Incoming call

We have a problem with the drivers side door latch it doesn't allow the rod to return to the full extended position this causes the contact switch inside the drivers door lock actuator to send a lock input to the ETWIS.

Start by replacing the drivers side door latch and advise.

\*\*\* NOTES 11/26/2003 10:07:06 AM clarify Action Type: Manager review

\*\*\* Performed by contact: MARK ROSS, 9133906600

We replaced the driver door latch at least several weeks ago. They returned yesterday with the same problem. We cannot duplicate the problem though. Cust. says they're driving along and suddenly the door locks lock and unlock repeatedly. Whats next?

\*\*\* PHONE LOG 11/26/2003 11:02:50 AM MKaiser Action Type: Incoming call

look for shorts to ground inside the drivers door for the lock actuator and the master door lock switch also were the wires go through the door to the a pillar. The passenger doors should also be checked.

\*\*\*\*\*End Case Report T222372 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T228841

01/27/2005 03:36:48 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4396718

Model Code: 51242

VIN: KNAGD126718

Mileage: 44287

Prod Date: 12/8/2000

Warranty Start Date: 3/25/2001

Port Options: FH

Factory Options:

## Dealer/Contact Data

Dealer: PA048 Eastgate Kia

Phone: (724) 838-2532

Fax: (724) 834-7100

Contact: Denny Comp

Contact Title: Technician

Service District: EA08

## Case Details

Title: Door locking themselves

Symptom: Door Locks (General)

System: Body Electrical

Component:

Resolution:

Solution ID:

## Case History

PHONE LOG 10/09/2003 08:14:05 AM DRichmond Action Type:

states door locks operate normally with key in door, problem is when unlocking doors from rocker switch in door panel, locks will lock right back up.

Advised tech to pull rod off at latch and retest, if problem goes away replace the door latch, if problem is still there then either actuator is bad or wire is ground from pin 2 of actuator to ETWIS, to check that unplug actuator and check voltage on pin 2, if 5v ref is there then replace the actuator because wire is not grounded.

\*\*\* CASE CLOSE 10/21/2003 07:13:58 AM clarify contact: Denny Comp, 7248382532

Status = Closed, Resolution Code = Faulty Component

\*\*\* Performed by contact: Denny Comp, 7248382532

replaced door lock actuator

\*\*\*\*\*End Case Report T228841 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBohon-TL

Case Number -T239858

01/27/2005 03:38:57 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4520205

Model Code: 51242

VIN: KNAGD126X1

Mileage: 20011

Prod Date: 6/4/2001

Warranty Start Date: 5/20/2002

Port Options: CF

Factory Options: LE

## Dealer/Contact Data

Dealer: PA024 C. Harper Kia

Phone: (724) 929-4844

Fax: (724) 929-8000

Contact: Jeff Mohney

Contact Title: Technician

Service District: EA09

## Case Details

Title: Door locks it self after unlocking

Symptom: Door Locks (General)

System: Body Electrical

Component:

Resolution: Faulty Component

Solution ID:

## Case History

PHONE LOG 11/05/2003 11:02:53 AM DRichmond Action Type:

states he can duplicate the concern.

Advised tech to pull rod off actuator, if problem goes away then replace the door latch, if problem is still there unplugged the actuator itself and reset.

\*\*\* CASE CLOSE 12/09/2004 11:58:33 AM clarify contact: Jeff Mohney, 7249298000

Status = Closed, Resolution Code = Auto Closed.

\*\*\* Performed by contact: Jeff Mohney, 7249298000

shorted switch cyl.

\*\*\* CASE REOPENED 12/13/2004 07:32:37 AM DRichmond

with Condition of Open and Status of Working.

\*\*\* CASE CLOSE 12/13/2004 07:33:55 AM DRichmond Resolution Code = Faulty Component.

Tech replaced the door lock actuator and vehicle is repaired.

\*\*\*\*\*End Case Report T239858\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBoffon-TL

Case Number -T261586

01/27/2005 03:48:42 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G44B2584

Model Code: 51242

VIN: KNAGD1266150000000

Mileage: 21863

Prod Date: 4/23/2001

Warranty Start Date: 1/8/2002

Port Options: CF

Factory Options:

## Dealer/Contact Data

Dealer: GA015 Sunny Kia

Phone: (229) 242-3835

Fax: (229) 241-1139

Contact: Dan Brodrick

Contact Title:

Service District: 6003

## Case Details

Title: Drivers door lock when pulling on handle

Symptom: Power Door Locks Inoperative

System: Body Electrical

Component:

Resolution:

Solution ID:

## Case History

PHONE LOG 01/02/2004 09:08:18 AM DJackson-TL Action Type:

tech states he check the switch and everything looks fine.

Advise tech to relaced the drivers door lock actuator assy.

\*\*\*\*\*End Case Report T261586\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T263977

01/27/2005 03:50:14 PM

## Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G4371537

Model Code: 51222

VIN: KNAGD12851

Mileage: 33148

Prod Date: 11/1/2000

Warranty Start Date: 5/13/2001

Port Options: CF

Factory Options: CS, CC

## Dealer/Contact Data

Dealer: CA065 Sains Kia

Phone: (859) 698-5000

Fax: (559) 891-2014

Contact: Mel Barlow

Contact Title:

Service District: WE05

## Case Details

Title: Power door locks stay locked

Symptom: Power Door Locks Inoperative

System: Body Interior & Exterior

Component: Door Latch

Resolution:

Solution ID:

## Case History

PHONE LOG 01/07/2004 08:27:37 AM MKelser Action Type:  
Tech states that the door locks are in a constant lock state when the problem occurs.  
Advised tech to get a drivers side door latch.

\*\*\*\*\*End Case Report T263977 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T283172

01/27/2005 03:51:41 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4467734

Model Code: 51242

VIN: KNAGD12681

Mileage: 41179

Prod Date: 3/20/2001

Warranty Start Date: 7/18/2001

Port Options: CF

Factory Options: LE

## Dealer/Contact Data

Dealer: AL006 Dean McCrary KIA

Phone: (251) 471-3326

Fax: (251) 471-6222

Contact: Scott Paradise

Contact Title:

Service District: SD10

## Case Details

Title: Door locks by them selves

Symptoms: Door Locks (General)

System: Body Electrical

Component:

Resolution:

Solution ID:

## Case History

PHONE LOG 02/18/2004 08:34:35 AM DRichmond Action Type:

states they have replace the Left front door latch assembly and actuator 2 times. Tech can not duplicate the problem but customer states it happens once a

day and doors will lock just after walking away from the vehicle. This does have RKE but customer states she has remotes in hers hands and knows she is not touching the button when this happens.

Advised tech to check for shorted wiring in both front doors.

Beeh under dash fuse box with door unlocked, if they lock then replace the under dash fuse box (I have seen weird electrical door lock problems due to fuse box)

Unplug RKE module for testing reason and see if complaint goes away.

\*\*\* PHONE LOG 03/01/2004 03:26:48 PM DJackson-TL Action Type: Incoming call

Tech states he replaced the fuse box and the ETACS tech states the problem is still present.

Advise tech to monitor the inputs A14 of the ETACS also oblong the holes on the passenger side for the door lock actuator and slightly move it back, the linkage may be slightly long lagging between the lock and unlock position.

\*\*\*\*\*End Case Report T283172 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBSoton-TL

Case Number -T283352

01/27/2005 03:52:17 PM

### Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4470301

Model Code: 51242

VIN: KNAGD12541

Mileage: 40408

Prod Date: 3/22/2001

Warranty Start Date: 10/27/2001

Port Options: CF

Factory Options: LE

### Dealer/Contact Data

Dealer: FL053 Holler Kia of Longwood

Phone: (407) 898-8808

Fax: (407) 898-0448

Contact: david crut

Contact Title:

Service District: S006

### Case Details

Title: Door Locks Won't Unlock

Symptom: Door Locks (General)\_Does Not Open

System: Body Electrical

Component: Door Switches

Resolution:

Solution ID:

### Case History

PHONE LOG 02/18/2004 01:07:34 PM DUhours Action Type:

Locks Won't Unlock - Tech states that this concern is very intermittent. Tech says that twice he took apart the vehicle and thought he repaired it, only to find out the concern started to happen again. Tech states that when the concern occurs, the door lock relays always work fine, but the actuators make a strange noise and stop working for a while. Tech has replaced all actuators, door lock relays, and can't find a wiring problem. Advised tech to check the door lock motor circuit for a short to ground. Check wires for continuity from door locks to ETACS. Check bias voltages at the ETACS. Please advise.

\*\*\* STATUS CHANGE 09/10/2004 02:45:04 PM DUhours from status Working to status TL AutoClose 3 month

\*\*\*\*\*End Case Report T283352 \*\*\*\*\*





# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T285025

01/27/2006 03:54:37 PM

### Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G4473040

Model Code: 51222

VIN: KNAGD128615

Mileage: 52332

Prod Date: 3/30/2001

Warranty Start Date: 6/24/2001

Port Options: Z4

Factory Options: CS, CC

### Dealer/Contact Data

Dealer: SC003 Stokes Kia

Phone: (843) 572-7300

Fax: (843) 787-8471

Contact: James E Holt

Contact Title:

Service District: 8001

### Case Details

Title: Door Locks engage on there own

Symptoms: Improper Indication

System: Body Interior & Exterior

Component:

Resolution: Elec Connection Poor

Solution ID:

### Case History

NOTES 03/17/2004 10:34:14 AM clarify Action Type: Manager review

Performed by contact: James E Holt, 8435727300

Doors will lock automatically

What Reference Materials Have Been Used - What Has Already Been Tried?

Replaced L/S door lock actuator. Tested grounds and powers of all input signals working properly at this time. Also have tried a different ETWIS in past. Problem is intermittent.

\*\*\* CASE DISPATCHED 03/17/2004 10:36:00 AM clarify from WIP default to Queue Technline Web.

\*\*\* CASE YANKED 03/17/2004 10:36:20 AM JRaper Yanked by JRaper into WIPbin default.

\*\*\* PHONE LOG 03/17/2004 10:38:22 AM JRaper Action Type: Incoming call Replace the door latch and actuator assembly as one. This is a tolerance issue with the door links

\*\*\* CASE CLOSE 04/07/2004 10:06:50 AM clarify contact: James E Holt, 8435727300

Status = Closed, Resolution Code = Auto Closed.

\*\*\* Performed by contact: James E Holt, 8435727300

Replaced L/S latch assy and actuator

\*\*\* CASE REOPENED 04/07/2004 11:42:14 AM JRaper with Condition of Open and Status of Working.

\*\*\* CASE CLOSE 04/07/2004 11:42:42 AM JRaper Resolution Code = Elec Connection Poor.

\*\*\*\*\*End Case Report T285025\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T310445

01/27/2008 03:58:18 PM

## Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G4431886

Model Code: 51222

VIN: KNA GD128615

Mileage: 46630

Prod Date: 1/31/2001

Warranty Start Date: 7/19/2001

Port Options: CF

Factory Options: CS, CC

## Dealer/Contact Data

Dealer: FL084 Century Kia of Wesley Chapel

Phone: (813) 322-3000

Fax: (813) 322-3007

Contact: Gabriel Torres

Contact Title:

Service District: 6006

## Case Details

Title: Passenger side door locks automatically

Symptom: Power Door Locks Inoperative

System: Body Electrical

Component: Power Door Lock Actuator

Resolution:

Solution ID:

## Case History

PHONE LOG 04/28/2004 10:23:25 AM Mkaiser Action Type:  
states that only the passenger door has a problem and he cant duplicate it.  
advised tech to look for a short in the passenger front door lock actuator.

\*\*\*\*\*End Case Report T310445 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBoton-TL

Case Number -T320915

01/27/2005 03:55:02 PM

## Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G4474528

Model Code: 51222

VIN: KNAGD128515

Mileage: 41448

Prod Date: 8/27/2001

Warranty Start Date: 8/13/2001

Port Options: Z4

Factory Options: CS, CC

## Dealer/Contact Data

Dealer: FL084 Century Kia of Wesley Chapel

Phone: (813) 322-3000

Fax: (813) 322-3007

Contact: Dave Cummins

Contact Title:

Service District: S006

## Case Details

Title: Driver's Door Lock Won't Unlock

Symptoms: Door Locks (General)

System: Body Electrical

Component: Door Switches

Resolution:

Solution ID:

## Case History

PHONE LOG 08/02/2004 07:40:10 AM DUnours Action Type:  
Driver's Door Lock Won't Unlock - Tech states that that door relocks immediately.  
Advised tech to check the door latch and actuator assembly.

\*\*\*\*\*End Case Report T320915\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBohler-TL

Case Number -T325652

01/27/2005 03:58:25 PM

## Vehicle Data

Model/Year: 2001 OPTIMA LX

Engine: G6210524

Model Code: 52222

VIN: KNAGD124715

Mileage: 31505

Prod Date: 11/12/2000

Warranty Start Date: 6/24/2001

Port Options: CF

Factory Options:

## Dealer/Contact Data

Dealer: VA031 Fredericksburg Kia

Phone: (540) 891-7400

Fax: (540) 891-8251

Contact: Chris Childers

Contact Title: Tech

Service District: 5012

## Case Details

Title: Door Locks Relock

Symptom: Improper Operation

System: Body Electrical

Component: Door Switches

Resolution:

Solution ID:

## Case History

HONE LOG 06/15/2004 10:24:43 AM DL: Issue Action Type:

Locks Relock

Advised tech to check the door lock actuator on driver's side and the adjustment of the lock rod.

\*\*\*\*\*End Case Report T325652\*\*\*\*\*



# Technical Assistance Center Case Report

Printed By:DBoton-TL

Case Number -T344323

01/27/2006 03:59:58 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G4469318

Model Code: 51242

VIN: KNAGD128X18

MSRP: 48033

Prod Date: 3/8/2001

Warranty Start Date: 9/28/2001

Part Options: CF

Factory Options: LE

## Dealer/Contact Data

Dealer: LA009 Barker Kia

Phone: (865) 676-6100

Fax: (865) 672-4483

Contact: Steven g Fontana

Contact Title:

Service District: SO10

## Case Details

Title: Door relocking after unlocking

Symptom: Door Locks (General)

System: Body Electrical

Component:

Resolution: Auto Closed

Solution ID:

## Case History

PHONE LOG 07/28/2004 01:19:10 PM DRichmond Action Type:

states he can duplicate the concern.

Advised tech to replace the drivers door latch.

\*\*\* PHONE LOG 07/30/2004 08:23:09 AM JBrookes Action Type: incoming call

Tech stated he replaced the latch, but it had been it stuck awhile, stated the condition remains.

Advised to check the part number and gave him the correct one, also to replace th RH latch, check the wire from door lock switch to the lock relay and ETACS for grounding, wire goes through X-03/1 JB-0814 to the etacs .

\*\*\* CASE CLOSE 10/20/2004 02:18:30 PM as Resolution Code = Auto Closed

Auto CloseAuto Close

\*\*\*\*\*End Case Report T344323\*\*\*\*\*

**TECHNICAL ASSISTANCE  
CENTER CASE REPORTS  
APPLICABLE TO  
EA04-030**



# Technical Assistance Center Case Report

Printed By:DBolton-TL

Case Number -T366141

01/27/2005 04:00:26 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G8255788

Model Code: 52242

VIN: KNAGD124215

Mileage: 52566

Prod Date: 2/21/2001

Warranty Start Date: 3/20/2002

Port Options: CF

Factory Options:

## Dealer/Contact Data

Dealer: MTD02 Bitterroot Kia

Phone: (406) 251-2626

Fax: (406) 251-5481

Contact: Dave Laorn

Contact Title: Tech

Service District: WE10

## Case Details

Title: Passenger door locks on its own

Symptom: Power Door Locks Inoperative

System: Body Electrical

Component:

Resolution: Auto Closed

Solution ID:

## Case History

PHONE LOG 06/17/2004 02:07:06 PM DJackson-TL Action Type:

states the door locks lock on there own and he saw the passenger front door only goes half way and then goes back and locks the other doors. Advise tech to remove the linkage between the latch and the solenoids and if problem goes away replace the latch.

\*\*\* CASE CLOSE 12/10/2004 01:07:15 PM sa Resolution Code = Auto Closed

Auto CloseAuto Close

\*\*\*\*\*End Case Report T366141 \*\*\*\*\*



# Technical Assistance Center Case Report

Printed By: DBolton-TL

Case Number -T398100

01/27/2005 04:02:24 PM

## Vehicle Data

Model/Year: 2001 OPTIMA SE

Engine: G6229285

Model Code: 52242

VIN: KNAGD124915

Mileage: 33739

Prod Date: 12/20/2000

Warranty Start Date: 3/12/2001

Port Options: CF

Factory Options:

## Dealer/Contact Data

Dealer: IL025 McGrath Kia

Phone: (847) 688-6700

Fax: (847) 688-2043

Contact: Dennis Doyle

Contact Title:

Service District: CE01

## Case Details

Title: Driver's door locks by itself

Symptom: Door Locks (General)

System: Body Electrical

Component: Door Switches

Resolution:

Solution ID:

## Case History

PHONE LOG 11/30/2004 12:46:58 PM DFinkelshtein-TL Action Type:

reports the driver's door lock will lock by itself. Tech has replaced the ETACS and the driver's door lock actuator.

Advised tech to monitor the signal voltage to ETACS Pin A14 and B6 and see if they are getting signal voltages. Advised tech to get back to us

\*\*\*\*\*End Case Report T398100 \*\*\*\*\*



**EA04-030**

**HYUNDAI**

**2/11/2005**

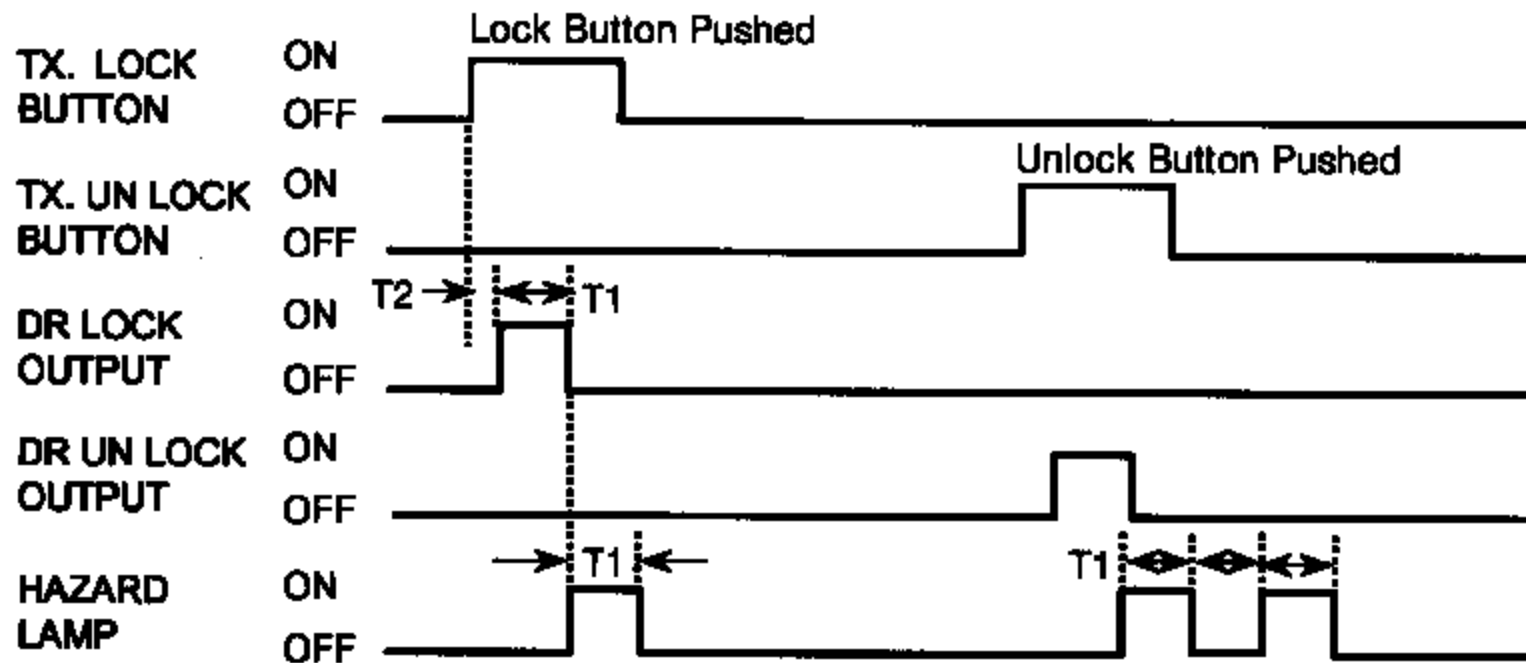
**ATTACHMENT 3**

# **Optima**

## **Power Door Lock System**

# ETACS -- FUNCTION

## Central Door Lock Control by Remote Control with Arm/Disarm



\* T1 :  $0.5 \pm 0.1$  sec.    \* T2 : MAX 0.3 sec.

### Description

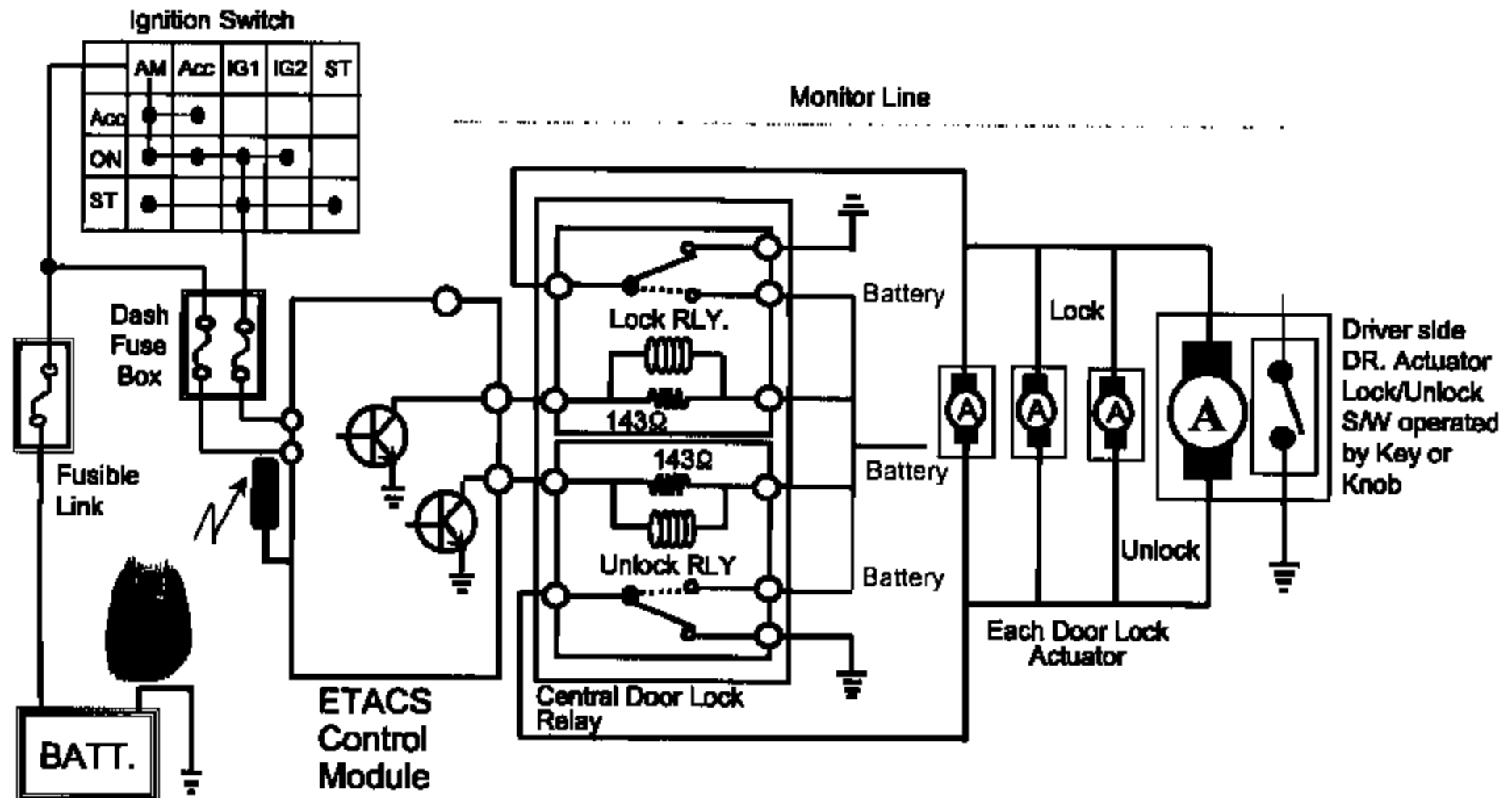
The ETACS module receives "Lock/Unlock" signal from the transmitter, and outputs door "Lock or Unlock."

#### ■ Operating Condition

- ◆ When the IG. Key is removed from key cylinder.
- ◆ When the SET/OFF switch on keyless entry system receiver is put on the "OFF" (Operation mode)

# ETACS - FUNCTION

## Central Door Lock Control Circuit by Remote Control Circuit.

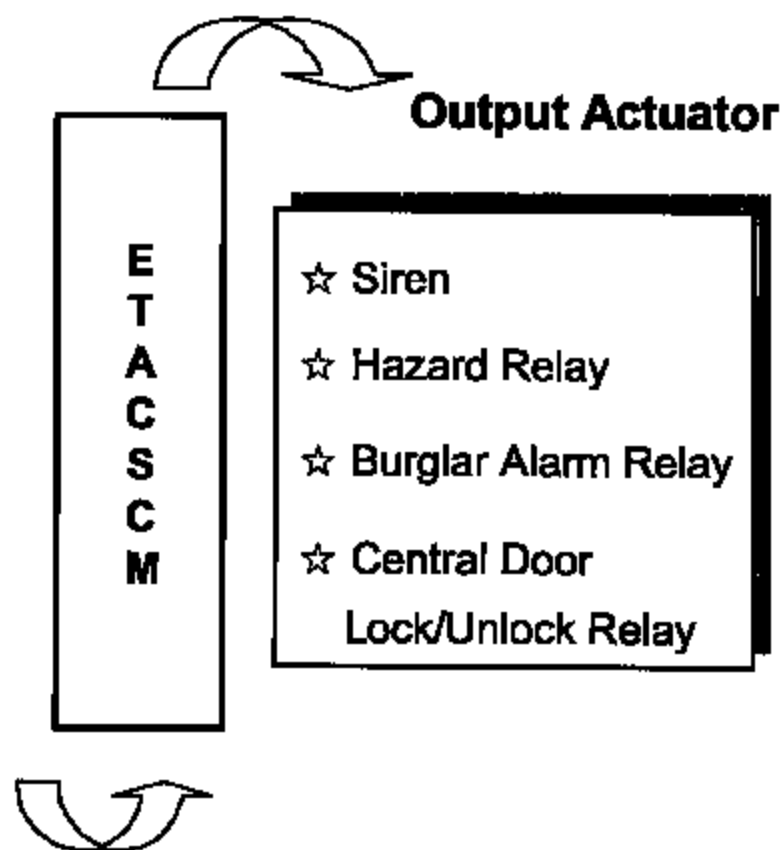


# ETACS with Anti theft Function

## ANTI - THEFT FUNCTION INPUT & OUTPUT Diagram

### Input Signal

- ▶ Battery(Back-up Voltage)
- ▶ Power Voltage(from IGN. switch)
- ▶ Transmitter Lock/Unlock Signal
- ▶ Door Lock/Unlock SW(Located in each Door Lock Actuator)
  - FRT. LH/RH Door Lock/Unlock Switch
  - RR. LH&RH Door Lock/Unlock Switch
- ▶ Door Switch(Located in each Door)
  - All DR SW(FRT.LH&RH, RR. RH&LH)
  - FRT LH/RH Door Switch
- ▶ Door Unlock Switch(Located on Outside Handle)
  - FRT. LH Door Unlock Switch
  - FRT. RH Door Unlock Switch
- ▶ Trunk Switch
  - Trunk Switch
  - Trunk Unlock Switch(by Key)
- ▶ Hood Switch
- ▶ DR Warning SW( on Key Cylinder)



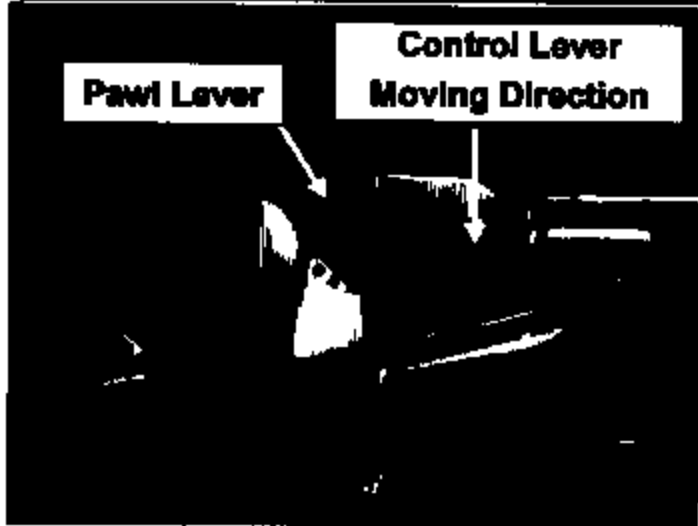
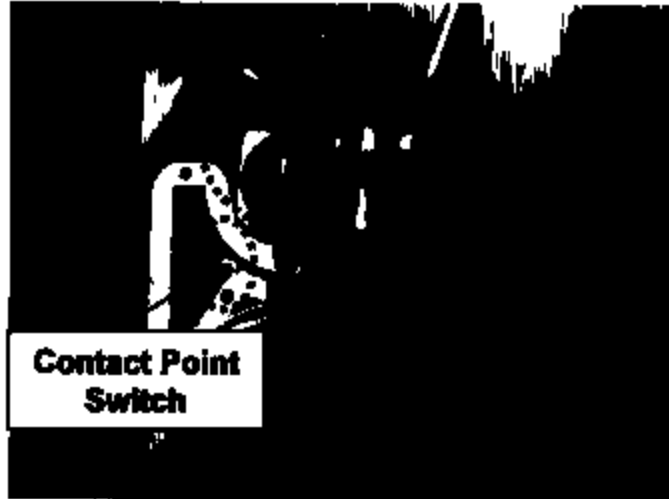
**EA04-030**

**HYUNDAI**



**2/11/2005**

**ATTACHMENT 4**

## □ Analyzing Cause of Auto-Locking (1)

 <p><b>Pawl Lever</b></p> <p><b>Control Lever Moving Direction</b></p>	 <p><b>Contact Point Switch</b></p>
<p>□ <b>Door Latch Mechanical Problem</b> (Due to interference between Pawl Lever &amp; Control Lever)</p>	<p><b>Location of Actuator Switch when door latch has mechanical problems (on operational borderline between LOCK &amp; UNLOCK)</b></p>
<p>□ <b>Door latch mechanical problem →</b></p> <p><b>Actuator's Contact Point Switch is located on operational borderline between LOCK &amp; UNLOCK →</b></p> <p><b>When operating UNLOCK using knob &amp; door lock switch, Actuator's Contact Point Switch moves from LOCK to UNLOCK then to LOCK →</b></p> <p><b>Then a LOCK signal is issued to all doors, and all doors are AUTO-LOCKED.</b></p>	

## □ Analyzing Cause of Auto-Locking (2)

	
<p><b>Location of Actuator switch's contact point (LOCK position)</b></p>	<p><b>Location of Actuator switch (located on operational borderline LOCK &amp; UNLOCK) between</b></p>
<ul style="list-style-type: none"> <li>□ Due to interference between door lock Control Lever &amp; Pawl Lever when operating knobs (from Lock → Unlock), the operational stroke of Actuator Rod became insufficient             <ul style="list-style-type: none"> <li>□ Location of Actuator switch became unstable (located on operational borderline between Lock &amp; Unlock)</li> <li>□ Actuator switch moved from Lock → Unlock → Lock.</li> <li>□ Actuator sent LOCK position signal to ETACS, and then ETACS sent LOCK signal to all doors.</li> <li>□ All doors became AUTO-LOCKED.</li> </ul> </li> </ul>	