

COMPLAINT DATA

CaseID	Category	Owner/Fleet Name	Owner/Fleet Address	Owner/Fleet Phone	VIN	Make/Model/Year	Mileage	Incident Date	Date Reported	Crash	Property Damaged	Injured	Fatalities	Summary
K142770	COMPLAINT				KNDUP131720	2002 KIA SEDONA LX	2,200	2/25/2003	2/25/2003	No	No	0	0	Customer alleges in accident into a snow bank due to gas pedal sticking. Customer drove vehicle from accident scene to place of employment. No history of warranty repair related to accelerator cable. No follow-up contact from customer.
K277873	COMPLAINT				KNDUP131520	2002 KIA SEDONA EX	10,200	2/6/2004	2/8/2004	Yes	Yes	0	0	Did not return call.
K145264	COMPLAINT				KNDUP131020	2002 KIA SEDONA EX	15,300E	3/7/2003	3/7/2003	No	No	0	0	
K294114	COMPLAINT				KNDUP131430	2003 KIA SEDONA LX	18,205	3/12/2004	3/15/2004	No	No	0	0	
K270211	COMPLAINT				KNDUP131140	2004 KIA SEDONA LX	060	1/22/2004	1/22/2004	No	No	0	0	
F258124	FIELD REPORT				KNDUP131140	2004 KIA SEDONA LX	060	1/27/2004	2/4/2004	No	No	0	0	
F298405	FIELD REPORT				KNDUP131430	2003 KIA SEDONA LX	18,205	3/17/2004	3/19/2004	No	No	0	0	
EA03RD06	FIELD REPORT				KNDUP131420	2002 KIA SEDONA LX		2/28/2003	3/25/2003	No		0	0	
F300449	FIELD REPORT				KNDUP131X30	2003 KIA SEDONA EX	26,745	3/12/2004	3/30/2004	No	No	0	0	

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SEDONA LX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K142770	2,200
[REDACTED] PH		Prod. Date: 7/2/01	Dealer: MA020 Ron Bouchard Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 02/25/2003 11:07 AM US Mountain Standard Time JCook

Customer Stated: [REDACTED]

- 1.Says she is having a problem with the vehicle revving and wanting to accelerate by itself.
- 2.Says she nearly got into an accident in her driveway trying to stop this vehicle.
- 3.Says she called her dealer and he told her to call roadside and have it towed to the dealer.

--Writer advised customer:

- 1.Advised that we are going to document her concerns on file.
- 2.Verified all customer info.
- 3.Transferred over to roadside.

*** CASE CLOSE 02/25/2003 11:07 AM US Mountain Standard Time JCook
Info given.

10/15/04
13:47:05
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
9/04/01

VIN No : KNDUP131726

Model . . 62222
Series . SEDONA

In Service Date:

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>	<u>Date</u>	<u>T No.</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
			1/09/04	W	MA020	63628	1 01 Power Steering Retur	HOSE-PRESSURE	36897

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F3=Exit

F11=Summary/Detail

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K277873	10,200
[REDACTED]	[REDACTED]	Prod. Date: 6/21/01	Dealer:	

Case History

Complaint Accident

*** PHONE LOG 02/06/2004 04:12 PM US Mountain Standard Time BKelley

Caller states:

1. I was in an accident this morning because my veh gas pedal stuck
2. I need to get my veh towed to the Kia dlrshp

Wtr states:

1. Updated contact info
2. No recalls
3. Requested and obtained accident report
4. Requested caller contact wtr when addtl info avail, ie: officer name and badge number, police report number
5. Advised caller to send copy of police report, front, side and rear photos to KMA
6. Advised caller to include case number with photos, etc when sent to KMA
7. Provided KMA address
8. Provided contact info and case number
9. Advised wtr can trans caller to r/s for tow assistance — not covered by warr due to accident

*** PHONE LOG 02/18/2004 09:25 AM Pacific Daylight Time WSpencer Action Type:Outgoing call

Writer called and spoke with male at the c/b #

1. asked if the car was towed to a auth kia dealer and if so - what did they find
2. male answered - he didn't know
3. took message and stated [REDACTED] would call writer back

*** NOTES 04/16/2004 08:28 AM Pacific Daylight Time WSpencer Action Type:Manager review

Writer to refer customer to their insurance co.

*** CASE CLOSE 04/16/2004 08:28 AM Pacific Daylight Time WSpencer

case closed pending contact from the customer

*** CASE CLOSE 04/26/2004 01:05 PM Pacific Daylight Time ARomo

TKRAD

Accident Report

Case K277873

Report Details

1. Do You Own the Vehicle?

3. Who Was Driving the Vehicle?

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

Owner -

4. What is the Age of the Driver?

<Driver's Age>

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

<DATE> and <TIME>

02/05/04 7:45am

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

<ROAD WEATHER CONDITIONS>

Roads were dry, sky was cloudy and dark

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

45 - 60 mph

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

10. Was Anyone Taken by Ambulance to The Hospital?

No

11. Is Anyone Currently Under Medical Attention for this Incident?

No

12. Describe the Incident in Detail

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

Kia Heading south on Kodiak Island Hwy as Kia was about to left turn into the base driver noticed that the gas pedal was not releasing. Driver put her my foot on the brake and the veh did not slow down. Driver pressed extremely hard on the brake pedal and it began to slow down slightly but the gas pedal was stuck which kept veh engine raving. Driver pressed down on the gas pedal trying to dislodge it and that made the veh go faster. As driver turned left into the base for the US Coast Guard the engine revved even higher and driver attempted to go up on the side of the road to the right into the snow to slow down. Veh didn't slow down and there were 5 veh ahead of Kia so Kia driver did a 180 degree turn to the left and headed back out towards this way. Driver turned left back on Kodiak Island Hwy heading south at which time Driver turned off the key which killed the engine. All the power shut off and the veh stopped on it's own. Lower passenger's side front running light is hanging loose and the front bumper shield is cracked on passenger's side. Passenger's side front wheel well is shattered underneath near the tire.

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

US Coast Guard MPs

Officer's first name is Jason

Badge number and last name unknown

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

Unknown

18. Was the Insurance Company Contacted?

No

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

Yes

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

Parked in front of Kia owner's place of employment

US Coast Guard Motor Pool

Bldg N1

US Coast Guard Military Base

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What are you Requesting from KIA?

<RESOLUTION SOUGHT>

I'd like to get a tow into to the Kia dlrshp because I don't want to drive the veh until it's checked out. I also want to know if Kia is responsible for the damage to my veh because of the gas pedal sticking.

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

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

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

No

10/15/04
13:47:49
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
9/08/01

In Service Date:

VIN No : KNDUP131526 [REDACTED]

Model . . 62242
Series . SEDONA

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
7/10/03	R	AK002	29743	2	01	BELT ASSY-RR,CTR, LH	8228
7/10/03	R	AK002	29743	3	01	STRIKER-R SEAT	8228
9/10/01	W	AK002	07179	1	02	LEG ASSY-RR,LH	593
8/10/01	W	AK002	05959	2	01	Air Conditioning, Ev COMPRESSOR ASSY	13

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F3=Exit

F11=Summary/Detail

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131026 [REDACTED]	K145264	14,000
[REDACTED]burg, VA 22657, PH: 540-[REDACTED]		Prod. Date: 11/25/01	Dealer: VA027 Parsons Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/07/2003 09:11 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. ABOUT A 2 WEEKS AGO THE GAS PEDAL STUCK ON MY VEHICLE
2. THEN THE BRAKES FROZE UP
3. WHEN THIS HAPPENED I HAD MY PREGNANT DAUGHTER IN CAR WITH ME
4. I HAD TO RUN A RED LIGHT AND THEN ALMOST RAN INTO A SNOW BANK TO STOP THE VEHICLE.
5. I THEN GOT OUT OF CAR TO CHECK THE GAS PEDAL TO SEE IF ANYTHING WAS HINDERING THE PEDAL
6. THERE WAS NOTHING HINDERING THE PEDAL
7. GOT BACK IN AND STARTED DRIVING AGAIN.
8. THE ENGINE THEN SOUNDED TERRIBLE AND WAS REVVING UP BY ITSELF
9. I TOOK CAR TO DEALER, PARSONS KIA (VA027)
10. DEALER CHECKED CAR OUT AND COULD NOT FIND A PROBLEM THEY ADVISED THE COMPUTER DID NOT HAVE ANY CODES.
11. THE TECHNICIAN DROVE CAR ALSO AND COULD NOT DUPLICATE
12. I SPOKE TO SM, TOM WHO ASKED ME IF I HAD BEEN GOING AT A HIGH RATE OF SPEED, WHICH I ADVISED WAS COMING OFF INTERSTATE.
13. SM SEEMED TO THINK THAT IT COULD POSSIBLY BE GAS THROTTLE STUCK AND WAS A FREAK THING AND PROBABLY WOULD NOT HAPPEN AGAIN
14. ABOUT A WEEK LATER GAS PEDAL WAS FROZEN IN PLACE, I WARMED CAR UP AND HAD CAR GO BACK AND FORTH TILL PEDAL WAS NO LONGER FROZEN.
15. WAS THEN DRIVING HOME FROM WORK AND ENGINE WAS RACING AGAIN, IT WENT ABOUT 55 MPH WITHOUT TOUCHING THE GAS PEDAL
16. HAD CAR TOWED BACK TO DEALER.
17. DEALER ADVISED THEY WOULD KEEP CAR OVERNIGHT AND THEN TRY TO START WHEN COLD TO SEE IF THEY COULD DUPLICATE THE CONCERN
18. DEALER IS NOW CALLING ME AND ADVISING THAT THEY COULD NOT VERIFY AND I SHOULD COME GET CAR.
19. I AM AFRAID NOW TO DRIVE THIS CAR.
20. WOULD LIKE THIS PROBLEM RESOLVED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. EXPLAIN THAT WRITER WILL NEED TO CALL DEALER AND RESEARCH SITUATION
3. WILL VERIFY WHO DEALER IS WORKING WITH AND SEE IF ANYONE ELSE NEEDS TO BE INVOLVED IN SITUATION.

*** PHONE LOG 03/07/2003 01:29 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO SM, TOM
2. ADVISED CUSTOMER HAS CALLED WRITER FOR ASSISTANCE
3. ASK WHO DEALER HAS BEEN WORKING WITH REGARDING CUSTOMER CONCERNS
4. WHAT IS TECH LINE AND DPSM ADVISING
5. WILL FOLLOW UP WITH DPSM.

DEALER STATES:

1. WE HAVE STARTED THIS CAR COLD
2. WE HAVE CALLED TECH LINE, DPSM AND FTR
3. WE HAVE CHECKED ALL SYSTEMS FOR ANY KIND OF DEFECT

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131026 [REDACTED]	K145264	14,000
[REDACTED]burg, VA	[REDACTED]H: [REDACTED]	Prod. Date: 11/25/01	Dealer: VA027 Parsons Kin	

4. HAVE BEEN UNABLE TO DUPLICATE ANY CONCERNS
5. EVERYTHING CHECKS OUT FINE AND REALLY NOT SURE WHAT ELSE TO DO.

*** PHONE LOG 03/07/2003 01:39 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO DPSM, NICK VERNA
2. ADVISED CUSTOMER IS ASKING FOR ASSISTANCE FROM KMA
3. CUSTOMER STATES SHE IS AFRAID TO DRIVE VEHICLE FOR FEAR OF AN ACCIDENT
4. DEALER HAS PREFORMED ALL CHECKS PER TECH LINE AND PTR AND EVERYTHING IS WITHIN SPECS
5. JUST WANTED TO VERIFY WHAT WRITER CAN ADVISE CUSTOMER AS SHE STATES SHE IS AFRAID TO DRIVE VEHICLE.

DPSM NICK VERNA STATES:

1. I ADVISED DEALER TO DRIVE THIS CAR TILL TODAY
2. IF NO PROBLEM IS FOUND TO RELEASE BACK TO CUSTOMER
3. CAN ADVISE CUSTOMER THAT IF SHE FEELS CAR IS GETTING OUT OF CONTROL SHE CAN PUT CAR IN NEUTRAL AND USE EMERGENCY BRAKE, DOES NOT NEED TO CRASH INTO ANYTHING.
4. REALLY CANT START THROWING PARTS INTO CAR WHEN WE ARE NOT SURE WHAT IT IS.

*** PHONE LOG 03/07/2003 02:14 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM MESSAGE FOR WRITER TO CALL CUSTOMER.

*** PHONE LOG 03/07/2003 02:55 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED THAT WRITER HAS SPOKEN TO SM AND DPSM
3. DEALER HAS USED ALL RESOURCES TO ADDRESS CUSTOMER CONCERNS
4. WARRANTY STATES CONCERNS MUST BE VERIFIED OR DUPLICATED
5. DEALER HAS BEEN UNABLE TO VERIFY ANY CONCERNS
6. DPSM, NICK VERNA STATED THAT IF CUSTOMER DOES EXPERIENCE THIS PROBLEM AGAIN, CUSTOMER CAN PUT CAR INTO NEUTRAL AND USE EMERGENCY BRAKE.
7. DEALER CANT REPLACE A PART IF IT IS OPERATING AS DESIGNED AND HAS NO DEFECT.
8. ADVISED CUSTOMER TO GO DOWN AND TRY TO DEMONSTRATE CONCERN TO DEALER.

CUSTOMER STATES:

1. BASICALLY WHAT YOU ARE SAYING IS THAT I AM A LIAR
2. THIS IS NOT THE CASE
3. I HAVE SPOKEN TO MANY OTHER TECHNICIANS AND THEY ARE ALL ADVISING TO REPLACE THE ACCELERATOR CABLE
4. IF THIS PART DOES NOT GET REPLACED I WILL NOT PICK UP THIS CAR
5. IF I HAVE TO I AM GOING TO GET A DIFFERENT VEHICLE.
6. WILL FOLLOW UP WITH DEALER.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13102 [REDACTED]	K145264	14,000
[REDACTED]burg, VA	[REDACTED] PH: [REDACTED]	Prod. Date: 11/25/01	Dealer: VA027 Parsons Kia	

*** PHONE LOG 03/07/2003 02:57 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, NICK VERNA
2. ADVISED THAT CUSTOMER STATES IF NOTHING IS DONE TO VEHICLE SHE IS NOT GOING TO TAKE IT
3. CUSTOMER STATES HER LIFE IS WORTH MORE THAN THIS
4. CUSTOMER STATES SHE HAS BEEN ADVISED THIS IS AN ACELLERATOR CABLE PROBLEM AND SHE WANTS THIS REPLACED.
5. WRITER IS DISPATCHING CASE TO REGION FOR REVIEW AND FOLLOW UP.
6. WRITER WILL SEND E-MAIL TO DPSM.

*** NOTES 03/07/2003 02:58 PM US Mountain Standard Time TDonnelly Action Type:Manager review

*****WARRANTY HISTORY FROM AS

400*****

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair	Labor Code	Causal Part	Mileage
11/14/02	W	VA027 44411	1	REAR DOOR STRIKER, A STRIKER-DOOR LOCK			10897
5/09/02	F	VA027 39791	1	GOODWILL, OIL CHANGE			3511
3/01/02	P	VA027 38207	1	04		1141	

*** SEND CASE HISTORY 03/07/2003 02:59:20 PM TDonnelly

Case details sent to NVERNA@KIAUSA.COM.

*** NOTES 03/07/2003 03:00 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR REVIEW AND FOLLOW UP
2. CUSTOMER STATES IF A REPAIR IS NOT MADE TO HER VEHICLE SHE WILL NOT PICK VEHICLE UP.
3. CUSTOMER FEARS FOR HER LIFE DRIVING THE CAR
4. DEALER IS UNABLE TO VERIFY OR DUPLICATE CONCERNS.

*** FORWARD 03/12/2003 02:59 PM US Mountain Standard Time TBeam

*** PHONE LOG 03/20/2003 01:15 PM US Mountain Standard Time NDAgostino Action Type:Outgoing call

WRITER CONTACTED THE CUSTOMER.

CUSTOMER STATED THE FOLLOWING:

1. I NO LONGER OWN THE VEHICLE
2. I TRADED OUT OF THE VEHICLE.
3. I BOUGHT A DIFFERENT SEDONA.
4. I FELT THAT THE VEHICLE WAS UNSAFE TO DRIVE.

WRITER STATED:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SEDONA EX</u>	<u>Case Number</u>	<u>Mileage</u>
Donivan	Donna	KNDUP13102 [REDACTED]	K145264	14,000
[REDACTED]burg, VA	[REDACTED]	Prod. Date: 11/25/01	Dealer: VA027 Parsons Kia	

1. APOLOGIZED FOR THE INCONVEINCE.
2. ADVISED THAT HER CONCERNS WILL BE NOTED.

*** CASE CLOSE 03/20/2003 01:16 PM US Mountain Standard Time NDAgostino
THE CASE IS CLOSED UNTIL PER FURTHER CONTACT FROM THE CUSTOMER

10/15/04
13:48:31
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
2/07/02

VIN No : KNDUP131026

Model . . 62242
Series . SEDONA

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
4/13/04	W VA027	55876	1 02	Steering Gearbox Ass	GEAR ASSY-STEERING	23661
3/04/03	R VA027	46698	1 01		BELT ASSY-RR,CTR, LH	15274
11/14/02	W VA027	44411	1 01	Rear Door Striker, A	STRIKER-DOOR LOCK	10897
5/09/02	F VA027	39791	1 01			3511
3/01/02	P VA027	38207	1 04			1141

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F3=Exit

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131436 [REDACTED]	K294114	18,000
[REDACTED] rapids, IA	[REDACTED] PH: [REDACTED]	Prod. Date: 7/26/02	Dealer: IA007 Allen Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/15/2004 06:13 PM CHamilton Action Type:Outgoing call
VM left on Consumer Affairs VM over weekend requests call Brad 319-361-0344

Wtr called [REDACTED] who stated:

1. Wife was driving the veh on Friday 3/12/2004, the accelerator stuck, she had to throw it into neutral to get it to slow down--this is a safety danger
2. Veh went into red zone for a while, I am no mechanic but I know thats not good
3. She stopped, had r/s tow it to Allen Kia IA007--the cable is frayed--fortunately she was on the interstate and was able to stop without incident, thank God
4. Want to let you know that if this is a problem, maybe there should be a recall
5. Dlr told me they have had more than a few problems with this, that there have been others
6. Then they give me a hard time about rental, told them if they dont give me the rental, they can have the car back
7. Tried to tell me Kia does not cover rental
8. I am the one that bought the car, had a problem getting a rental car

Wtr states:

1. Updated caller info, no recalls
2. Apologized for callers frustration and inconvenience
3. Advised no rental under terms of the man warr

Caller states:

1. If salesman would explain when you buy it, nobody would buy one--Kia might want to pass along to the dealerships
2. I told Allen Kia they will give me a rental each and every time I need a repair or they will get it back
3. They did give me one
4. Dlr is waiting for parts, should be done tomorrow
5. I also asked them to change the oil and look for fillings, will make sure they do that
6. Have already consulted an attorney, since this could have resulted in a terrible accident
7. He said to get a copy of the RO from dlr to have on file, also need you to send me a copy of this complaint
8. Besides, I have a 5/60 bumper to bumper warranty, I know that already, dont need to read the warranty, I know that Kia will fix my car

Wtr states:

1. Advised that man warr specifically excludes rental
2. Kia will repair the veh under terms of the man warr
3. Dlr should always provided RO
4. Wtr cannot mail copy of this complaint to you
5. Will follow up on repair, make sure Kia factory rep is aware
6. Kia has an ongoing veh monitoring system, looks at all complaints and calls
7. Advised 54/60 LBW--not bumper to bumper for man defects, does not cover maint, different warrs for paint, battery, adjustments--referred to WGM

8. And 10/100 FTW

Caller states:

1. What does my lawyer have to, call you to get the copy of this complaint
2. I dont think I should have to do any of this

Wtr states:

1. Advised of Irvine address for attorney to contact Kia, wtr cannot supply copy of this complaint to your lawyer from phone call--he will have to contact Kia in writing

*** PHONE LOG 03/17/2004 07:04 AM CHamilton Action Type:Outgoing call

Wtr called Allen Kia, Kurt in service states:

1. Veh is still here, waiting on parts
2. Owner is in rental at Kias expense
3. Part should be here around 9:30 this morning--accelerator cable
4. Was not acting up when got here, but we called Kia and they said they had seen this, having us replace the cable

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131436 [REDACTED]	K294114	18,000
rapids, IA	[REDACTED]	Prod. Date: 7/26/02	Dealer: IA007 Allen Kia	

*** CASE CLOSE 03/26/2004 07:05 AM CHamilton

*** PHONE LOG 03/29/2004 09:38 AM US Mountain Standard Time SCook Action Type: Incoming call

Caller stated:

1. [REDACTED] advised me to call the office. Spoke to him about 20 minutes ago.
2. I've been working with him for about a month on an accelerator problem.
3. The dealer put a new cable on, they said it was due to moisture. They said they also re-designed the accelerator cable in Feb.
4. They put the old cable back in my car. All I want is a new accelerator cable. I asked Ted to have this resolved, I cant put my family in that van not knowing the problem is resolved.
5. Putting the old part in is not acceptable.
6. I've given him a month to take care of this, I've been patient and I would like this taken care of.
7. No one can guarantee me that moisture will get in this cable. He suggested that I let the dealer put lithium grease around the cable. I think it is ludicrous to even suggest that.
8. If Kia doesnt want to fix it, I'll take the van back to where I bought it. After I'm done with this call, I'm contacting the Atty General and BBB.

Writer stated:

1. I understand your concern.
2. I would have to get more information to be able to advise you on this issue.
3. Unaware of the part failure/part upgrade.

Writer left vm for DPSM

1. Provided customer name, veh and mileage.
2. Customer requesting installation of upgraded accelerator cable.
3. Please call back when time permits.
4. Provided case#, name and ext.

Writer advised customer:

Writer stated:

1. I can follow up with you after I have more information.

Caller stated:

1. Thank you.

*** PHONE LOG 03/29/2004 09:47 AM US Mountain Standard Time SCook Action Type: Outgoing call

Writer phoned dealer, spoke to Doug

Doug stated:

1. Ted told me that the new cable went into production 2/24/04.
2. The one that we got, we dont know if it was the upgraded part or not.
3. Ted asked that we check our current inventory to see if we saw any new ones on our Sedona...the ones are our lot have production dates prior to the upgrade.
4. Our tech said he doesnt see any difference between the new cable and the old one.
5. His froze due to moisture.
6. The part# for the cable we installed is 0kS2y-41-660G. Repair order closed on 3/17/04.
7. It was probably shipped about 3-12 or 3-13, we're not sure if the one we installed for him was an upgraded one, or if they're getting rid of the old ones or what.

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131436 [REDACTED]	K294114	18,000
[REDACTED] Rapids, IA	[REDACTED] PH: [REDACTED]	Prod. Date: 7/26/02	Dealer: IA007 Allen Kin	

*** PHONE LOG 03/29/2004 11:22 AM US Mountain Standard Time SCook Action Type:Outgoing call

Writer phoned PDC, spoke to Mike

Writer stated:

1. Can you tell me if this part number is for the upgraded accelerator Cable.
2. Provided part number. (0k52y-41-660G).

Mike stated:

1. Yes, this is the upgraded part.

Writer stated:

1. Thanks Mike.

*** PHONE LOG 03/29/2004 11:25 AM US Mountain Standard Time SCook Action Type:Outgoing call

Writer left vm for DPSM

1. Per PDC, cable installed by IA007 was the upgraded part.
2. I was going to contact customer and advise accordingly, wanted to speak to you first.
3. Call back when you can, provided ext.

*** PHONE LOG 03/29/2004 12:09 PM US Mountain Standard Time SCook Action Type:Incoming call

Writer rec'd call from DPSM [REDACTED]

Ted stated:

1. Rec'd your message. Hold off on contact until I get more info.
2. I've been trying to get this cable for about a week or so now.
3. The customer is frustrated and I understand his concern.
4. I've spoken to the FTE, Engineering, My supervisor and right now John Capring is trying to find me one.
5. I should have more information today, spoke to John and should have more info today.

Writer stated:

1. I'll hold off on contacting customer until I hear back. Thanks Ted.

*** PHONE LOG 03/30/2004 12:09 PM US Mountain Standard Time SCook Action Type:Incoming call

Writer received vm from customer:

Caller stated:

1. Was expecting a call yesterday, did not receive one.
2. Give me a call please, at [REDACTED] Thank you.

*** PHONE LOG 03/30/2004 12:10 PM US Mountain Standard Time SCook Action Type:Outgoing call

Writer left vm for DPSM

1. Wanted to find out if you had any new info.
2. Customer awaiting call back from me.
3. Give me a call back, provided ext.

*** PHONE LOG 03/30/2004 02:38 PM US Mountain Standard Time SCook Action Type:Outgoing call

Writer phoned DPSM

Ted Stated:

1. Spoke to John Capring today.
2. Right now they are trying to get an upgraded cable shipped from the factory overseas so they can match it with one in inventory and see what the differences are.
3. If there is a difference we can identify we will have one shipped direct for the customer.
4. I offered to spray his cable with a moisture repellent, but that was not satisfactory to him.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131436 [REDACTED]	K294114	18,000
[REDACTED] rapids, IA	[REDACTED] PH	Prod. Date: 7/26/02	Dealer: IA007 Allen Kia	

5. I've done all I can on this, even wrote a product report regarding this part. He is insistent that we should be able to tell him what the change in the part was.
6. The bottom line is, I understand his concern and we are still working on it.

*** PHONE LOG 03/30/2004 03:01 PM US Mountain Standard Time SCook Action Type:Outgoing call

Writer phoned customer:

Writer stated:

1. I have researched the circumstances.
2. At this point our Factory rep is working closely with our engineering dept to determine the difference between the upgraded cable and the cables currently in inventory.
3. At this time we have not been able to identify any visible differences in the two parts.
4. If there is a difference that can be identified a cable will be shipped direct to the dealership and available to be installed on your veh.
5. I spoke to our Representative, he is very understanding of your concerns as is Kia.
6. We do however want to be confident that we are providing accurate information regarding this part.
7. When more information is available you will be contacted.

Caller stated:

1. Ok, if anything happens or anyone gets hurt, it's on Kia's shoulders. Not mine.
2. I want it documented that I called about this numerous times and brought this to Kia's attention.

Writer stated:

1. I can assure you that your concerns are documented.
2. If anything occurs and Kia is responsible, Kia will support it's product and assume responsibility where applicable.

Caller stated:

1. Thanks, call me if you hear anything.

*** PHONE LOG 04/05/2004 04:44 AM US Mountain Standard Time SCook Action Type:Incoming call

Writer received vm from DPSM, (4/1/04) [REDACTED]

1. I have a cable coming from CA, it is a redesigned cable.
2. I've contacted [REDACTED]
3. Dealer to install cable on customer's veh after 10a when fed ex shows up.
4. Wanted to update you on the situation, thanks.

*** CASE CLOSE 04/05/2004 04:45 AM US Mountain Standard Time SCook

*** CASE CLOSE 04/30/2004 10:09 AM Pacific Daylight Time WSpencer

10/15/04
13:49:35
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
11/20/02

VIN No : KNDUP13143

Model . . 62222
Series . SEDONA

In Service Date:

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
8/16/04	W IA007	49480	1	01	Floor Carpet Mat Ass	MAT-FRT FLOOR	24734
4/09/04	S IA007	39903	1	04	Accelerator Cable As	CABLE ASSY-ACCEL.	19144
3/12/04	W IA007	37738	1	01	Accelerator Cable As	CABLE ASSY-ACCEL.	18205
3/12/04	G IA007	37738	2	01	OIL FILTER, R&R	PAD SET-FRT	18205
3/12/04	W IA007	37738	3	01	Disc Brake Pad Assy(PAD SET-FRT	18205
3/12/04	G IA007	37738	2	02	OIL FILTER, R&R	FILTER ASSY-OIL	18205
3/12/04	G IA007	37738	3	02	Disc Brake Pad Assy(PAD SET-FRT	18205

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
[REDACTED]er, KS 66030, PH: 913 [REDACTED]		Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

Case History

Complaint Replacement

*** PHONE LOG 01/20/2004 03:59 PM US Mountain Standard Time WNoonan
KCC VM.

CUSTOMER STATED:

1. WE HAVE HAD THE VEHICLE IN THE SHOP 3 TIMES FOR THE SAME THING.
2. WE HAVE HAD TO CALL ROADSIDE ASSISTANCE 5 TIMES.
3. WANT TO TRADE VEHICLE IN.
4. YOU CAN SPEAK WITH ME OR MY WIFE [REDACTED]
5. HOME NUMBER [REDACTED]
6. CELL NUMBER IS [REDACTED]

*** PHONE LOG 01/22/2004 09:36 AM CHamilton Action Type:Outgoing call
Wtr LVM stating:

1. Received your VM
2. Questions or problems with the veh or the warr, call this wtr back, left call back info
3. Questions about trading in, call Kia dir sales dept, left selling dealer phone # for that

*** PHONE LOG 01/22/2004 01:08 PM CHamilton Action Type:Incoming call
Caller Mrs Peabody states:

1. When it gets cold, the accelerator freezes
2. Car will not go at all
3. Have to call the tow truck
4. Has been 2X to Jack Miller, 1X to Olathe
5. I can hear when I drive it, it sticks a little bit while I am going
6. Dirs look it over, put on a machine, thuts it
7. Last time my husband asked if can change the accelerator wire

Wtr states:

1. Updated caller info, no recalls
 2. empathized with callers frustration
- Placed on hold, called Jack Miller Kia

MO004 SM Randy Foots states:

1. Has not had it towed here, had it towed to Olathe KS
2. We cant get it to duplicate
3. Have never seen it on the Sedona, neither has the tech line
4. Was here a couple days ago, 19-20, picked up Tuesday
5. DPSM Bryon Jenks is aware
6. Talked it tech line, not much in that system
7. Throttle, cable, we did thorough inspection, did it 2X

Called KS004, Olathe Kia, SM Mark Ross is out today, Michael states:

1. Tow driver I knew, said that when he got there, accelerator would not move
2. I got in it, started right up
3. Only thing we came up with was the accelerator was frozen
4. We test drove, no codes
5. We put them in a loaner car, tried to get them to let the lead tech drive the car home, she would not allow
6. If she wants to bring it back to us, would gladly do that again
7. Our master tech looked at it, spent a lot of time on it

Wtr states:

1. Advised of dealer Service info

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
Owner, KS	PH: [REDACTED]	Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

2. Will have to verify or duplicate in order to go any farther or make any repairs

Mr. [REDACTED] states:

1. We were going to wait and see if happened again, then will take it back
2. Will never go back to Olathe Kia—we bought a Spectra from them—70K and still perfect, never had a problem
3. Only does it when the temp is below 10 degrees
4. Will wait until it happens again, will call you back
5. R/S said they would also tow us to Shawnee Mission Kia. If needed, but not selling dir—50 miles away

*** CASE CLOSE 01/22/2004 01:12 PM CHamilton
closed pending call back

*** PHONE LOG 01/27/2004 12:15 PM CHamilton Action Type:Incoming call

VM received states:

1. [REDACTED] did it again
2. Having towed to Shawnee Mission Kia

Wir received note from SJackson stating:

2. Found T270096

*** PHONE LOG 01/27/2004 12:16 PM CHamilton Action Type:Outgoing call

Wir called SM Brent at Shawnee Mission Kia who stated:

1. I think it is the linkage, simply because we have driven it 3X
2. Tow truck driver drove it in
3. When she tries to push it down, will not go down
4. Think its the linkage to the fire wall or the linkage to throttle body
5. My shop foreman is going to figure it out

*** PHONE LOG 01/28/2004 10:02 AM CHamilton Action Type:Outgoing call

Shawnee Mission Kia KS007

Brent states:

1. Fired right up, will do some more checking, give her a call
2. We will figure it out

*** PHONE LOG 01/28/2004 10:25 AM CHamilton Action Type:Incoming call

Wir LVM for DPSPM Bryan Jenks, advised facts this case, wanted you to be aware, based on mileage
Will send case notes, continue to follow up

Kia Motors America
Consumer Affairs Department

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Last name [REDACTED]	First name [REDACTED]	VIN of 2004 SEDONA LX KNDUP131146 [REDACTED]	Case Number K270211	Mileage 960
Customer, K [REDACTED] H [REDACTED]		Prod. Date: 9/20/03	Dealer: KSC07 Shawnee Mission Kia	

*** EMAIL OUT _CHamilton Action Type:External email

Send to:[BJenks@kdasa.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.

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*** PHONE LOG 01/28/2004 12:54 PM CHamilton Action Type:Incoming call

VM received states:

1. [REDACTED]
2. Need to know what we need to do to get out of this veh
3. It is not safe

VM received states:

1. [REDACTED]
2. Just got off the phone with Brett, they know what's wrong with my car-514580
3. Please call me back at [REDACTED]

*** PHONE LOG 01/28/2004 12:56 PM CHamilton Action Type:Incoming call

Wtr called Brett in service at Shawnee Mission Kia who stated:

1. Accelerator cable is bad
2. Guess its something they asked Jack Miller to replace, but they would not
3. Nobody in Kansas City has one, have e ordered it, hope it will be in tomorrow
4. Have also spoken to Bryan Jenks regarding this issue

*** PHONE LOG 01/28/2004 01:03 PM CHamilton Action Type:Outgoing call

Wtr LVM for [REDACTED] request call back

*** PHONE LOG 01/29/2004 07:42 AM CHamilton Action Type:Incoming call

VM left yesterday, received today states:

1. [REDACTED] returning call
2. Home until 3 PM, please call me back

*** PHONE LOG 01/29/2004 07:43 AM CHamilton Action Type:Outgoing call

Wtr LVM for [REDACTED] stating:

1. Request call back
2. If get Wtr VM, can call, speak to first rep that answers and ask them to come get wtr
3. If possible, will place another caller on hold and speak to you directly

*** PHONE LOG 01/29/2004 12:52 PM CHamilton Action Type:Incoming call

Caller [REDACTED] states:

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
[REDACTED], KS	[REDACTED] PH	Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

1. We are following the instructions in the book
2. Dealership has pushed us to the point that we have contacted an attny
3. They are refusing to exchange the veh for another one, which is what the KS lemon law says they have to do
4. Have called the BBB Auto line, have sent a certified letter to Kia
5. Shawnee Mission Kia is replacing the acclerator cable and linkage

Wtr states:

1. Apologized for callers frustration
2. Wtr is here to assist in getting veh repaired under terms of the man warr
3. Wtr not legally trained, cannot advise on LL
4. Kias buyback policy is in accordance with your states LL
5. Referred to WCDM
6. Kia will repair the veh under terms of the man warr

Caller states:

1. Ok, thank you, thats what I needed to know

*** NOTES 01/29/2004 12:55 PM CHamilton Action Type:Manager review

Case notes to DPSM, dispatched to region for assist determination and customer contact. Owoer states has filed LL with BBB and sent certified letter to KMA, per her WCDM. Veh is currently at Shawnee Mission Kia waiting on parts.

*** EMAIL OUT _CHamilton Action Type:External email

Send to:[B.Jenks@kiamsa.com]

CC List:[L.Shuseryld@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.

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K270211_CHamilton_01-29-2004125912.doc>>

*** NOTES 01/29/2004 02:15 PM Central Daylight Time JShowalter Action Type:Meeting

WRITER ASSIGNING FILE TO DLW THIS DATE AS DLW NOT IN OFFICE AND WILL ADDRESS UPON HER RETURN ON 1/30/04.

*** NOTES 02/03/2004 08:45 AM Pacific Daylight Time OSprague Action Type:Manager review

Received letter - Customer states same as above

Case yanked and letter attached

Case will be reassigned to DWojciechowski for handling

*** NOTES 02/04/2004 11:19 AM Central Daylight Time MRivas Action Type:Correspondence rec.

CRCA RCVD ORIGINAL OF ABOVE CUST CERTIFIED LTR.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
[REDACTED], KS	[REDACTED] H:	Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

HARD FILE CREATED AND FWRD TO DLW FOR HANDLING.

*** PHONE LOG 02/09/2004 10:57 AM Central Daylight Time D'Wojciechowski Action Type:Outgoing call
WTR LVM FOR CUST REQ CB AT HOME # ADVISING:
1. RCVD LTR
2. REQ CB TO DISCUSS

*** PHONE LOG 02/10/2004 10:00 AM Central Daylight Time D'Wojciechowski Action Type:Incoming call
WTR RCVD VM FROM [REDACTED] REQ CB AT WORK #

*** PHONE LOG 02/10/2004 10:00 AM Central Daylight Time D'Wojciechowski Action Type:Outgoing call
WTR LVM FOR [REDACTED] REQ CB AT ALTERNATIVE WORK #

*** PHONE LOG 02/12/2004 09:20 AM Central Daylight Time D'Wojciechowski Action Type:Incoming call
WTR CONTACTED CUST [REDACTED] AND ADVISED:
1. RCVD LTR
2. INQUIRED AS TO STATUS/SATISFACTION WITH REPAIRS
CUST ADVISED:
1. VEH HAS BEEN REPAIRED AND RETURNED TO CUST
2. CUST IS DEATHLY AFRAID TO DRIVE VEH DUE TO ACCELERATOR STICKING IN PAST
3. MO004 HAS GIVEN CUST DLR TAGS THAT SHE IS USING AS THEY HAVE ADVISED HER NOT TO PLATE THE VEH
4. CUST IS AWARE THAT A "REP" FROM KIA HAS THE PARTS THAT WERE REMOVED FROM THE VEH AND HAS SENT THEM TO CHICAGO
5. CUST REQ REPLACEMENT
WTR TO CONTACT DPSM FOR DIRECTION

*** PHONE LOG 02/12/2004 09:27 AM Central Daylight Time D'Wojciechowski Action Type:Incoming call
WTR CONTACTED DPSM JENKS WHO ADVISED:
1. AWARE OF VEH
2. CUST HAS SPOKE TO DLR PRINCIPAL
3. DPSM IS CURRENTLY RESEARCHING REPAIR HISTORY TO COMPLETE RECAP FOR CUST REQUEST
4. DPSM DOES NOT HAVE PARTS AND THEY HAVN'T BEEN SENT TO REGION
5. DPSM TO HAVE RECAP COMPLETED AND TO WTR BY 02/20/04
6. WTR TO HAVE DECISION TO CUST BY 02/26/04

WTR TO CONTACT CUST TO ADVISE:

*** PHONE LOG 02/12/2004 09:33 AM Central Daylight Time D'Wojciechowski Action Type:Incoming call
WTR CONTACTED CUST [REDACTED] AND ADVISED:
1. SPOKE TO REP
2. HE IS CURRENTLY GATHERING ALL NECESSARY DOC'S FOR DECISION PROCESS
3. ADVISED OF 10 BUSINESS DAY LEAD TIME
4. ADVISED CUST WTR WILL HAVE DECISION TO CUST NO LATER THAN 02/26/04
CUST THANKED WTR FOR CALL

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
[REDACTED]ner, KS 66030, PH [REDACTED]		Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

WTR TO FU W/ DPSM ON 02/20/04 FOR RECAP

*** PHONE LOG 02/25/2004 08:38 AM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR DPSM ADVISING:
1. HAVE NOT RCVD RECAP AND DOCS
2. WTR HAS DECISION DUE TOMORROW
3. WTR NEEDS FILE THIS DATE BY 3PM

*** PHONE LOG 02/25/2004 01:58 PM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR DPSM JENKS REQ CB REG RECAP AND DOCS

*** NOTES 02/26/2004 09:49 AM Central Daylight Time DWojciechowski Action Type:Manager review
WTR RCVD FROM DPSM JENKS:
1. RO RECAP
2. SVS FILE
3. SALES FILE
INFO ADDED TO HARD FILE

*** PHONE LOG 02/26/2004 10:11 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR CONTACTED RANDY FOOTE @ MO006:
1. REQ ACCOUNTING COPIES OF RO'S PROVIDED BY DPSM JENKS
DLR TO FAX ASAP

WTR TO FU W/ DLR BY 12:00 CST IF NOT RCVD BY THEN.

*** NOTES 02/26/2004 10:37 AM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR/MO006, VIA FAX:
1. RO'S
INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

*** NOTES 02/26/2004 02:45 PM Central Daylight Time DWojciechowski Action Type:Meeting
WTR DISCUSSED CASE WITH RCAM WILLIAMS

*** PHONE LOG 02/26/2004 02:55 PM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED CUST [REDACTED] AND ADVISED:
1. INQUIRED AS TO CONCERN W/ VEH AND REPAIRING
2. OFFERED 30 DAY TEST DRIVE TO ENSURE REPAIR
3. EXPLAINED THAT WTR WILL OFFER REPLACEMENT IF CONCERN OCCURS AGAIN AND IS DUPLICATED BY DLR
4. IF CONCERN DOESN'T REOCCUR THEN WILL DISCUSS MONETARY REIMBURSEMENT
CUST ADVISED:
1. HAVE BEEN DRIVING ON DLR PLATE
2. DOESN'T WANT TO WAIT FOR DECISION
3. WORRIED ABOUT PENALTY FOR NOT PLATING VEH WITH IN THE 30 DAYS FROM PURCHASE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
[REDACTED]ber, K	PH: [REDACTED]	Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

WTR ADVSIED:

1. REQ CUST PLATE VEH AND ADVISE WTR OF AMT OF PENALTY
2. WTR WILL TAKE THAT INTO CONSIDERATION FOR MONETARY REIMBURSEMENT

CUST ADVISED:

1. WILL SPEAK TO HUSBAND AND CALL WTR BACK AFTER VEH IS PLATED

WTR TO FU W CUST BY 03/05/04 IF NO RETURN CALL

*** PHONE LOG 03/09/2004 02:07 PM Central Daylight Time DWojcicichowski Action Type:Incoming call

WTR RCVD CALL FROM CUST WHO ADVISED;

1. HAS PLATED VEH AND WAS CHARGED \$ 200 PENALTY FOR PLATING LATE

WTR ADVISED:

1. WILL REIMBURSE CUST THE \$200 FOR PENALTY AND ALOS \$400 FOR INCONVENIENCE
2. EXPLAINED RELEASE

CUST ADVISED;

1. THANKED WTR
2. WILL SIGN RELEASE

WTR TO SEND RELEASE TO CUST THIS DATE

*** NOTES 03/09/2004 02:49 PM Pacific Daylight Time TDotson Action Type:Correspondence sent

CRCA SENT FEDEX OF ABOVE TO CUST THIS DATE VIA PRIORITY OVERNIGHT W/TRACKING #454049481886,
RETURN FEDEX W/TRACKING #843606620800.

*** NOTES 03/11/2004 08:06 AM Central Daylight Time DWojcicichowski Action Type:Meeting

PER DISCUSSION W/ JSS FILE BEING ASSIGNED TO HER FOR HANDLING

*** NOTES 03/11/2004 09:18 AM Central Daylight Time JShowalter Action Type:Meeting

WRITER TO FU W/CUST ON 3/16/04 FOR SIGNED RELEASE IF NOT YET REC'D.

*** PHONE LOG 03/16/2004 10:31 AM Central Daylight Time JShowalter Action Type:Outgoing call

WRITER SPOKE TO [REDACTED] AND STATED:

1. WRITER FOLLOWING UP ON RELEASE THAT DLW SENT ON 3/9/04
2. WONDERED IF CUST HAD ANY QUESTIONS.

CUST STATED:

1. IS HAVING HER ATTY REVIEW IT DUE TO THE LEGAL JARGON USED IN RELEASE
2. ANTICIPATES THAT THEY WILL SIGN IT AND RETURN IT
3. THANKED WRITER FOR CALLING

WRITER STATED:

1. WRITER WILL FU AGAIN ON 3/24/04 IF SIGNED RELEASE NOT YET REC'D.

WRITER TO FU W/CUST ON 3/24/04 IF SIGNED RELEASE NOT YET REC'D.

*** PHONE LOG 03/24/2004 09:14 AM Central Daylight Time JShowalter Action Type:Outgoing call

WRITER LM FOR CUST AT ONLY # AVAIL REQUESTING EITHER CB OR RETURN OF SIGNED RELEASE.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2004 SEDONA LX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDUP131146 [REDACTED]	K270211	960
[REDACTED]ner, K	PH: 9138 [REDACTED]	Prod. Date: 9/20/03	Dealer: KS007 Shawnee Mission Kia	

WRITER OUT OF OFFICE ON 3/25, THEREFORE WILL FU W/CUST ON 3/26/04 IF SIGNED RELEASE NOT YET RECD.

*** PHONE LOG 03/29/2004 11:15 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER OUT OF OFFICE ON 3/26/04, THEREFORE UNABLE TO CONTACT CUST UNTIL TODAY.

WRITER LM FOR CUST AT ONLY # AVAIL REQUESTING CB RE: RELEASE.

*** NOTES 03/29/2004 11:15 AM Central Daylight Time JShowalter Action Type:Correspondence sent
WRITER SENT "UNABLE TO CONTACT" LETTER TO CUST VIA U.S. MAIL.

*** CASE CLOSE 03/29/2004 11:19 AM Central Daylight Time JShowalter
FILE CLOSED PENDING RECD OF SIGNED RELEASE FROM CUST.

10/15/04
13:51:45
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
12/27/03

VIN No : KNDUP131146 [REDACTED]

Model . . 62222
Series . SEDONA

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/01/04	W KS007	33046	A 01	Center Pillar Upper	TAPE-DOOR NO.1 LH	10308
1/27/04	W KS007	27869	A 01	Accelerator Cable As	CABLE ASSY-ACCEL.	960
11/11/03	I MO004	59036	1 01			5

Bottom

F3=Exit

F11=Summary/Detail

KIA**Quality Assurance
Field Product Report**

Dist Use:

Region: Eastern RegionDate: March 25, 2003

KMA Use:

Date: 3/25/03CC: 4160 CC: FETC 18

62222		Cable Assy-Accel		EA03RD05	3/25/03
Model Number		Part Name		Report Number	Date
KNDUP131426		0K52Y 41 660G		Crowley Kia	
Vehicle Identification Number		Part Number		Dealer Name	
6/27/02	11/11/02	Part ID Number		CT006	
Prod Date	Delivery Date	Engine or Transmission Number		Dealer Code	
3,000	2/26/03			Bristol	CT
Mileage	Repair Date			City	State
Attachments:		Personally Inspected		Rob Dameron	
<input type="checkbox"/> Photo	<input type="checkbox"/> Part	<input type="checkbox"/> Other	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Originator (Print)	
Subject: Sedona Accelerator Pedal Sticking					

CONDITION: Accelerator pedal sticking intermittently. The customer complained the accelerator pedal stuck, the tech could not duplicate the condition at that time, however, the vehicle was left overnight and the next morning the tech test drove the vehicle and confirmed the accelerator pedal was sticking. He removed the cable from the linkage and confirmed it was the cable and not the pedal assembly, linkage binding, etc. The temperature at the time was between 10 and 20 degrees F.

CAUSE: Unknown. The rubber cover of the accelerator cable in the engine compartment was a little chewed up - reason unknown? The tech suspects water has gotten into the cable and has frozen inside the cable housing causing the binding and sticking. This could also explain why the binding is intermittent - once the engine heats up, the frozen water in the cable melts and the sticking is gone.

ACTION/RESULTS: The action will be to replace the accelerator cable. At the time of this report the cable is on Back Order, and has been on B/O for three weeks and has not arrived at the dealer.

COMMENTS/RECOMMENDATIONS: DPSM is reporting this as FYI - no comments or recommendations at this time. It is unclear what caused the rubber cover on the engine side of the cable to be cracked (chewed up) - possible installation issue - broken prior to installation at the factory? DPSM will monitor condition and report any further conditions of this type as he is made aware of them. DPSM will take photos of cable on his next dealer visit.



Field Product Quality Report

User: DHowells-FS

Case Number - F298405

10/12/2004 01:33:28 PM

Distributor: KMA

Report No.: CE04TD18

Region/District: CED8

Issue Date: 03/19/2004 09:42:24 AM

Dealer Code: IA007

Dealer Name: Allen Kia

Dealer City: Hiawatha

Dealer State: IA

Name: Trörenkamp DPSM

Attachments: FR_Case_F298405.doc

Component Group: Fuel/Emissions

Component Code: Accelerator Cable

TREAD: 18 Speed Control

Subject/Title: THROTTLE CABLE FAILURE

Vehicle Data

Model Code: 62222

Model Desc: SEDONA LX

Year: 2003

VIN: KNDUP13143

Mileage: 18205

Engine No.: G6605718

Trans No.:

Trans Type: Automatic

Prod Date: 7/25/2002

Deliver Date: 11/19/2002

Repair Date: 3/17/2004

Part Information

Number: 0K62Y 41660G

Part Name: CABLE ASSY-ACCEL

Condition: N13 POOR ACCELERATION

Cause: C02 FROZEN (ICING)

Part ID/Lot:

Other Part No.:

Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Code	Cause	Comments

Case History

CUSTOMER COMPLAINT

THE CUSTOMER STATES THAT THE THROTTLE STUCK WHILE DRIVING ON THE FREEWAY.

ACTUAL CONDITION

THE THROTTLE CABLE WAS STUCK DUE TO ICING OF THE CABLE.

INVESTIGATION RESULTS

THE DEALER SERVICE PERSONNEL EXAMINED THE THROTTLE CABLE. THE TECHNICIAN FOUND THAT THE CABLE HOUSING HAD MOISTURE IN IT THAT COULD HAVE FROZEN CAUSING THE THROTTLE CABLE TO STICK.

POSSIBLE CAUSE

THE THROTTLE CABLE HAD MOISTURE IN THE CABLE HOUSING CAUSING THE CABLE TO BIND DURING FREEZE CONDITIONS.

CORRECTIVE ACTION

NECESSARY TO REPLACE THE THROTTLE CABLE ASSEMBLY (0K62Y 41 660G) TO CORRECT THE CONDITION. UNKNOWN IF PROBLEM

Case History

THE DEALERSHIP CHECKED THE THROTTLE BODY, THROTTLE BLADES, CLEANED THE THROTTLE SHAFT, RESET THE ACCELERATOR CABLE. ROADTESTED OKAY.

RECOMMENDATIONS

OTHER SEDONAS EXHIBIT THIS SAME CONDITION.

*** CASE CLOSE 04/08/2004 09:19 AM Pacific Daylight Time JTaylor-FS
Coded

*****End Field Product Quality Report F300449*****



Field Product Quality Report

User: DHowells-FS

Case Number - F300449

10/12/2004 01:33:38 PM

Distributor: KMA
 Region/District: CE08
 Dealer Code: MN001
 Dealer City: White Bear Lake
 Name: Tdorankamp DPSM
 Attachments: FR_Case_F300448.doc

Report No.: GE04TD23
 Issue Date: 03/30/2004 04:08:12 PM
 Dealer Name: Barnett Kia
 Dealer State: MN

Component Group: Fuel/Emissions
 Component Code: Accelerator Cable
 TREAD: 18 Speed Control

Subject/Title: ENGINE ACCELERATOR BINDING

Vehicle Data

Model Code: 82242	Model Desc: SEDONA EX	Year: 2003
VIN: KNDUP131X36	Mileage: 28745	
Engine No.: G8538013	Trans No.:	Trans Type: Automatic
Prod Date: 7/24/2002	Deliver Date: 11/25/2002	Repair Date: 3/12/2004

Part Information

Part Number: 0K5ZY 41880G	Part Name: CABLE ASSY-ACCEL	
Condition: N13 POOR ACCELERATION	Cause: C02 FROZEN (ICING)	
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 CUSTOMERS STATES THAT THE VEHICLE ACCELERATED BY ITSELF. CUSTOMER HAD TO APPLY BRAKES IN ORDER TO SLOW VEHICLE.

ACTUAL CONDITION

THE VEHICLE ACCELERATOR WAS BINDING ON ACCELERATION, AND WOULD NOT DECELERATE. CUSTOMER APPLIED BRAKES AND SLAMMED IN PARK IN ORDER TO STOP.

INVESTIGATION RESULTS

THE DEALERSHIP CHECKED THE THROTTLE BODY, ACCELERATOR CABLE .RESET THROTTLE CABLES AND CLEANED THROTTLE BODY BLADES AND SHAFT.

POSSIBLE CAUSE

POSSIBLE CAUSE IS THE ACCELERATOR CABLE GETTING MOISTURE BETWEEN CABLE AND CABLE HOUSING CAUSING THE ACCERATOR CABLE TO BIND UNDER HIGH MOISTURE, FREEZE / THAW CONDITIONS.

CORRECTIVE ACTION

Case History
WILL REOCCUR.

RECOMMENDATIONS

INVESTIGATE THIS CONDITION THROUGH KIA ENGINEERING. ADVISE KIA SERVICE OF RESULTS.

*** CASE CLOSE 04/08/2004 06:24 AM Pacific Daylight Time JTaylor-FB
Coded

*****End Field Product Quality Report F296405*****



Field Product Quality Report

User: DHowells-PB

Case Number - F288124

10/12/2004 01:33:09 PM

Distributor: KMA

Report No.: CE04F809

Region/District: CE05

Issue Date: 02/04/2004 01:35:20 PM

Dealer Code: K9007

Dealer Name: Shawnee Mission Kia

Dealer City: Overland Park

Dealer State: KS

Name: fbrsiaka OTH

Attachments: FR_Case_F288124.doc

Component Group: Fuel/Emissions

Component Code: Accelerator Cable

TREAD: 18 Speed Control

Subject/Title: Accelerator cable

Vehicle Data

Model Code: 62222

Model Desc: SEDONA LX

Year: 2004

VIN: KNDUP131146

Mileage: 950

Engine No.: G6736262

Trans No.:

Trans Type: Automatic

Prod Date: 9/19/2003

Deliver Date: 12/28/2003

Repair Date: 1/27/2004

Part Information

Part Number: 0K62Y 416809

Part Name: CABLE ASSY-ACCEL

Condition: N30 DRAGGING

Cause: C31 STICKING, SEIZED

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

When cold, accelerator freezes Customer: [REDACTED]

ACTUAL CONDITION

Repair attempts at MO004 and KS004 did not duplicate concern. Vehicle checked when warm or inside shop.

INVESTIGATION RESULTS

Dealer checked vehicle outside in cold ambient to find accelerator unable to move, RO # 27889 repair date: January 27, 2004

POSSIBLE CAUSE

Sticking / binding cable

CORRECTIVE ACTION

Replace accelerator cable assembly

Case History
RECOMMENDATIONS

Cable frayed and binding inside plastic casing.

CASE CLOSE 02/26/2004 08:38 AM Pacific Daylight Time JTaylor-FS

*****End Field Product Quality Report #286124*****

Warranty Claim Procedure

CAUSE CODES

Cause Codes

C01	Burnt, Melted	C24	Improper Clearance
C02	Frozen (icing)		Back Lash, Free Play
C03	Cracked, Scarred, (E.G. Cut Bruised	C26	Lack of Lubricant
C04	Peeling, Come-Off	C28	Improper Welding
C05	Rusty, Corroded	C29	Poor Fit, Loose
C06	Broken, Split, Torn		Connection
C07	Cracked	C31	Sticking, Seized
C08	Porous, Pinholes	C32	Foreign Material
C09	Deformed (Bent, Twisted, Warped, Shrunk, Wrinkled)		Clogged
C10	Weakened, Loss of Tension or Resilience	C37	Color Mismatch
C11	Abnormal Wear	C38	Improper Sealing, Sealer Omitted/ Skipped
C12	Out of Balance	C40	Poor Adjustment
C15	Poor Contact	C48	Vacuum Leak
C19	Vapor Lock	C81	Incorrect Part
C20	Poor Installation	C82	Missing Part
C23	Improper Machining or Forming	C88	Water Entering
		C98	Normality
		C99	Other

Warranty Claim Procedure

CONDITION CODES

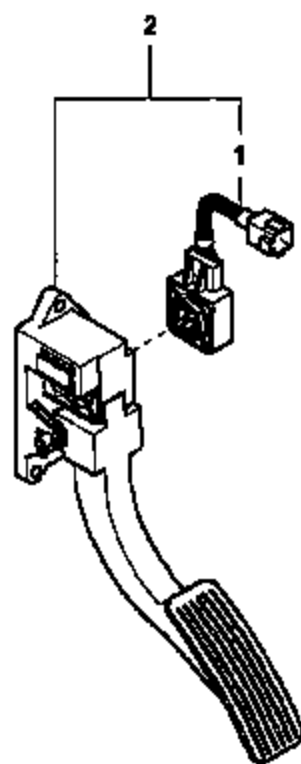
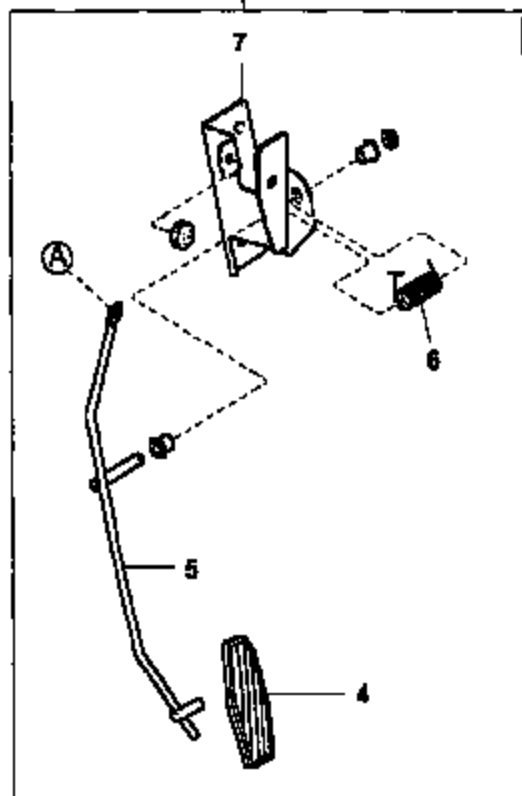
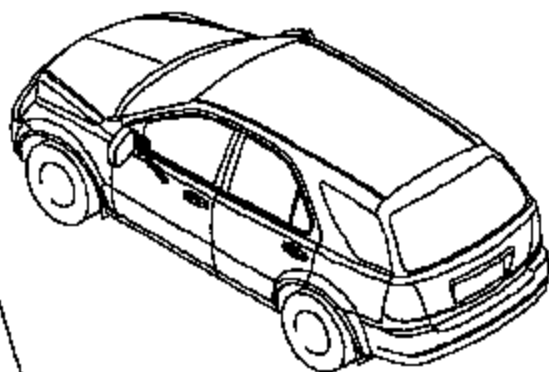
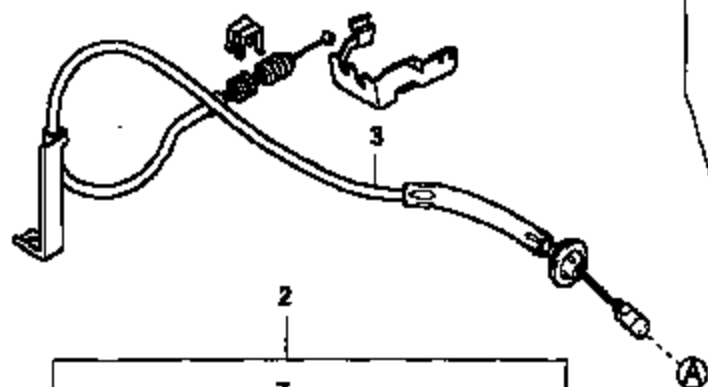
Condition Codes

N01	Hard of Impossible Starting	N31	Pulls
N02	Rough Idling	N32	Spongy Pedal
N03	Surge, Stumble, Hesitating	N33	Unstable Steering
N04	Engine Knocking	N34	Excessive Shock, Excessive Vibration
N05	Choke Malfunction	N35	Uneven Vehicle Height
N06	Engine Stalling	N37	Excessive Knocking
N07	Excessive Fuel Consumption (Except Fuel Leak)	N38	Unusual Tire Wear
N08	Excessive Oil Consumption (Except Oil Leak)	N50	Deterioration
N09	Overheating	N51	Improper Opening & Closing
N10	Engine run-on	N52	Dirty, Stain
N11	Fail To reach Normal Operating temperature	N53	Discoloration
N12	Overflowing	N54	Poor Chrome Plating, Poor Painting
N13	Poor Acceleration	N56	Rust, Corrosion, Perforation
N14	Abnormal Combustion	N61	Dead Battery
N15	Poor Engine Power	N63	Inaccurate (Meter, Clock, Gauge)
N16	Percolation, Vapor Lock	N64	Poor Sound (Horn, Radio)
N17	Improper Exhaust Gas	N66	Electrical Malfunction
N18	Back-Fire, After-Fire	N68	Blown Fuse
N20	Engine Check Lamp	N69	Warning Light On
N21	Shuddering, Chattering Vibration	N83	Poor Recovery
N22	Slipping	N86	Falling-Off, Sagged, Loosening
N23	Fails To Disengage	N87	Oil Leak
N24	Jumping-Out	N88	Water Leak, Entering
N25	Improper Synchronizing	N89	Other Leaking
N26	Abnormal Shift	N92	Grabs
N27	Impossible Shift	N93	Interface
N29	Squeaking, Squealing, Abnormal Noise	N94	Inoperative ✓
N30	Dragging	N95	High Effort
		N96	Poor Maneuverability
		N99	Other

327. ACCELERATOR CONTROL ASSEMBLY

FUEL GROUP 300

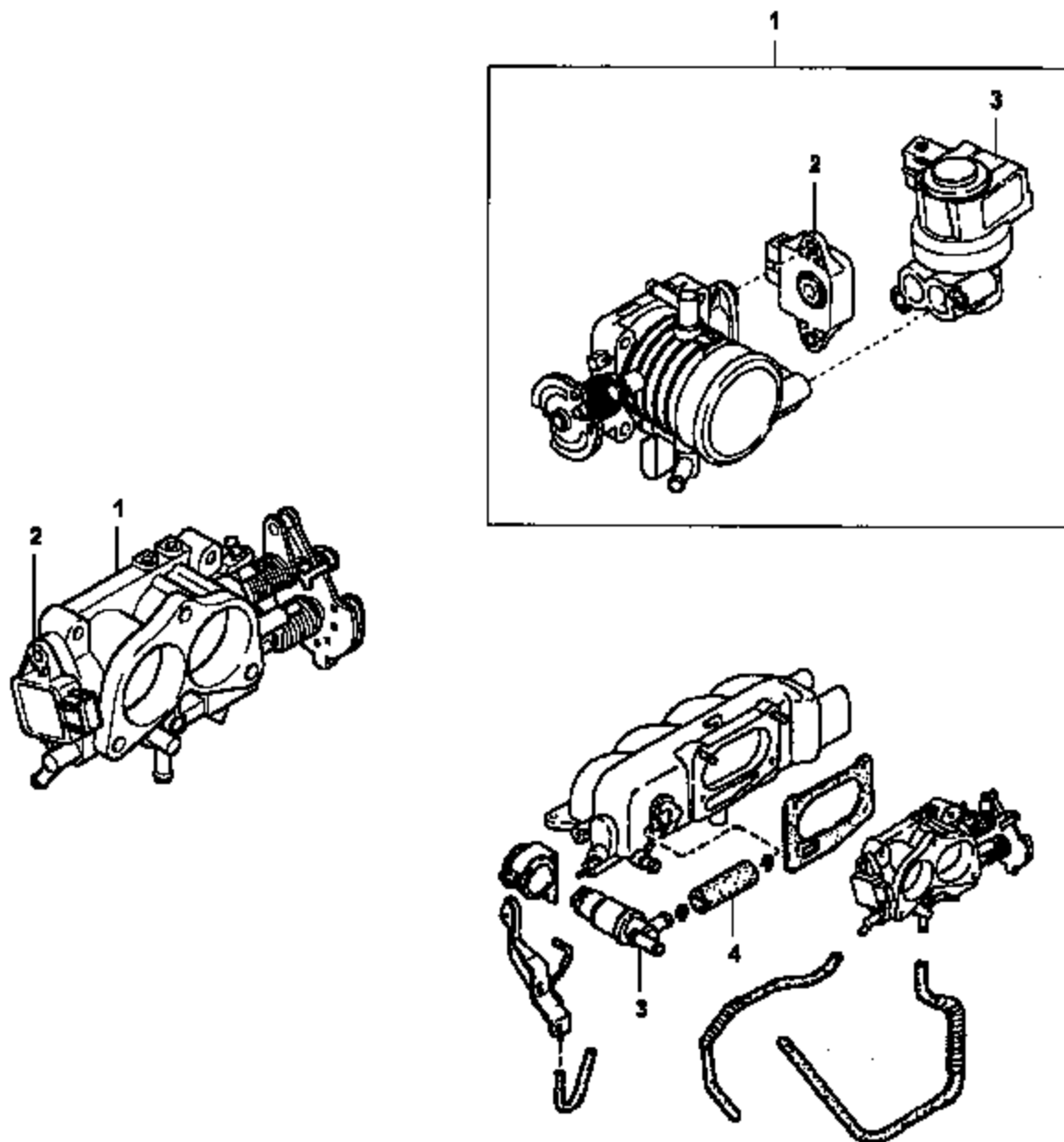
No.	OPERATION CODE	OPERATION	BORENTG (SRT)	SEDONA (SDN)	SPRDTGE (SPQ)
*	32700A00	Accelerator Cable, Adjustment N : 02, 03 C : 29, 40	0.2	0.2	0.2
1	18221R00 18221RP0	Accelerator Switch, R&R Diagnosis : Scan tool operation N : 30, 89 C : 06, 16	0.3 0.3	0.3 0.3	- -
2	32701R00	Accelerator Pedal Assy, R&R N : 29, 30, 95 C : 06, 06, 10, 28	0.3	0.2	0.2
3	32790R00	Accelerator Cable Assy, R&R Includes: Cable adjustment N : 02, 03, 30 C : 05, 06, 10, 31	0.4	0.4	0.2
4	32825R00	Accelerator Pedal Pad, R&R N : 88 C : 04, 06, 11	0.2	0.2	0.2
6	33730R00	Accelerator arm Assy, R&R N : 30, 06, 99 C : 05, 06, 89	0.4	0.4	0.4
8	41818R00	Accelerator Pedal Return Spring, R&R N : 85 C : 10	0.3	0.2	0.2
<p>N02:ROUGH IDLING N03:SURGE, STUMBLE N29:ABNORMAL NOISE N30:DRAGGING N88:WARNING LIGHTS ON N89:FALLING OFF, BAGGED</p>			<p>N85:HIGH EFFORT N88:OTHERS</p>		
<p>C04:PEELING, COME-OFF C05:RUSTY, CORRODED C08:BROKEN, SPLIT, TORN C10:WEAKENED C11:ABNORMAL WEAR C15:POOR CONTACT</p>			<p>C28:IMPROPER WELDING C29:IMPROPER TIGHTENING C31:STICKING, SEIZED C40:IMPROPER ADJUSTMENT C99:OTHERS</p>		



351. THROTTLE BODY ASSY

FUEL GROUP **300**

NO.	OPERATION CODE	OPERATION	SCOREMID (BRT)	SEDDNA (BEN)	SPORTAGE (SPB)																								
*	35000A00	Idle Speed, Adjustment N : 01, 02, 03, 06, 14 C : 40	0.3	0.3	0.3																								
*	35001A00	Throttle Position Sensor, Adjustment N : 02, 03, 06, 13, 26, 34, 69 C : 15, 36, 40, 66	0.2	0.2	0.2																								
*	35002A00	Throttle Body Carbon, Cleaning N : 02, 03, 06, 34 C : 32	0.2	0.2	0.2																								
1	35100R00	Throttle Body Assy and/or Gasket, R&R Includes : Cable adjustment. Diagnosis : Scan Tool Operation	0.5	0.5	0.5																								
	35100RP0	Scan Tool Operation N : 02, 03, 06, 13, 34, 69 C : 06, 07, 15, 31	0.3	0.3	0.3																								
2	35102R00	Throttle Position Sensor Assy, R&R Includes : Cable adjustment. Diagnosis : Scan Tool Operation	0.3	0.3	0.3																								
	35102RP0	Scan Tool Operation N : 02, 03, 06, 13, 34, 69 C : 06, 07, 15, 31	0.3	0.3	0.3																								
3	35160R00	Idle Speed Actuator Assy, R&R Diagnosis : Scan Tool Operation	0.4	0.4	0.4																								
	35160RP0	Scan Tool Operation N : 01, 02, 03, 06, 69, 89 C : 05, 06, 15, 31	0.3	0.3	0.3																								
<table border="0"> <tr> <td>N01:HARD STARTING</td> <td>N26:ABONRMAL SHIFT</td> <td>C06:BROKEN, SPLIT, TORN</td> <td>C40:IMPROPER ADJUSTMENT</td> </tr> <tr> <td>N02:ROUGH IDLING</td> <td>N34:EXCESSIVE SHOCK</td> <td>C07:CRACKED</td> <td>C88:WATER ENTERING</td> </tr> <tr> <td>N03:SURGE, STUMBLE</td> <td>N89:WARNING LIGHTS ON</td> <td>C15:POOR CONTACT</td> <td></td> </tr> <tr> <td>N06:ENGINE STALLING</td> <td>N69:LEAKS-OTHER</td> <td>C31:STICKING, SEIZED</td> <td></td> </tr> <tr> <td>N13:POOR ACCELERATION</td> <td></td> <td>C32:FOREIGN MATERIAL</td> <td></td> </tr> <tr> <td>N14:ABNORMAL COMBUSTION</td> <td></td> <td>C38:IMPROPER SEALING</td> <td></td> </tr> </table>						N01:HARD STARTING	N26:ABONRMAL SHIFT	C06:BROKEN, SPLIT, TORN	C40:IMPROPER ADJUSTMENT	N02:ROUGH IDLING	N34:EXCESSIVE SHOCK	C07:CRACKED	C88:WATER ENTERING	N03:SURGE, STUMBLE	N89:WARNING LIGHTS ON	C15:POOR CONTACT		N06:ENGINE STALLING	N69:LEAKS-OTHER	C31:STICKING, SEIZED		N13:POOR ACCELERATION		C32:FOREIGN MATERIAL		N14:ABNORMAL COMBUSTION		C38:IMPROPER SEALING	
N01:HARD STARTING	N26:ABONRMAL SHIFT	C06:BROKEN, SPLIT, TORN	C40:IMPROPER ADJUSTMENT																										
N02:ROUGH IDLING	N34:EXCESSIVE SHOCK	C07:CRACKED	C88:WATER ENTERING																										
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N06:ENGINE STALLING	N69:LEAKS-OTHER	C31:STICKING, SEIZED																											
N13:POOR ACCELERATION		C32:FOREIGN MATERIAL																											
N14:ABNORMAL COMBUSTION		C38:IMPROPER SEALING																											



439. AUTO T/M SHIFT LEVER CONTROL

TRANSMISSION GROUP

400

OPERATION CODE	OPERATION	SORENTO (SMT)	SEDONA (SDS)	SPORTAGE (SPS)
43001A00	Automatic Transaxle Shift Cable, Adjustment N : 01, 26, 27, 30, 42, 45, 48, 49 C : 40	0.2	0.2	0.2
1 43712R00	Automatic Transmission Knob, R&R N : 68 C : 06	0.2	0.2	0.2
2 43721R00	Complete Lever Assy (A/T), R&R N : 30, 84 C : 06, 15, 31	0.7	0.6	0.6
3 43780R00	Shift Lock Cable Assy, R&R N : 01, 26, 27, 30, 42, 48, 49 C : 05, 31, 40	1.0	1.0	0.2
4 43771R00	Shift Rod Assy, R&R N : 30, 84 C : 06, 15, 31	-	-	0.3
5 43070R00	Shift Lever, R&R N : 30, 84 C : 06, 15, 31	-	0.6	0.4
6 84070R00	Shift Lever Indicator Assy (A/T), R&R N : 48, 49, 86 C : 06	0.4	0.5	0.2
7 93830R00	Auto Transaxle Solenoid Assy, R&R N : 26, 89, 84 C : 15, 31	0.3	0.3	0.3

N01:HARD STARTING

N26:ABNORMAL SHIFT

N27:IMPOSSIBLE SHIFT

N30:DRAGGING

N42:SHOCK AT KICK-DOWN

N45:SHIFTS TOO LATE AND

SHOCK AT N-SHIFTING

N48:IMPOSSIBLE FRONT, REAR SHIFT

N60:IMPOSSIBLE INTERMITTENT FRONT

SHIFT & RE-DRIVING

N68:WARNING LIGHTS ON

N88:FALLING OFF, SAGGED

N94:INOPERATIVE

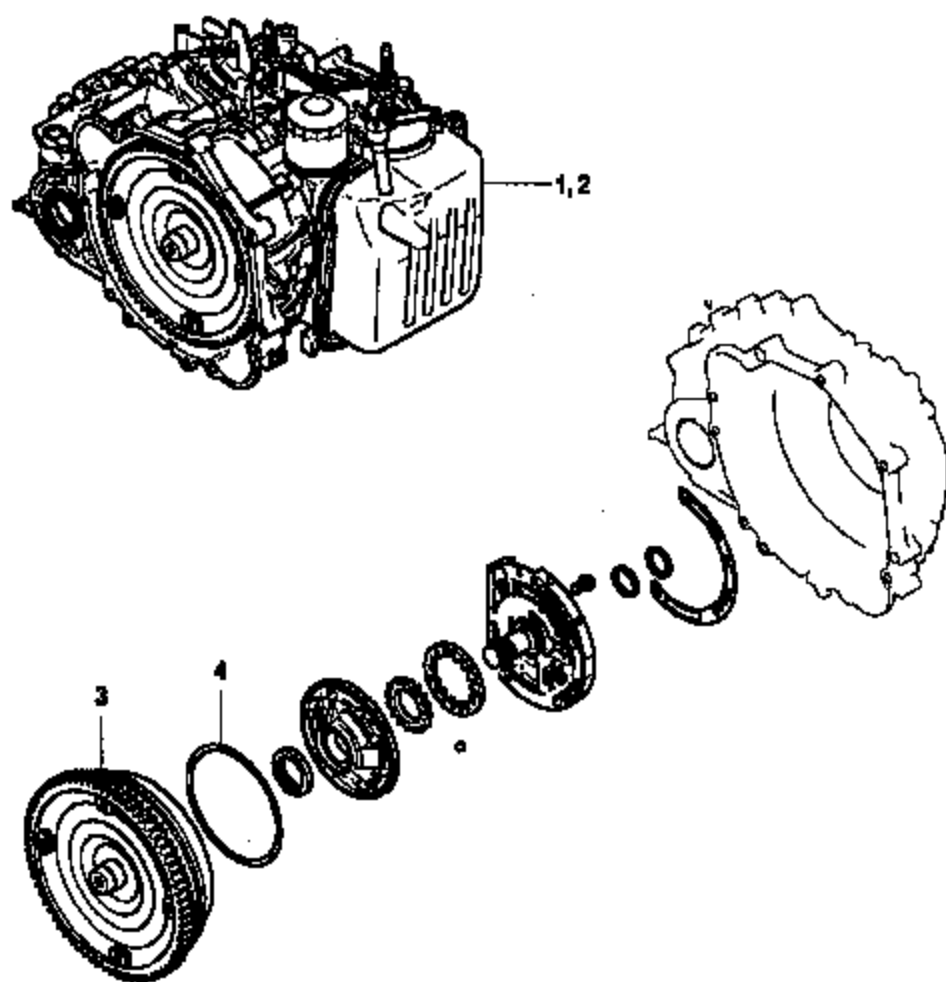
C05:RUSTY, CORRODED

C08:BROKEN, SPLIT, TORN

C15:POOR CONTACT

C31:STICKING, SEIZED

C40:IMPROPER ADJUSTMENT

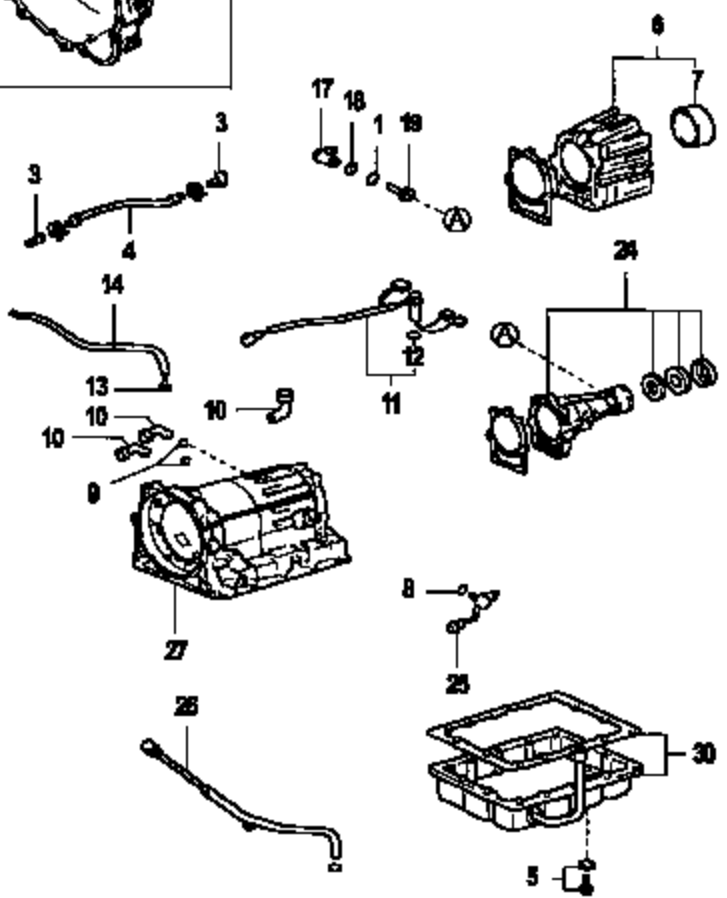
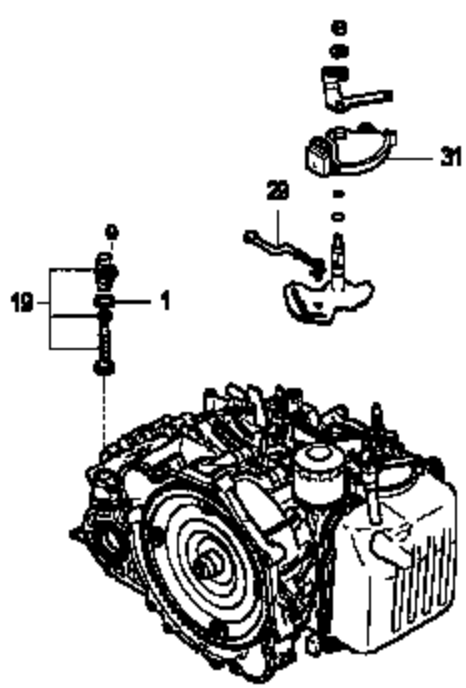
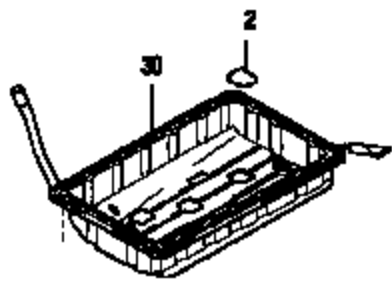
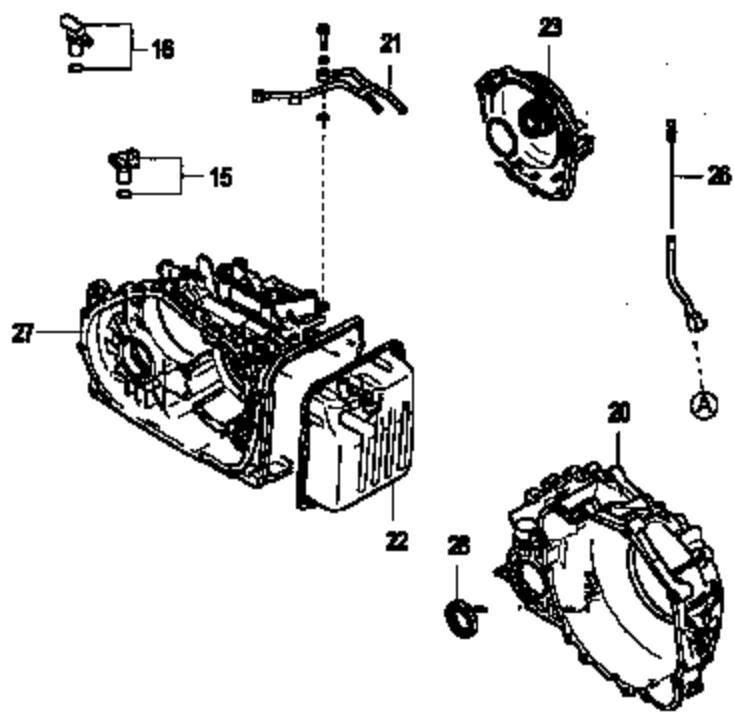


452. AUTO TRANSAXLE CASE

TRANSMISSION GROUP

400

No.	OPERATION CODE	OPERATION	SORENTO (SRT)	SEDONA (SDN)	SPORTAGE (SPG)
9	18946R00	O-Ring, R&R N: 87 C: 06	-	-	0.5
10	19991R00	Elbow, R&R N: 58 C: 06	-	-	0.5
11	20301R00	Solenoid Wire, R&R N: 94 C: 15	-	-	0.4
12	20393R00	O-Ring, R&R N: 87 C: 06	-	-	0.4
13	21391R00	O-Ring, R&R N: 87 C: 06	-	-	0.5
14	21600R00	Throttle Cable, R&R N: 26, 27, 30, 34 C: 02, 05, 06, 31, 40	0.9	0.9	0.6
15	42620R00	Input Speed Sensor, R&R N: 26, 27, 34, 48, 48, 69, 87 C: 05, 08, 15, 32, 38	0.3	0.3	-
16	42621R00	Output Speed Sensor, R&R N: 26, 27, 34, 48, 48, 69, 87 C: 05, 08, 15, 32, 38	0.3	0.3	-
N26:ABNORMAL SHIFT N27:IMPOSSIBLE SHIFT N30:DRAGGING N34:EXCESSIVE SHOCK N48:CORRECT SPACING N48:IMPOSSIBLE FRONT, REAR SHIFT		N56:RUST, CORROSION N69:WARNING LIGHTS ON N87:OIL LEAK, ENTERING	C02:FROZEN C05:RUSTY, CORRODED C08:BROKEN, SPLIT, TORN C15:POOR CONTACT C31:STICKING, SEIZED C32:FOREIGN MATERIAL	C36:IMPROPER SEALING C40:IMPROPER ADJUSTMENT	

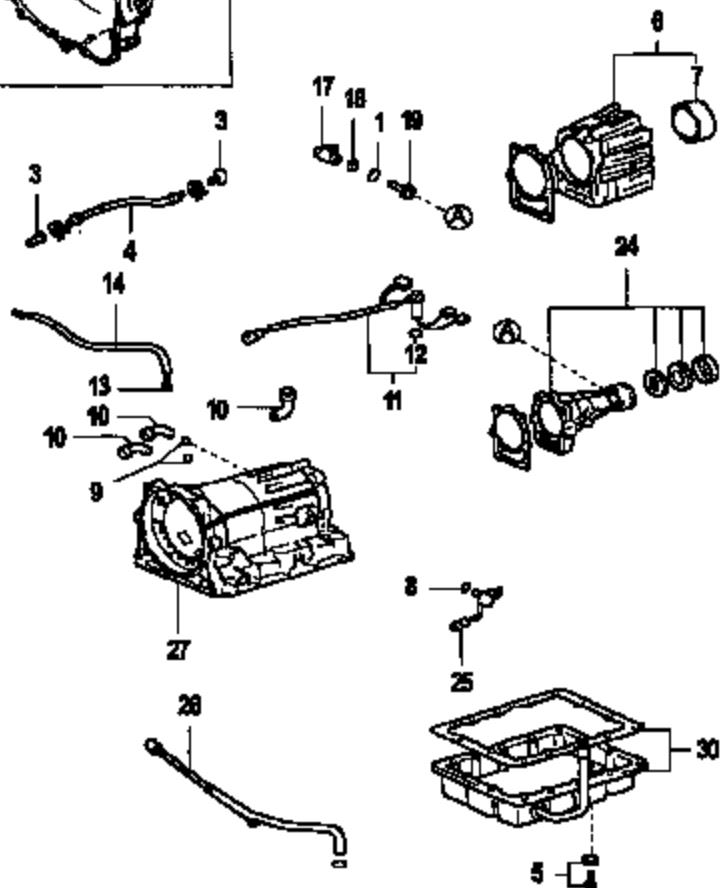
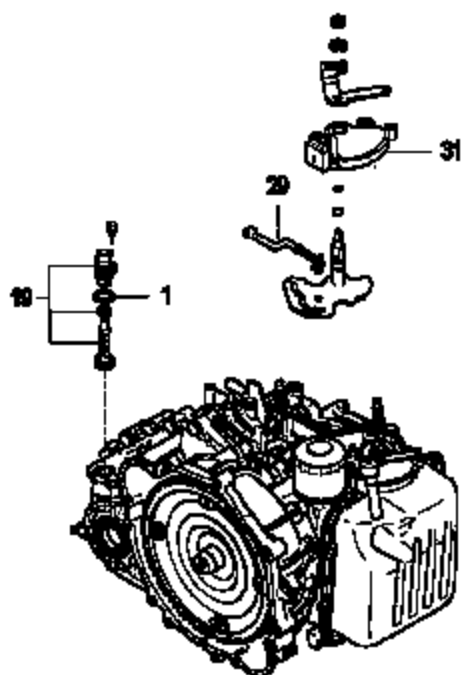
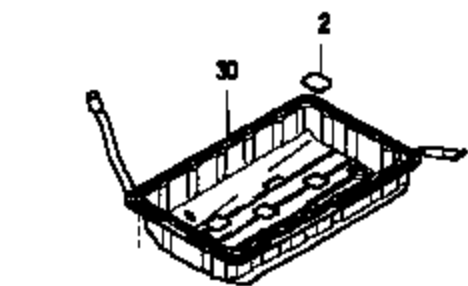
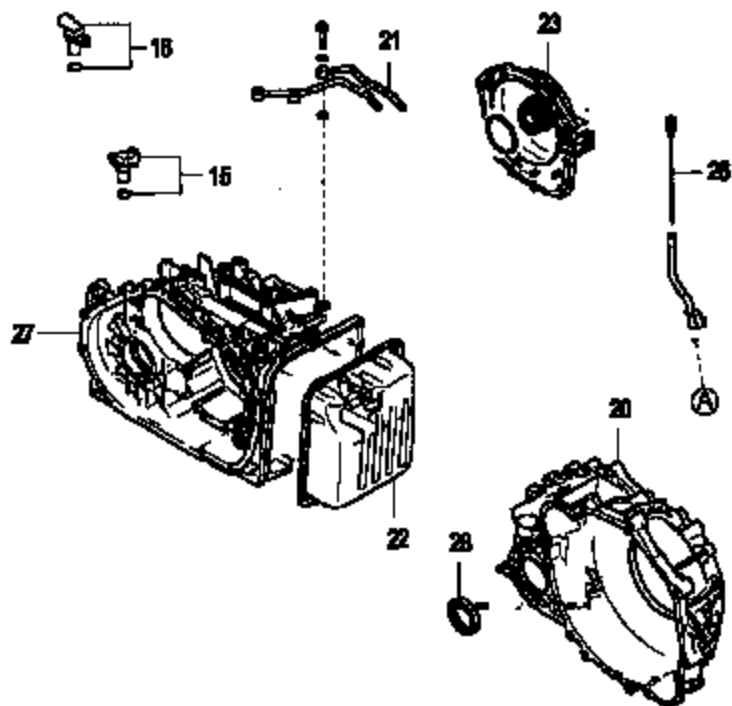


452. AUTO TRANSAXLE CASE

TRANSMISSION GROUP

400

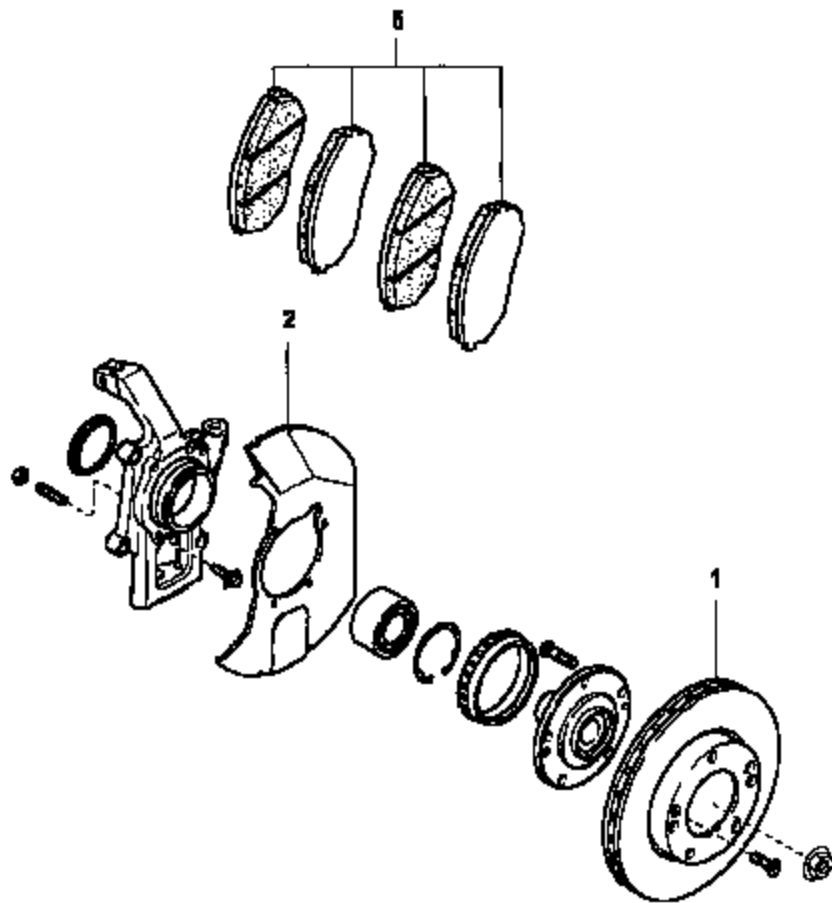
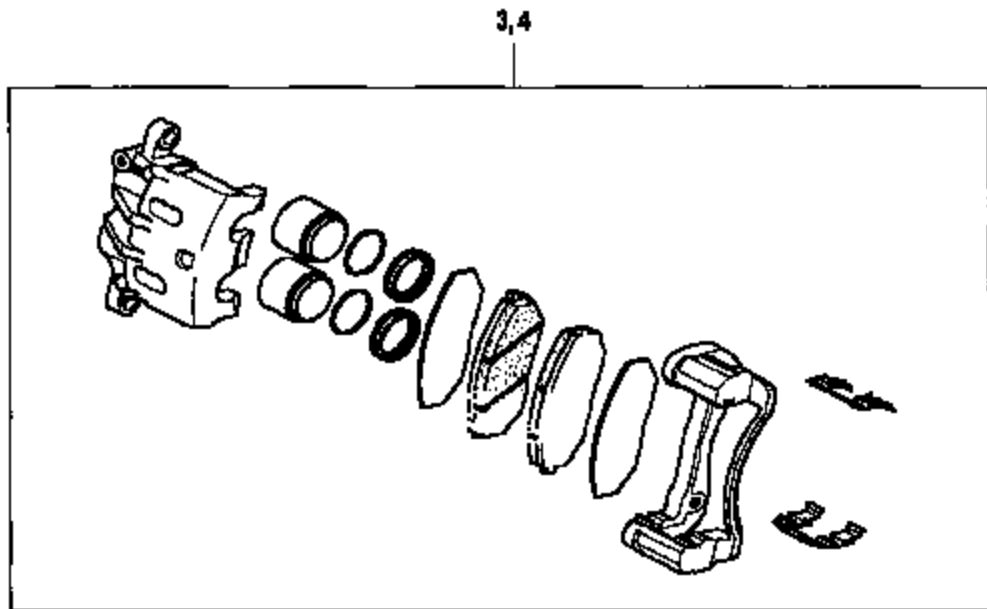
No.	OPERATION CODE	OPERATION	SONENTO (ERT)	SEDONA (SDN)	SPORTAGE (RPG)
25	45594R00	Speed Sensor, R&R	0.3	0.4	0.4
		N : 25, 27, 34, 48, 48, 87 C : 05, 05, 15, 32, 38			
26	45505R00	Oil Level Gauge, R&R	0.2	0.2	0.2
		N : 63, 67 C : 09, 11, 35			
27	45606R00	Auto Transaxle Case Assy, R&R	7.1	-	-
		Includes : cable adjustment, scan tool test, pressure test.			
		Combinations:			
		45606RFD Drive Plate Assy, R&R 45606RGO Crankshaft Rear Oil Seal, R&R			
N : 08, 22, 28, 27, 29, 41, 43, 48, 48, 87 C : 06, 07, 11, 31, 35			0.2	-	-
C : 06, 07, 11, 31, 35			0.3	-	-
28	48611R00	Torque Converter Housing Oil Seal, R&R	-	1.1	-
		N : 87 C : 06, 11, 29, 38			
29	45627R00	Parking Spring Rod Assy, R&R	-	3.0	-
		N : 05, 25, 44, 57 C : 06, 07, 10, 35			
30	45740R00	T/M Oil Pan Assy and/or Gasket, R&R	0.9	-	0.5
		N : 87 C : 06, 38			
N05:ENGINE STALLING N06:EXCESSIVE OIL CONSUMPTION N22:SLIPPING N25:ABNORMAL SHIFT N27:IMPOSSIBLE SHIFT N29:ABNORMAL NOISE N34:EXCESSIVE SHOCK N41:SLIP AND SHOCK WHEN STARTING N43:SLIP & SHOCK WHEN UP-SHIFTING N44:IMPOSSIBLE FOURTH DRIVE N63:SHIFTS TO L&E AND S-COCK AT SHIFTING N48:IMPOSSIBLE FRONT, REAR SHIFT N62:INACCURATE N67:OIL LEAK, ENTERING C05:RUSTY, CORRODED C06:BROKEN, SPLIT, TORN C07:CRACKED C08:DEFORMED C10:WEAKENED C11:ABNORMAL WEAR G15:POOR CONTACT C29:IMPROPER TIGHTENING C31:STICKING, SEIZED C32:FOREIGN MATERIAL C38:IMPROPER SEALING					



581. FRONT DISC BRAKE

CHASSIS GROUP 500

OPERATION CODE	OPERATION	SORENTO (SRT)	SEDONA (SDN)	SPORTAGE (SPG)	
68000A90	Brake Fluid, Change N : 87 C : 06, 36	0.4	0.4	0.4	
51712A00 51712A0B	Brake Disc, Machining One side Both sides N : 21, 29 C : 05, 06	0.6 1.1	0.6 1.1	0.6 1.1	
1 33251R00 33251R0B 33251R00	Brake Disc Plate (Front), R&R One side Both sides Includes : air bleeding. Combinations : Brake Pad Assy, R&R N : 21, 29, 30, 31, 39, 92 C : 03, 06, 09, 11, 12, 23, 31, 61, 63	0.6 0.7 0.1	0.6 0.7 0.1	0.6 0.7 0.1	
2 33260R00 33260R0B	Brake Back Plate (Front), R&R One side Both sides N : 29 C : 06, 07, 11	0.7 1.2	0.7 1.2	0.7 1.2	
3 56100R00 56100R0B 56100RP0	Brake Caliper Assy (Front), R&R One side Both sides Includes : air bleeding. Diagnosis : Scan Tool Operation N : 22, 29, 32 C : 08, 11, 32	0.6 0.6 0.3	0.6 0.6 0.3	0.6 0.6 0.3	
N21:SHUDDERING, VIBRATION N22:SLIPPING N29:ABNORMAL NOISE N30:DRAGGING N31:PULLS N32:SPONGE PEDAL		N99:BROKEN, CRACKED N97:OIL LEAK, ENTERING N92:GRABS		C05:SCARRED C06:RUSTY, CORRODED C08:BROKEN, SPLIT, TORN C07:CRACKED C08:POROUS, PINHOLES C09:DEFORMED C11:ABNORMAL WEAR	
		C12:OUT OF BALANCE C23:IMPROPER MACHINING C31:STICKING, SEIZED C32:FOREIGN MATERIAL C35:IMPROPER SEALING C81:INCORRECT PART C83:FLAW IN MATERIAL			



		QTY	UNIT PRICE	TOTAL
200105	OK52Y 41660G	0	0	0
200106	OK52Y 41660G	0	0	0
200107	OK52Y 41660G	2	0	2
200108	OK52Y 41660G	0	0	0
200109	OK52Y 41660G	0	0	0
200110	OK52Y 41660G	1	0	1
200111	OK52Y 41660G	3	0	3
200112	OK52Y 41660G	0	0	0
200201	OK52Y 41660G	0	0	0
200202	OK52Y 41660G	3	0	3
200203	OK52Y 41660G	1	0	1
200204	OK52Y 41660G	0	0	0
200205	OK52Y 41660G	3	0	3
200206	OK52Y 41660G	3	0	3
200207	OK52Y 41660G	1	0	1
200208	OK52Y 41660G	0	0	0
200209	OK52Y 41660G	1	0	1
200210	OK52Y 41660G	2	0	2
200211	OK52Y 41660G	2	0	2
200212	OK52Y 41660G	2	0	2
200301	OK52Y 41660G	2	0	2
200302	OK52Y 41660G	5	0	5
200303	OK52Y 41660G	10	0	10
200304	OK52Y 41660G	0	0	0
200305	OK52Y 41660G	0	0	0
200306	OK52Y 41660G	2	0	2
200307	OK52Y 41660G	3	0	3
200308	OK52Y 41660G	1	0	1
200309	OK52Y 41660G	1	0	1
200310	OK52Y 41660G	2	0	2
200311	OK52Y 41660G	1	0	1
200312	OK52Y 41660G	4	0	4
200401	OK52Y 41660G	16	0	16
200402	OK52Y 41660G	16	0	16
200403	OK52Y 41660G	5	0	5
200404	OK52Y 41660G	4	0	4
200405	OK52Y 41660G	2	0	2
200406	OK52Y 41660G	2	0	2
200407	OK52Y 41660G	3	0	3
200408	OK52Y 41660G	0	0	0
200409	OK52Y 41660G	6	0	6
200410	OK52Y 41660G	5	0	5
	TOTAL	114	0	114