

**EA06-007
HYUNDAI
1/26/2007
ATTACHMENT
1, 2, & 3
ATTACHMENT 2
IS THE 8TH PAGE
FROM THE BACK,
3 IS THE LAST 4
PAGES**

EA06-007
HYUNDAI
1/26/2007
ATTACHMENT 1

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1997 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233V5 [REDACTED]	K1204291	65,000
LANOVER PA [REDACTED]			Dealer: MD018 Wheeler Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/19/2006 08:15 AM US Mountain Standard Time CHamilton

[REDACTED] called:

1. took car in because of starter
2. also vehicle is leaking at rear of vehicle
3. was told the *gas tank* is leaking.
4. have not had in to dealer for this issue

wtr stated:

1. updated, advised of open recall. SC027
2. warranty start date 2-28-98 3/36 LBW 5/60PTW has expired
3. gave phone number for wheeler Kia to get cost to replace
4. transferred customer to dealer.

*** CASE CLOSE 07/19/2006 08:15 AM US Mountain Standard Time CHamilton

*** EMAIL IN 07/20/2006 11:13 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRMD018 Re: Name/Vin# [REDACTED] / KNDJA7233V [REDACTED] NO ONE AT OUR FACILITY RECEIVED CALL WE HAVE NO PHONE NUMBER FOR THIS OWNER

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234Y5[REDACTED]	K1199677	68,000
Maryland Heights MO [REDACTED]			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 07/07/2006 06:42 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I AM CALLING ON MY 2000 KIA SPORTAGE.
2. THERE IS A LEAK ON THE **GAS TANK**.
3. I WOULD LIKE TO KNOW IF THERE IS A RECALL ON IT.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT NOTIFIED THE CUSTOMER ABOUT SC039.
3. THERE IS NO RECALL ON THE **FUEL TANK**.

*** CASE BY CSE 07/07/2006 06:42 AM MOUNTAIN STANDARD TIME ERU... ***

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2001 SPORTAGE LTD 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723315 [REDACTED]	K1239210	40,000
Winehurst NC [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/19/2006 04:42 AM US Mountain Standard Time WLevy

Caller states:

1. I have an 01 Kia
2. It has **gas tank** leaks
3. I took it to a mechanic
4. He said it was a bad design
5. There is a shield there
6. There is insulation behind the shield
7. He told me there are holes behind the **gas tank**
8. This shouldn't be happening to a 5 year old car
9. I want some resolution for this

Wrtr states:

1. Updated; no recalls
2. Advised that as second/subsequent owner, would have remainder of 5/60 LBW, 5 r/s and 5/60 PTW
3. Advised that w/s was 6/4/01 and that all warranties have expired

Caller states:

1. You're telling me that you're not going to do anything?

Wrtr states:

1. Apologized
2. Explained that, unfortunately, veh is out of warr

Caller states:

1. I want to speak to your supervisor

Wrtr states:

1. Explained that customer would be told same thing by supervisor

Caller states:

1. I don't care

Wrtr states:

1. Advised that customer could take veh to Kia service dept
2. Suggested that customer call when veh is there for follow up with Kia rep

Caller states:

1. Give me the dealer's number

Wrtr states:

1. Provided Kia dealership information

Caller disconnected

*** CASE CLOSE 10/19/2006 04:42 AM US Mountain Standard Time WLevy

Closed pending callback from customer.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
LANSING KS		KNDJA7231Y5	K1225201	76,000
			Dealer: KS007 Shawnee Mission Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/11/2006 11:05 AM US Mountain Standard Time ELeon

CUSATOMER STATED:

1. THE VEHICLE SEEMS TO BE BRAKING DOWN ON ME DURING THE PAST 2 YEARS.
2. THE **FUEL TANK** IS RUSTING , LEAKING AND NEEDS TO BE REPLACED.
3. THE BOTTOM OF THE VEHICLE IS RUSTING.
4. THE FRONT HUB IS NEEDING TO BE REPLACED.
5. WHAT CAN I DO FOR KIA'S HELP?

WRITER STATED:

1. SORRY.
2. THE VEHICLE IS OUT OF THE MANUFACTURES WARRANTY BY 3 YEARS.
3. THERE CAN BE ENVIROMENTAL REASONS WHY THE VEHICLE IS RUSTING DUE TO THE AREA YOU LIVE IN.
4. KIA CANNOT ASSIST IN COVING ANY OF THE REPAIRS SINCE THERE IS NO WARRANTY LEFT.

CUSTOMER STATED:

1. THANK YOPU.

*** CASE CLOSE 09/11/2006 11:05 AM US Mountain Standard Time ELeon

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE LTD 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723015 [REDACTED]	K1231309	69,000
Norwich NY [REDACTED]	[REDACTED]		Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/26/2006 02:21 PM US Mountain Standard Time SJeon

[REDACTED] stated:

1. *gas tank* is leaking
2. my warranty is 10/100k miles
3. do you know the price?

writer stated:

1. updated / no open recall
2. sorry for situation
3. Kia provide 5/60k mile BLW whichever comes first
4. 10/100k mile warranty is only for engine, transmission and axle
5. provided tel # for close Kia dealers
6. advised, take vehicle to Kia dealer

*** CASE CLOSE 09/26/2006 02:21 PM US Mountain Standard Time SJeon

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7231Y5 [REDACTED]	K1219141	85,000

burlington VT [REDACTED]

Dealer:

Case History

Complaint Repair Assistance

*** PHONE LOG 08/24/2006 08:06 AM US Mountain Standard Time CHart

cust [REDACTED] called

1. a month ago i found a *gas tank* leak
2. i was wondering if this is something that's being investigated?
3. it seems like a big safety issue

wrt states

1. apologize
2. 2 recalls SC017 SC039
3. no recall on *fuel tank* leaking
4. will document concern

cust thanked wrt -- call ended

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XW5[REDACTED]	K1191008	97,000
PEMBROKE NH [REDACTED]		Dealer:		

Case History

Complaint Repair Assistance

*** PHONE LOG 06/13/2006 07:58 AM US Mountain Standard Time TMorales

CUST STATED:

1. I WANTED TO CHECK ON RECALLS
2. BECAUSE THE **GAS TANK** HAS A LEAK; NO RECALLS ON **GAS TANK**?

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. EXPLAINED THERE ARE COMPLETED RECALLS, ONE UNCOMPLETED SVC CAMPAIGN; SC010 OBD INFO LABEL
3. NO RECALL ON **GAS TANK** FOR VEH

CUST STATED:

1. OK THANKS

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723415 [REDACTED]	K1230955	38,512
Portland ME	[REDACTED]		Dealer: ME002 Bill Dodge Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/26/2006 06:59 AM US Mountain Standard Time CHart
cust [REDACTED] called

1. i'm having a *gas tank* leak
2. i found that there is an investigation on this
3. the number for this is EA06007
4. if there is a recall put out on this, will i be eligible for reimbursment?

wrt states

1. apologize
2. advised cust to get veh to dlrshp for repair
3. if recall is put out, cust can submit for reimbursment - starts with dlrshp

cust understood -- call ended

*** CASE CLOSE 09/26/2006 06:59 AM US Mountain Standard Time CHart

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623XY5 [REDACTED]	K1240174	58,000
WATERBURY CT [REDACTED]			Dealer: CT014 Husky Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/23/2006 08:25 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 MY **GAS TANK** IS ROTTING AND LEAKING FUEL
- 2 I WANT KIA TO PAY FOR IT
- 3 I CALLED THE DEALERSHIP AND THEY TOLD ME IT WAS NOT COVERED
- 4 I HAVE HAD 2 DIFFERENT INDY SHOPS LOOK AT THE **GAS TANK** AND BOTH FEEL THE MANUFACTURE SHOULD COVER THE REPAIR
- 5 CAN YOU HELP ME WITH THIS REPAIR

WRITER ADVISED

- 1 APOLOGIZED FOR THE SITUATION
- 2 EXPLAINED THAT AT THIS POINT THE **GAS TANK** IS OUTSIDE OF THE WARRANTY BY TIME AND MILES FOR THE LBW
- 3 THE **GAS TANK** FOR THIS VEHICLE FELL UNDER THE 3YR OR 36K MILE GUIDELINE
- 4 OVERALL THE VEHICLE WAS SOLD WITH THE OLD WARRANTY PERAMETERS. 3YR 36K LBW, 5YR OR 60K PTW
- 5 THIS WARRANTY EXPIRED ON 7/1/05
- 6 IN ORDER TO REVIEW ANY REQUESTS FOR ASSISTANCE OUTSIDE OF WARRANTY WE NEED THE KIA DEALERSHIP TO DIAGNOSE THE CONCERN
- 7 ONCE THEY COMPLETE THE DIAGNOSIS WE CAN ESCALATE/REVIEW WITH THE DPSM TO DETERMINE IF ASSISTANCE CAN BE PROVIDED
- 8 PLEASE CALL US BACK ONCE YOU HAVE THE VEHICLE DIAGNOSED, WE WILL FOLLOW UP WITH THE DEALER

CUSTOMER ADVISED

- 1 I AM NOT GOING TO PAY TO HAVE IT LOOKED AT
- 2 ARE THEY GOING TO CHARGE ME TO LOOK AT THE VEHICLE

WRITER ADVISED

- 1 BECAUSE THE VEHICLE IS OUTSIDE OF WARRANTY THE A DIAGNOSTIC FEE IS PROBABLY GOING TO BE REQUIRED
- 2 THIS IS A DEALER CHARGED FEE WHICH THEY MAY OR MAY NOT CHARGE
- 3 WE CANNOT BYPASS THIS FEE, AFTER THE DIAGNOSTIC THE DPSM MAY AGREE TO PAY FOR IT BUT AT THIS POINT IT IS A CUSTOMERS RESPONSIBILITY
- 4 WITHOUT A DIAGNOSIS BY A KIA DEALERSHIP THE ANSWER WOULD BE NO BASED ON THE WARRANTY BEING EXPIRED
- 5 IF YOU WANT KIA TO REVIEW THIS SITUATION FOR POSSIBLE ASSISTANCE THIS IS WHAT WE REQUIRE,

CUSTOMER ADVISED

- 1 OK WELL I WILL TAKE IT IN
- 2 I WILL CALL ANOTHER KIA DEALER FOR ASSISTANCE AND THEN CALL YOU BACK

WRITER ADVISED

- 1 NO PROBLEM
- 2 PLEASE CALL US BACK, PROVIDED CASE NUMBER

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623XY5 [REDACTED]	K1240174	58,000
WATERBURY CT	[REDACTED]		Dealer: CT014 Husky Kia	

*** CASE CLOSE 10/23/2006 08:25 AM US Mountain Standard Time TLerson

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1998 SPORTAGE EX 4X4	Case Number	Mileage
Carmel NY		KNDJA723XW5	K1247864	180,000
			Dealer: CT001 Action Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 11/15/2006 01:38 PM US Mountain Standard Time EEscobedo
Cust stated:

1. I had a recall on my 98 KIA for ***fuel tank***, the tank is leaking again.

Writer Stated:

1. Sorry for the problem
2. There is several open recalls on this veh; SC010 OBD INFORMATION LABEL
SC014 ENGINE WIRE HARNESS C123/C124
SC016 CARB/EPA REPLACE MCC - ALL 199
SC027 SEPHIA/SPORTAGE SEAT BELT BUCK
3. Advised cust we need to get Veh to DLR for repair on tanka nd to address these other recalls.
4. Gave info to Yorktown heights KIA and Danbury CT KIA
5. Advised Writer will keep a case on file, Vin is like case number. Should cust need any further help. please contact CA

*** CASE CLOSE 11/15/2006 01:38 PM US Mountain Standard Time EEscobedo

*** PHONE LOG 11/21/2006 11:01 AM US Mountain Standard Time LSims Action Type:Incoming call
CALLER STATES:

1. I SPOKE TO EDDIE LAST TIME IS HE AVAILABLE
2. I HAD THE ***FUEL TANK*** RECALL DONE
3. NOW THE VEH IS LEAKING FUEL AND THE DEALER SAID THAT IT IS NOT THE SAME PART AND THAT I HAVE TO PAY FOR IT
4. THIS IS DANGEROUS - COULD HAVE BLOWN UP

WTR STATES:

1. APOLOGIZED
2. ADVISED THAT IF CALLER DOES NOT AGREE WITH THE DEALER THEN CALLER CAN GET A SECOND OPINION
3. WTR CANNOT CHANGE DEALERS DIAGNOSIS

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7231X5 [REDACTED]	K1108140	90,000
e. palestine OH [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/22/2006 08:29 AM US Mountain Standard Time BBrown

Cust states [REDACTED] (owners boyfriend)

- 1 I have leak in the *gas tank* and I hear there is a recall on this
- 2 It is corroded

Writer states

- 1 Apologized
- 2 Explained sc039 needs to be addressed ; dlr will correct at no costy
- 3 There is no recall on this veh's *gas tank*
- 4 Adv cust to at least let kia dlr look at the tank ; they may be willing to speak with kia rep on your behalf

Cust thanked writer

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja7235w5 [REDACTED]	K1089904	69,500
BUNBERRY PA [REDACTED]			Dealer: PA041 New Motors Kia	

Case History

Complaint Dealer

*** PHONE LOG 03/31/2006 09:07 AM US Mountain Standard Time RSabin

CUST STATED:

1. I BOUGHT A USED KIA FROM A DLR IN PA
2. THE DLR TOTALLY MISREPRESENTED THE KIA WHEN IT WAS SOLD
3. ACCORDING TO STATE LAW THE VEH NEED'S TO BE SAFE WHEN IT WAS SOLD
4. THE **FUEL TANK** WAS LEAKING, THE FUEL LINE HAD A PATCH ON IT, FRONT UNIVERSAL JOINT WAS CRACKED, REAR TIRE WERE SHOT, DRIVER'S POWER WINDOW DIDN'T WORK, MIRROR'S DIDN'T WORK, TEMP GAGE ALSO DIDN'T WORK
5. IT'S GIVING ME A VERY BAD TASTE OF KIA
6. I HAVE ALREADY NOTIFIED THE POLICE
(CUST DID NOT HAVE VIN #)

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. UNFORTUNATELY WE DO NOT HAVE CONTROL OVER HOW THE DLR'S ARE SELLING THEIR USED VEH'S REGARDLESS IF IT'S KIA OR ANY OTHER VEH
3. HOWEVER WE DO CARE ABOUT THE EXPERIENCE YOU HAVE AT THE DLR SO I CAN FILE A COMPLAINT AGAINST THE DLR ON YOUR BEHALF
4. THE DLR WILL RECEIVE A TRANSCRIPT ON THE ISSUE AND IT WILL GIVE THEM THE OPPORTUNITY TO ADDRESS THE PROBLEM
5. THEIR ARE ANTI TRUST LAW'S IN PLACE THAT DO NOT ALLOW US TO OVERSEE THE SELLING OF THE VEH'S. ALL DLR'S ARE INDEPENDENTLY OWNED AND OPERATED SO IT'S UP TO THEM HOW THEY SELL THEIR USED VEH'S

CUST STATED:

1. OK THANKS

*** CASE CLOSE 03/31/2006 09:07 AM US Mountain Standard Time RSabin

*** PHONE LOG 03/31/2006 09:50 AM US Mountain Standard Time DFerrick Action Type:Incoming call

[REDACTED] states:

1. Calling back with the VIN
2. VIN-KNDJA7235W5 [REDACTED]
3. Also wanted to add-car failed state inspection because the frame was rusted through in 3 spots
4. The brake lines were so rusted that I was afraid to drive the vehicle

Writer states:

1. Apologized
2. Writer to fully document caller's complaint

*** CASE CLOSE 03/31/2006 09:51 AM US Mountain Standard Time DFerrick

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE LTD 4X	Case Number	Mileage
Oneata NY		KNDJA72301	K1092686	33,405
			Dealer: NY069 Country Club Kia	

Case History

Complaint Service Decision

*** PHONE LOG 04/10/2006 06:26 AM US Mountain Standard Time CHamilton

Caller states:

- 1 I bought the car used a year and a half ago with 22K miles
2. I got a warr and an ext warr on this car
3. I am looking at this warr print out that the girl at the dlr Country Club Kia NY069 gave me
4. Says the fuel pump was already replaced 1X on 4/24/02 with 9036 miles--also have window regulators, other stuff
5. Now they are telling me that I have a leak in my gas leak in **gas tank**
6. Said I need a **fuel tank**, fuel pump assembly and a **fuel tank** gauge
7. Because of some kind of rust or corrosion
8. 33K miles and why was the fuel pump already replaced 1X
9. If thats the case, how did it happen then
10. Whole roof rack on top, end pieces on the roof, cross pieces, all the chrome is peeling
11. Where the spare tire sits, whole tailgate is starting to rust, paint coming off
12. Just had to replace the tail pipe on the car
13. Muffler did not rust, tail pipe broke off, only one hanger on the tail pipe, one on the muffler
14. Just call me back
15. I was at the dlr 4/3/06, have the car back at my house, no repairs

Wtr states:

1. Updated, no recalls
2. W/S is 4/3/06
3. Kia dlr must inspect, make determination as to warr coverage
4. Must check with the SM to determine how they came to the determination
5. Will check with dlr and call you back

*** PHONE LOG 04/10/2006 10:03 AM US Mountain Standard Time LGordon Action Type:Incoming call

CUST STATES:

1. I CALLED EARLIER, I WAS ON A CELL PHONE
2. THEY SAID THEY WOULD CALL ME BACK AND I HAVENT HEARD ANYTHING

WRITER STATED:

1. SORRY FOR THE PROBLEM
2. IT SEEMS AS IF FCM C HAMILTON NEEDS TO CONFIRM SOME INFO W/DLR
3. AS SOON AS THAT IS DONE, SHE WILL CALL CUST

CUST STATED:

1. I HAVE BEEN WAITING AROUND SINCE 9:30AM
2. JUST LIKE THE DLR WAS SUPPOSED TO CALL ME ABOUT SOME PARTS, I NEVER GOT A CALL THEN EITHER
3. WHAT IS TAKING THEM SO LONG?

WRITER STATED:

1. NOT SURE
2. FCM C HAMILTON WILL CALL CUST BACK
3. PROVIDED CASE NUMBER & FCM EXT NUMBER

CUST STATED:

1. OK, THANK YOU

*** PHONE LOG 04/10/2006 11:51 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Country Club Kia NY069, left message with Cindy requesting SM Bob Anderson call back re this veh

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE LTD 4X	Case Number	Mileage
Oneata NY		KNDJA723015	K1092686	33,405
			Dealer: NY069 Country Club Kia	

*** PHONE LOG 04/10/2006 11:56 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr called [REDACTED] advised [REDACTED] that wrtr ids still investigating will c/b when speak to the SM
Caller states:
1. did I tell you about the roof rack (did not have the dlr look at it)
2. Part that screws down looks good, it the cross pieces that are peeling
3. Like however dipped them had grease on their hands
4. Dlr said the oil leak was warr, but the **fuel tank** is not
Wtr will check and call you back

*** PHONE LOG 04/10/2006 01:05 PM US Mountain Standard Time CHamilton Action Type:Incoming call
VM from Anthony at CC Kia NY069 requests call back [REDACTED]

*** PHONE LOG 04/11/2006 07:22 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr called back CC Kia, A Tony in service states:
1. I am the only Tony here, was off yesterday

Matthew in service states:

1. It was me that called
2. Needs a **fuel tank**, not warr, due to corrosion
3. Has a leak in the **gas tank**
4. In replacing tank, we sometimes find lots of corrosion
5. We can possibly reuse the pump
6. At top where pump fastened, oftentimes they break when we take out the tank
7. Wanted to quote him worst case
8. Also, there is a fuel pressure sensor on the top of the tank that can also snap
9. So sometimes we have to do some machine work
10. May not have to do all these things, we can reuse them if they are usable--depends on what we find
11. But its possible will need to do all
12. Previous repair to replace the fuel pump was due to no start concern, unrelated to this
13. This is due to corrosion
14. In NY stat, we are in the rust belt, things corrode
15. Kia does not cover this, because its not a defect in the veh
16. Its not an issue for everyone in the country, only in this part
17. I have not talked to DPSM Glen Vetzikian, but I will
18. He is out of the office until tomorrow
19. I will check with him and call the customer back

Let the customer know, I will call the DPSM will be back tomorrow

*** PHONE LOG 04/11/2006 09:26 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr called Mr E at [REDACTED] LVM requesting call back

*** PHONE LOG 04/12/2006 07:37 AM US Mountain Standard Time CHamilton Action Type:Incoming call
2 VMs from Mr E / left yesterday states:

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE LTD 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72301 [REDACTED]	K1092686	33,405
Oneata NY [REDACTED]			Dealer: NY069 Country Club Kia	

*** PHONE LOG 04/12/2006 12:14 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called [REDACTED] after last call, case notes lost in Clarify crash

Wtr called [REDACTED] and stated:

Per SM:

1. Dlr determination is this is due to corrosion
2. In NY state, are in the rust belt, things corrode
3. Kia does not cover this, because its not a defect in the veh
4. Its not an issue for everyone in the country, only in this part
5. SM will contact the DPSM Glen Vetzikian today to see if he is willing to assist
6. He was out of the office until today
7. SM will check with Kia rep and call the customer back

*** CASE CLOSE 04/14/2006 05:21 AM US Mountain Standard Time CHamilton

*** PHONE LOG 04/19/2006 05:38 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I TOOK THE VEHICLE TO THE DEALER ON 4/05.
2. I WAS TOLD THEY WERE GOING TO ORDER SOME PARTS FOR MY CAR.
3. THE DEALER WERE GOING TO SPEAK TO A KIA REP ABOUT THE **FUEL TANK** LEAKING.
4. I HAVEN'T HEARD BACK FROM THE DEALER.
5. I WANT TO KNOW WHY THEY HAVEN'T CALL ME.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO
3. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO.
4. CUSTOMER ALLEGED, I AM NOT WAITING BY THE PHONE ANYMORE.

*** PHONE LOG 04/19/2006 06:13 AM US Mountain Standard Time ERuiz Action Type:Incoming call

WRITER STATED

1. WRT CALLED NY069
2. WRT SPOKE TO DERRILL
3. WRT EXPLAINED THE REASON OF THE CALL.
4. HE STATED:
 - a) I DON'T SEE ANYTHING ON ORDER FOR THIS GENTLEMAN.
 - b) YOU MAY WANT TO SPEAK TO SVC FOR MORE INFO
5. WRT SPOKE TO SVC MGR. MATHEW.
6. HE STATED
 - a) THE CUSTOMER NEEDED TO GET BACK W/ US
 - b) THERE IS A POTENTIALLY A SENDING UNIT THAT NEEDS TO BE ORDER.
 - c) WE FOUND A **FUEL TANK** PRESSURE SENSOR THAT MAY NEED TO BE REPLACE
 - d) THERE WAS A LOT OF CORROSION ON IT.
 - e) SO IT WAS NOT COVER UNDER WARRANTY.
 - f) I WAS GOING TO CALL THE REP TO SEE IF HE WANTED TO AUTHORIZE THE REPAIR.
 - g) BUT I DIDN'T. I GUESS I DROPPED THE BALL

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE LTD 4X	Case Number	Mileage
Oneata NY		KNDJA723015	K1092686	33,405
			Dealer: NY069 Country Club Kia	

7. THIS MUST BE TAKEN CARE OF IMMEDIATELY.
8. WRT WILL CALL THE REP, GLEN VETZIKIAN.
9. SVC MGR MUST GET A HOLD OF THE REP TOO.

*** PHONE LOG 04/19/2006 06:43 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DSPM, GLEN VETZIKIAN.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. HE STATED:
 - a) I'LL GO AHEAD AND AUTHORIZE THE **FUEL TANK**.
 - b) I AM GOING TO CALL THE DEALER TO GIVE THEM THE AUTHORIZATION.
4. WRT THANKED GLEN FOR HIS ASSISTANCE.

*** PHONE LOG 04/19/2006 06:43 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED
2. WRT EXPLAINED THE REASON OF THE CALL.
3. HE STATED:
 - a) THIS IS A DEALER THAT HAVE BEEN AROUND FOR SOME TIME.
 - b) I BOUGHT A CAR FROM THEM ABOUT 20 YEARS AGO.
 - c) EVERY TIME THERE IS A WARRANTY REPAIR THEY FORGET ABOUT IT.
 - d) I BOUGHT MY KIA FROM ANOTHER DEALER.
 - e) THEY TOOK OVER THAT DEALER.
 - f) IF I WOULD OF KNOWN THAT THEY WERE GOING TO TAKE OVER I WOULD OF NEVER BOUGHT THIS VEHICLE.
4. WRT ADVISED THE CUSTOMER TO GIVE THE DEALER A FEW DAYS TO GET THE PART IN.
5. IF HE STILL HAVE NOT HEARD BACK FROM THE DEALER W/IN A FEW DAY, CUSTOMER WAS ADVISED TO CALL WRT BACK.

*** CASE CLOSE 04/19/2006 06:43 AM US Mountain Standard Time ERuiz

*** PHONE LOG 04/24/2006 05:43 AM US Mountain Standard Time ABegoody Action Type:Incoming call
cust stated:

1. would like to speak to
2. was suppose to get call back from someone at the dlr
3. dlr adv cust the part was never ordered
4. is tired of dealing w/these problems

writer stated:

1. apologized, adv cust is not available
2. adv cust to hold, cust agreed & disconnected while on hold
3. writer called NY069 & Megan (svc adv) stated:
 - a. the part is in, dlr will call cust & set up appt
4. will document comments, cust hung up on writer

*** CASE CLOSE 04/24/2006 05:43 AM US Mountain Standard Time ABegoody

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
██████████	██████████	KNDJA7239X5 ██████████	K1111449	96,000
Chester MA ██████████			Dealer: MA011 Boch Kia	

Case History

Complaint Recall

*** PHONE LOG 05/31/2006 08:11 AM US Mountain Standard Time CHamilton

Caller states:

1. Want to know about the *fuel tank* recall
2. Was leaking, but I only got a letter about the seat belts
3. Tuesday I took it to MA011 Boch Kia, they said *fuel tank* was covered under the recall warranty

Wtr states:

1. Updated
2. Recalls: SC010, SC039
3. Recall on the *fuel tank* does not apply to your veh

Placed on hold, called Boch Kia MA011

SA Eve states:

1. Letter says 1996-2002 Sportages, for the *fuel tank*
2. SM John will call you back
3. I thought it was every Kia Sportage, will have to check with SM and he will call you back

Wtr advised

1. SC059 does not apply to this veh, its only 5000 select Sportages, not every Sportage
2. Would show in DCS if it applied

Returned to caller and stated:

1. Advised will have to wait for the SM to call Wtr back, then will call you at 617-953-2431

*** PHONE LOG 05/31/2006 10:11 AM US Mountain Standard Time CHamilton Action Type:Incoming call

SM John Dowden states:

1. We are doing this recall on all the Sportages that comes in
2. We also notify all affected customers who use our dlrship
3. SC info says to inspect, does not specify repairs other than to speak to the DPSM
4. We have been doing this on any veh that comes in, inspection and repairs

Wtr to verify with the DPSM, call you back

*** PHONE LOG 05/31/2006 10:11 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr LVM for DPSM Ken Domingues, request call back X45370

*** PHONE LOG 05/31/2006 10:24 AM US Mountain Standard Time DFerrick Action Type:Incoming call

██████████ states:

1. I wanted to call in and give you a different telephone number
2. I don't have ██████████
3. My current # is ██████████

Writer states:

1. Writer to update new phone #
2. Verified current # is ██████████

*** PHONE LOG 06/01/2006 04:55 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Ken Domingues, advised of SM info

DPSM states:

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
██████████	██████████	KNDJA7239X5 ██████████	K1111449	96,000
Chester MA	██████████		Dealer: MA011 Boch Kia	

2. Only gathering info on qualifying vehs
3. I will call ██████████ and call you back X45370

*** PHONE LOG 06/02/2006 11:45 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called DPSM Ken Domingues who stated:

1. I have been speaking with Boch about this issue today and yesterday
2. Not sure what the decision is on this one yet, know they have I think a 98 in there with leaking fuel, working with the tech line
3. I will call them right now, then call you back
4. If you dont hear from me in next 30 minutes, call me back

*** PHONE LOG 06/02/2006 01:06 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

DPSM Ken Domingues states:

1. I am going to take care of this one veh as GW
2. Have talked to SM, he understands how this Service Campaign works now
3. SC059 does not apply to this veh

Wtr called ██████████ and advised of DPSM info

██████████ states his car is back and fixed

*** CASE CLOSE 06/02/2006 01:06 PM US Mountain Standard Time CHamilton

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238X5 [REDACTED]	K1110063	72,000
CINCINATI OH	[REDACTED]	[REDACTED]	Dealer:	

Case History

Complaint Recall

*** PHONE LOG 05/26/2006 06:22 AM US Mountain Standard Time HReynolds

[REDACTED] STATES:

1. CALLING ABOUT THE RECALL
2. **GAS TANK** HAS A HOLE
3. BOUGHT THIS CAR IN 2003
4. OTHER PEOPLE'S SPORTAGE FROM 2002 HAD RECALL FOR **GAS TANK**
5. WHY DIDN'T I GET THE RECALL NOTICE

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. ADVISED, RECALLS ARE AFFECTED BY PRODUCTION DATE
3. THIS VEHICLE IS NOT AFFECTED BY ANY RECALL
4. ADVISED, RECALL NOTICE ARE SENT TO REGISTERED OWNERS WITH DMV
5. ADVISED, CHECK WITH DMV TO ENSURE THAT THEY HAVE MOST CURRENT ADDRESS
6. ADVISED, KMA WILL CONTINUE TO SEND OUT THE RECALL NOTICE IN THE FUTURE IF THERES ANY
7. WRITER IS SORRY FOR **GAS TANK** PROBLEM

*** CASE CLOSE 05/26/2006 06:22 AM US Mountain Standard Time HReynolds

*** NOTES 07/12/2006 11:49 AM US Mountain Standard Time JCook Action Type:Manager review

*** PHONE LOG 05/30/2006 05:41 AM US Mountain Standard Time CHamilton

Caller states:

1. I already had a gas leak and paid to have it replaced
2. My friend got his letter on the **fuel tank** recall. why didn't I get one?

Wtr states:

1. Updated
2. no open recalls on your veh
3. If there is a recall in the future. you will be notified via mail
4. save receipts for any repairs you may have paid to have done on those same components
5. If you do get a recall in the future
6. Then you would need to make appt at any Kia dlr for recall to be performed
7. Could then send RO and receipts for work done previously, request evaluation for reimbursement
8. But there would have to be a recall on your veh first, and at this time, there is not

*** CASE CLOSE 05/30/2006 05:41 AM US Mountain Standard Time CHamilton

*** CASE CLOSE 07/12/2006 11:50 AM US Mountain Standard Time JCook

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238X5 [REDACTED]	K1110685	72,777
Cincinnati OH [REDACTED]	[REDACTED]	[REDACTED]	Dealer: OH021 Steve Castrucci Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/30/2006 05:41 AM US Mountain Standard Time CHamilton

Caller states:

1. I already had a gas leak and paid to have it replaced
2. My friend got his letter on the *fuel tank* recall, why didn't I get one?

Wtr states:

1. Updated
2. no open recalls on your veh
3. If there is a recall in the future, you will be notified via mail
4. save receipts for any repairs you may have paid to have done on those same components
5. If you do get a recall in the future
6. Then you would need to make appt at any Kia dlr for recall to be performed
7. Could then send RO and receipts for work done previously, request evaluation for reimbursement
8. But there would have to be a recall on your veh first, and at this time, there is not

*** CASE CLOSE 05/30/2006 05:41 AM US Mountain Standard Time CHamilton

*** CASE CLOSE 07/12/2006 11:49 AM US Mountain Standard Time JCook

DUPLICATE CASE--SFF CASE K1110063

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja7234y5 [REDACTED]	K1244559	48,000
Mechanicsburg PA [REDACTED]			Dealer:	

Case History

Complaint Quality

*** PHONE LOG 11/06/2006 07:57 AM US Mountain Standard Time WLevy

Caller states:

1. I have an 00 Sportage
2. I have a fuel cell that's leaking
3. I read about an investigation that's ongoing
4. It said that Sportages are being investigated
5. Can you tell me about that?

Wrtr states:

1. Updated
2. Could not check for recalls; no VIN provided
3. Provided case number
4. Explained that if [REDACTED] calls back with VIN, would be able to give him specific info

Caller thanked wrtr

*** CASE CLOSE 11/06/2006 07:57 AM US Mountain Standard Time WLevy

Closed pending callback from customer.

*** PHONE LOG 11/06/2006 12:05 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Cust Stated:

1. Was reading some information on NHTSA website.
2. Said that Kia was investigating some fuel leaks.
3. And I am having a problem with fuel leaks.
4. Do you know if my vehicle is included in that?

Writer Stated:

1. Apologized for prob.
2. Kia has issued recalls for some Sportages on **gas tank** corrosion and leaks.
3. Cust veh is not included in that.
4. Recall may expand at later time, if customer has repairs done hang on to receipt.
5. If recall expands to include customer vehicle could be reimbursed for repairs.

*** CASE CLOSE 11/06/2006 12:06 PM US Mountain Standard Time RBriones

concerns noted.

*** PHONE LOG 11/07/2006 02:06 PM US Mountain Standard Time EEscobedo Action Type:Incoming call

*** PHONE LOG 11/06/2006 12:26 PM US Mountain Standard Time EEscobedo

ust satted:

1. I want to file a complaint
2. The **fuel tank** on my veh needs to be replaced and it is not under warranty
3. I looked NHTSA There is a Defect investigation for model year sportage 1996-2002 gasloine storage tanbk and assembly

Writer stated:

1. Sorry for the problem
2. Will file a complaint on Veh quality for cust.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED] Mechanicsburg PA	[REDACTED]	kndja7234y5 [REDACTED]	K1244559	48,000
Dealer:				

*** NOTES 11/07/2006 02:07 PM US Mountain Standard Time EEscobedo Action Type:Manager review
Dup case created for Same issue in error.
case #1244789 this case was closed.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1240684	62,000
Vossburg MS [REDACTED]			Dealer: MS003 Kia of Laurel	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 10/24/2006 07:58 AM US Mountain Standard Time JHirshfield caller

1. they had a gas leak in their vehicle fixed at MS003 in March
2. now they are having a leak again
3. they said that if the same part was leaking, then they would fix it under repair
4. told them to call us about towing

wtr

1. they are still covered by their R/A coverage --5/U

cust transferred to R/A for tow

*** CASE CLOSE 10/24/2006 07:58 AM US Mountain Standard Time JHirshfield

*** PHONE LOG 10/30/2006 07:48 AM US Mountain Standard Time ELeon Action Type: Incoming call
WRITER RECEIVED CALL FROM CUSTOMER'S WIFE.

[REDACTED] STATED:

1. THE **FUEL TANK** IS LEAKING AGAIN.
2. THE LAURAL KIA DEALER HAD REPLACED IT LAST 3/20065.
3. THEY SAID THEY WILL CHARGE ME IF IT IS NOT THE **FUEL TANK**.
4. I NEED TO HAVE THE VEHICLE PICKED UP.

WRITER STATED:

1. SORRY.
2. THE FUEL PRESSURE REG WAS DONE ON 3/6/2006 AND HAS A 12 MONTH WARRANTY.
3. WRITER WILL DOCUMENT YOUR CONCERN.
4. WRITER CAN TRANSFER YOU TO KIA ROADSIDE ASSISTANCE.

CUSTOMER STATED:

1. THANK YOU.

*** CASE CLOSE 10/30/2006 07:48 AM US Mountain Standard Time ELeon

*** PHONE LOG 11/06/2006 01:21 PM US Mountain Standard Time SBowyer Action Type: Incoming call
CUST STATED

1. THEY TOWED MY KIA TO A KIA DLR LAST WEEK
2. HOW MANY TIMES DO YOU GET TO USE THAT
3. I HAD IT TOWED THERE FOR A GAS LEAK
4. IF THE SAME PART IS BAD THAT THEY REPLACED LAST TIME; IS THAT FREE AGAIN IF IT'S THE PROBLEM

WRITER STATED

1. SORRY
2. NO LIMIT TO THE USAGE OF R/A; IT IS GOOD FOR 5/XX
3. SHOWING 5/60 LBW IS EXPIRED BY MILEAGE
4. CUST HAS 1/XX PART WARRANTY ON PARTS INSTALLED AT A KIA DLR

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1240684	62,000
Vossburg MS [REDACTED]			Dealer: MS003 Kia of Laurel	

5. IF THAT PART IS DEFECTIVE THEN THEY CAN REPLACE IT UNDER THAT PART WARRANTY

CUST THANKED WRITER--CALL ENDED

*** CASE CLOSE 11/06/2006 01:22 PM IIS Mountain Standard Time SRowver

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233Y5 [REDACTED]	K1194711	53,000
Bufflo NY [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/22/2006 01:30 PM US Mountain Standard Time CDiaz

Customer [REDACTED]

Calling for an owner.

Leaks in the as tank.

Are there any recalls on the car.

Writer Stated:

1. sc039 only
2. no others

Customer Stated:

1. I found that Kia is reviewing this for a potential recall.
2. Who can I speak to about that?

Writer Stated:

1. If there is a recalled issued they will be notified.
2. If is under warranty Kia can cover now if now they would have to pay.

*** CASE CLOSE 06/22/2006 01:30 PM US Mountain Standard Time CDiaz
Gave info.

*** NOTES 07/12/2006 12:23 PM US Mountain Standard Time JCook Action Type:Manager review

*** PHONE LOG 06/23/2006 05:19 AM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. I AM HAVING A PROBLEM WITH THE CAR.
2. THE **GAS TANK** HAS RUSTED AND I AM BEING TOLD THIS SHOULD NOT HAPPEN.
3. I HAVE NEVER HAD A PROBLEM LIKE THIS BEFORE.
4. SOMEONE PUT A PIECE OF FOAM TO CUT SOME NOISE AND IT HAS SOAKED WITH WATER AND THE WATER HAS GONE INTO THE **GAS TANK**.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY EXPIRED LAST YEAR AND THIS WOULD BE SOMETHING YOU WOULD HAVE TO PAY FOR.
3. I AM SORRY
4. SC017

CUSTOMER STATES.

1. IS THERE SOMEONE ELSE I CAN SPEAK WITH

WRITER STATES.

1. YOU ARE SPEAKING TO THE CORP OFFICE.
2. I AM SORRY BUT THIS IS OUT OF WARRANTY

CUSTOMER STATES.

1. THIS IS NOT RIGHT WHERE ELSE CAN I GO TO GET SOMEONE ELSE TO GIVE ME AN ANSWER.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA7233Y5 ██████████	K1194711	53,000
Bufflo NY ██████████			Dealer:	

WRITER STATES.

1. WHERE IS THE CAR NOW.

CUSTOMER STATES.

1. IN MY DRIVE WAY
2. MY MECHANIC LOOKED AT IT AND YOU CAN SEE WHERE IT IS LEAKING.

WRITER STATES.

1. I WOULD RECOMMEND GETTING A DIAGNOSES BY A KIA DEALERSHIP
2. IF THEY DIAGNOSE IT AS THE **GAS TANK** I HAVE NO PROBLEM CALLING THE KIA REP TO SEE IF ANYTHING WOULD BE CONSIDERED FOR THIS REPAIR.
3. WE NEED THE DIAGNOSES FROM A KIA DEALERSHIP NOT YOUR MECHANIC.
4. GAVE NAME AND EXTENSION ALONG WITH CASE NUMBER TO CUSTOMER.

CUSTOMER STATES.

1. WILL THEY CHARGE ME FOR A DIAGNOSES.

WRITER STATES.

1. THEY MAY.

*** CASE CLOSE 06/23/2006 05:20 AM US Mountain Standard Time SLarez

*** PHONE LOG 07/10/2006 07:19 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I GOT A DIAGNOSED BY AMHURST KIA.
2. I WAS TOLD IT WAS THE BOTTOM OF THE **GAS TANK** AND I AM ALSO BEING TOLD OF A RECALL ON THE **GAS TANK**.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I CAN CALL THE DEALERSHIP TO CONFIRM THE COVERAGE AND I CAN INVOLVE THE KIA REP TO SEE IF HE WANTS TO ASSIST WITH ANYTHING
3. THE CAR HAS ONE RECALL SC017. IT DOES NOT HAVE THE **GAS TANK** RECALL.

CUSTOMER STATES.

1. WHY , MINE IS A 2000 AND THE INFORMATION I HAVE STATES 2000 MODELS.

WRITER STATES.

1. NOT ALL 2000 MODELS HAD THE RECALLS.
2. I AM SORRY THIS IS THE CASE.
3. THE CAR IS OUT OF WARRANTY AND THIS IS SOMETHING YOU WILL HAVE TO PAY FOR HOWEVER I CAN CALL THE KIA REP TO SEE WHAT HE CAN OFFER IF ANYTHING

CUSTOMER STATES.

1. CALL ME BACK AT WORK.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233Y5 [REDACTED]	K1194711	53,000
Bufflo NY [REDACTED]			Dealer:	

*** PHONE LOG 07/11/2006 06:31 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.

1. YOU DID NOT CALL ME BACK YESTERDAY SO I AM CALLING YOU BACK

WRITER STATES.

1. I AM SORRY I DID NOT CALL YOU BACK, LET ME WORK THE CASE NOW.
2. I WILL CALL THE DEALERSHIP

*** PHONE LOG 07/11/2006 06:32 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE TO CRAIG
CRAIG STATES.

1. WE SAW THE CAR ON JUNE 28TH AND THE **GAS TANK** WAS THE PROBLEM.
2. IT WAS RUSTED ON THE BOTTOM AND WE RECOMMENDED REPLACING IT.

WRITER STATES.

1. I WILL CALL GLEN TO SEE IF HE WANTS TO CONSIDER ANYTHING.

*** PHONE LOG 07/11/2006 06:33 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GLENN V. DPSM
GLENN STATES.

1. I WILL COVER THE PART HE PAYS LABOR.
2. THAT IS WHAT I CAN OFFER.

WRITER STATES.

1. I WILL ADVISE THE CUSTOMER AND HAVE HIM MAKE AN APPOINTMENT

*** PHONE LOG 07/11/2006 06:35 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER
WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION AND THE KIA REP.
2. OUR KIA REP WILL PAY FOR THE PART AND YOU WILL BE REQUIRED TO PAY FOR THE LABOR.
3. IF YOU WOULD LIKE I CAN CONNECT YOU TO THE DEALERSHIP NOW TO MAKE AN APPOINTMENT.

CUSTOMER STATES.

1. THANK YOU.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233Y5[REDACTED]	K1194711	53,000
Bufflo NY	[REDACTED]	[REDACTED]	Dealer:	

*** PHONE LOG 07/11/2006 06:36 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND CONNECTED CUSTOMER TO CRAIG.
WRITER STATES TO CRAIG.

1. GLENN AUTHORIZED THE PART AND CUSTOMER WILL PAY LABOR.
2. YOU CAN CALL GLENN TO GET THE AUTHORIZATION NUMBER.
3. GAVE CASE NUMBER, WRITERS NAME AND EXTENSION AND CONNECTED CUSTOMER TO MAKE AN APPOINTMENT.

*** CASE CLOSE 07/11/2006 06:36 AM US Mountain Standard Time SLarez

*** CASE CLOSE 07/12/2006 12:30 PM US Mountain Standard Time JCook
TRFAD REVIFW DONE

Kia Motors America
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Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XW5 [REDACTED]	K1255937	133,675
Powhatan VA [REDACTED]			Dealer: VA001 Pence Kia	

Case History

Complaint Quality

*** PHONE LOG 12/13/2006 09:51 AM US Mountain Standard Time JCook

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

From: Jalyn46@aol.com [mailto:Jalyn46@aol.com]

Sent: Tuesday, December 12, 2006 8:10 PM

To: Wirz, Margie [KMA]

Subject: [After Sales Service] James Jefferson

[Body]

Country : U.S.A

Name : [REDACTED]

Address : [REDACTED]

Phone : [REDACTED]

E-Mail : [REDACTED]

Vehicle : Sportage

Vin : KNDJA723XW5 [REDACTED]

VehicleNo : I SINGG

Mileage : 133675

Date : 10.98

content

1. Complaint Why did I have to replace a **gas tank** on my 98 Kia. This part protected by a cover developed a large whole and had to be replaced at the tune of \$543.00 Vehicle purchased from Pence Kia 2. RequestPlease provide me information as to the warrenty covered on this tank
Sent2006-12-13 ?? 1:10:18

*** PHONE LOG 12/13/2006 02:45 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with Ricky, in svc at VA001 who stated

1. the tank had a hole in the bottom from corrosion after 133K miles
2. nothing extraordinary about this repair

*** PHONE LOG 12/13/2006 02:57 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr LVM for cust stating

1. responding to their e-mail
2. please call us at KCC to discuss their issue.
3. provided ref # phone # and hours of operations

*** CASE CLOSE 12/13/2006 02:57 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 12/18/2006 04:07 PM US Mountain Standard Time SBowyer Action Type:Incoming call

CUST STATED

1. THIS IS A MAJOR CONCERN OF MINE. I HAD TO PAY ALOT OF MONEY
2. THERE IS NOTHING THAT KIA WILL DO IN REGARDS TO THIS

WRITER STATED

1. SORRY
2. NO REPORTS OF THIS BEING A PROBLEM WITH THIS MY SPORTAGE
3. NO RECALLS. NO OTHER REPORTS OF THIS TO WHAT WRITER CAN SEE
4. ANYTHING CAN CAUSE WEAR ON A VEH. THIS IS SOMETHING BEYOND A MANUFACTURERS CONTROL

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XW5 [REDACTED]	K1255937	133,675
Powhatan VA [REDACTED]			Dealer: VA001 Pence Kia	

CUST STATED
1.OK THATS WHAT I NEEDED TO HEAR, BYE.

*** CASE CLOSE 12/18/2006 04:07 PM US Mountain Standard Time S.Bowyer

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K1107147	81,000
LOUISTON ME [REDACTED]			Dealer: ME001 Charlie's Kia	

Case History

Inquiry Closest Dealer

*** PHONE LOG 05/18/2006 08:31 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES [REDACTED]

1. RECEIVED A RECALL NOTICE IN MAIL
2. NEED TO KNOW WHERE CLOSEST KIA DEALER IS
3. SO I HAD BEEN TOLD PRIOR THAT CEL WAS DUE TO LEAK IN **GAS TANK**
4. IS THIS RELATED TO RECALL
5. WILL DEALER REPAIR THIS AT NO COST TO ME.

WRITER STATES:

1. UPDATE OWNER INFO
2. ADVISED NO OTHER OPEN RECALLS
3. DEALER INFO PROVIDED
4. REVIEW SPECIFICS OF RECALL
5. ADVISED DEALER WILL DO RECALL REPAIRS AT NO COST TO CUSTOMER.

*** CASE CLOSE 05/18/2006 08:31 AM US Mountain Standard Time TDonnelly

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238Y5 [REDACTED]	K1226156	0
ound Lake IL [REDACTED]			Dealer: IL003 Liberty Kia	

Case History

Complaint Recall

*** PHONE LOG 09/13/2006 08:27 AM US Mountain Standard Time RBriones

Cust stated:

1. Last Tuesday, I was driving vehicle and it was really hard to start.
2. Also had a very strong smell of gasoline.
3. Husband took a look at it and it was indeed leaking gasoline.
4. We were afraid to drive it, so had it towed to dealer.
5. They are now ordering the parts from Liberty Kia.
6. But didn't find out about the recall, until after local shop started working on *gas tank*.
7. Can we be reimbursed for this?

Writer Stated:

1. Apologized for prob.
2. Adv customer of recalls SC017, SC039, and SC059.
3. Recalls need to be done at Kia dealer svc dept.
4. Once cust vehicle is repaired, should take to dealer svc dept to have inspection done.
5. Customer can then submit copy of dealer svc dept RO with other shop RO.
6. And can be evaluated for possible reimbursement.
7. Gave customer KMA address.

*** CASE CLOSE 09/13/2006 08:27 AM US Mountain Standard Time RBriones
concerns noted.

*** NOTES 10/10/2006 01:08 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA received letter from customer.

1. Customer seeking recall reimbursement.

Scanned and dispatched to Roadside for further handling.

*** PHONE LOG 11/02/2006 03:04 PM Pacific Daylight Time SMarino Action Type:Outgoing call
Called Dealer - Liberty Kia, left a vmail for Jason Garon

*** PHONE LOG 11/02/2006 03:20 PM Pacific Daylight Time SMarino Action Type:Incoming call
Spoke to Jason @ Liberty Kia

1. Jason stated he will need to review with his service mgr and he will call back tomorrow

*** PHONE LOG 11/02/2006 03:32 PM Pacific Daylight Time SMarino Action Type:Outgoing call
Spoke to DPSM - CFears

1. Reviewed case with DPSM
2. DPSM stated he will contact dealer and advise

*** PHONE LOG 12/01/2006 02:14 PM US Mountain Standard Time HReynolds Action Type:Incoming call
[REDACTED] STATED:

1. SENT A LETTER TO KIA FOR REIMBURSEMENT ON END OF SEPTEMBER
2. HAVEN'T HEARD ANYTHING

WRITER STATED:

1. SORRY FOR DELAY

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238Y5 [REDACTED]	K1226156	0
Round Lake IL [REDACTED]			Dealer: IL003 Liberty Kia	

2. ADVISED, KMA IS WORKING ON THIS CASE CURRENTLY
3. IT TAKES 6 - 8 WEEKS TO PROCESS
4. VEHICLE STILL HAS OPEN RECALL FOR **GAS TANK**
5. NEEDS TO CLEAR FROM LOCAL KIA DEALER
6. PROVIDED CASE#
7. ADVISED, CALL THIS OFFICE BACK FOR STATUS

*** PHONE LOG 12/03/2006 10:39 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called customer - [REDACTED] - left vmail

1. Writer advised customer - writer spoke to the dealer 11/3/06 and advised the dealer that the recall needs to be completed on the vehicle
2. Writer advised his reimbursement request can not be filed until the recall is completed on the vehicle
3. Writer advised the case is going to be closed at point - writer gave customer the case # and writer phone #
4. Writer advised requirement request can be processed when the recall is completed on the vehicle

Case closed pending further contact from the customer

*** CASE CLOSE 12/03/2006 10:41 AM Pacific Davlight Time SMarino

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
COVELO CA		KNDJA723925	K1111879	55,000
			Dealer: CA099 Corning Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/01/2006 04:47 AM US Mountain Standard Time ERuiz

CALLER STATED

1. THE **GAS TANK** IS LEAKING ON THE BUTTON.
2. I CALLED THE KIA DEALER AND THEY SAID THAT IF IT'S NOT UNDER WARRANTY I WILL HAVE TO PAY FOR IT.
3. I COULD NOT PAY TO HAVE IT SVC.
4. SO I TOOK IT TO A LOCAL MECHANIC.
5. HE WENT AHEAD AND FIX IT AND NOW IT'S LEAKING AGAIN.
6. I WANT TO KNOW IF THIS IS COVER UNDER WARRANTY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS UNDER WARRANTY FOR UP TO 5/60.
3. HOWEVER, CUSTOMER NEGLECTED THE WARRANTY BY HAVING IT SVC SOMEWHERE ELSE.
4. WRT GAVE THE CUSTOMER THE NAME AND PHONE # OF THE LOCAL KIA DEALER.

*** CASE CLOSE 06/01/2006 04:47 AM US Mountain Standard Time ERuiz

*** NOTES 07/12/2006 11:52 AM US Mountain Standard Time JCook Action Type:Manager review

** PHONE LOG 06/08/2006 08:18 AM US Mountain Standard Time RSabin

CUST STATED:

1. I NEED THE NAME AND # OF THE DLR IN CORNING CA

WRITER CALLED CUST ADVISED:

1. WAS CALLING IN REFERENCE TO A QUESTION YOU HAD FOR A LOCAL DLR

CUST STATED:

1. I ALREADY GOT THE PHONE #
2. I ALSO HAD SOME REPAIR'S DONE TO MY **GAS TANK** BY A R/F
3. SO WHEN I TOOK IT TO THE DLR THEY SAID IT WAS NO LONGER COVERED BECAUSE I HAD REPAIR'S DONE AT A R/F
4. I WAS ALSO TOLD BY THE SELLING DLR THAT I HAD A 10/100 PTW AND THEY LIED TO ME
5. CAN I FILE A COMPLAINT AGAINST THE DLR WHO SOLD ME THE VEH

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. IF REPAIR'S WERE ALREADY PERFORMED BY A R/F IT CAN VOID YOUR WARRANTY
3. AS FOR FILING A COMPLAINT I CAN FILE ONE AGAINST THE SELLING DLR ON YOUR BEHALF

CUST STATED:

1. OK THANKS

*** CASE CLOSE 06/08/2006 08:18 AM US Mountain Standard Time RSabin

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1111879	55,000
ROVELO CA [REDACTED]			Dealer: CA099 Corning Kia	

TREAD REVIEW DONE

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
Montecello IN		KNDJA7238Y5	K1250804	110,000
			Dealer:	

Case History

Complaint Recall

*** PHONE LOG 11/27/2006 03:34 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I HAVE A PROBLEM WITH THE CAR NOW THAT I FOUND OUT ON THE **GAS TANK**.
2. ACCORDING TO WHAT I READ ON NHTSA THERE IS ACTION GOING ON NOW FOR A PENDING RECALLS.
3. CAN I FIND OUT IF I HAVE A RECALL, I AM EXPERIENCING THE SAME PROBLEM.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. SC017 SC039
3. THE CAR IS OUT OF WARRANTY NOW AND A **FUEL TANK** WOULD BE AT YOUR EXPENSE.

CUSTOMER STATES.

1. WHY WAS MINE NOT RECALLED AND OTHER WERE.

WRITER STATES.

1. IT DEPENDS ON THE PRODUCTION DATE, THE CAR COULD BE RUSTING FOR OTHER REASONS AS WELL NOT JUST BECAUSE IT HAS A RECALL.

*** CASE CLOSE 11/27/2006 03:34 PM US Mountain Standard Time SLarez

*** NOTES 11/28/2006 07:44 AM US Mountain Standard Time JCook Action Type:Manager review

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

From: dhacker1956@comcast.net [mailto:dhacker1956@comcast.net]
Sent: Monday, November 27, 2006 2:41 PM
To: Wirz, Margie [KMA]
Subject: [After Sales Service] David Lehmann

[Body]

Country : U.S.A

Name :

Address :

Phone :

E-Mail :

Vehicle : Sportage

Vin : KNDJA7238Y5

VehicleNo :

Mileage : 107000

Date : 5/2005

content

1. Complaint **Fuel tank** is totally corroded. There is a noticeable leakage of fuel. I was informed that there was a recall by KIA to remedy this problem. But that it did not affect my vehicle. I don't understand how my vehicle is not covered by this recall since it is exhibiting the exact symptoms involved in the recall and the vehicles date of manufacture falls within the dates of those affected by the recall. 2. Request I would like to be contacted by the regional customer service representative or at least have a contact number where they may be reached. I believe this should be covered as a safety defect. Please help as soon as possible as I am afraid an explosion may occur. The representative I talked to at the service hotline could not give me any help in this matter.
- Sent 2006-11-28 ?? 7:41:13

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
montecello IN	[REDACTED]	KNDJA7238Y5 [REDACTED]	K1250804	110,000
Dealer:				

*** PHONE LOG 11/30/2006 12:32 PM US Mountain Standard Time LSims Action Type:Outgoing call
WTR LVM REQUESTING CB IF NEEDED

*** CASE CLOSED 11/30/2006 10:00 PM US Mountain Standard Time LSims Action Type:Close

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723415[REDACTED]	K1231638	76,000
grant M[REDACTED]		Dealer:		

Case History

Inquiry Recall Info

*** PHONE LOG 09/27/2006 10:46 AM US Mountain Standard Time CHart
cust [REDACTED] called

1. i heard that there was a recall on a *gas tank*
2. my *gas tank* is leaking - the dlrshp told me to call you

wrt states

1. updated cust file
2. apologize
3. no recall on this veh

cust thanked wrt -- call ended

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 1997 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238V5 [REDACTED]	K1108791	165,000
RICHLAND VA [REDACTED]			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 05/23/2006 09:48 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I RECEIVED A RECALL NOTICE.
2. WE ALREADY HAD IT REPLACE W/ A USED ONE.
3. DO WE HAVE TO REPLACE IT AGAIN?
4. WE BOUGHT THE TANK W/ ONE FROM A JUNK YARD.
5. THE OLD ONE WAS CORRODED, AND IT WAS POURING THE GAS.

WRITER STATED

1. WRT UPDATED THE CUSTOMER'S INFO.
2. NOTIFIED THE CUSTOMER ABOUT SC006, AND SC027.
3. WRT CANNOT GUARANTEE THAT THE **GAS TANK** WILL HAVE TO BE REPLACE AGAIN.
4. THE RECALL IS ASSIGNED BASED UPON THE PRODUCTION DATE.
5. IT WILL BE NECESSARY TO HAVE THE OTHER VEHICLE'S VIN TO FIND OUT IF IT'S AFFECTED BY IT.
6. HOWEVER, WRT ADVISED THE CUSTOMER TO TAKE IT TO THE LOCAL KIA DEALER FOR RECALL SVC.

*** CASE CLOSE 05/23/2006 09:48 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
██████████	██████████	KNDJA7237Y5 ██████████	K1209616	12,360
Weymouth MA ██████████			Dealer: MA006 Quirk Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/01/2006 10:15 AM US Mountain Standard Time TShamburger

customer ██████████ called AS400 Down

1 I had rotors replaced in front of veh.

2 ,and i had other work done, silencer, pipe, muffler, and belts replaced.

3 and than when i was going to drive the veh had gas leaking out

4. and dlr said that the **fuel tank** is riot and it willl cost us a lot of money.

5. we feel its not right.

6. also we thought veh had the longer warr but they tell us no.

wrt states

1 will doc this for you.

2. veh has a longer ptw it is 10/100K for the ptw

3. veh might have a recall affecting **fuel tank**, but not sure our system is down.

4. advise will tell SM to chk for recalls on your veh.

5. any questions you can call us back.

*** PHONE LOG 08/02/2006 07:12 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called customer and left msg ---

1. chk on recalls

2 your veh does not have **fuel tank** recall. its not the same

3. the recall is only on the 05 Sportage.

4. any questions call wrt back.

*** CASE CLOSE 08/02/2006 07:13 AM US Mountain Standard Time TShamburger

*** PHONE LOG 08/02/2006 08:02 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller:

1. he had called yesterday and wanted to know if his car was included in the **gas tank** recall --Tammy was unable to access the database

2. his is rusted from the top (not the bottom) and he feels that this is a safety defect /concern

wtr

1. apologize --his vehicle does not have any recalls on it

cust

1. he doesn't understand how some cars are covered and others not

2. this is a defect and should be taken care of by Kia

wtr

1. recalls are determined by production dates

2. even if it was a defect. it is not covered by Kia after 5/60 under the BLW which is for mfr defects

3. if he has it repaired now and Kia comes out with a recall in the future, he will be refunded for the cost of the repair

cust

1. he is planning on contact contacting NHTSA and filing an ODI (?)

2. he is also going to consult a lawyer regarding a class action law suit if there are enough people with this same concern

wtr

1. apologize for the situation

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237YS [REDACTED]	K1209616	12,360
Weymouth MA [REDACTED]			Dealer: MA006 Quirk Kia	

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

Send to:[kdomingues@kiausa.com]

CC List:[apodolak@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.

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*** CASE CLOSE 08/02/2006 08:05 AM US Mountain Standard Time JHirshfield

*** PHONE LOG 08/30/2006 08:19 AM US Mountain Standard Time CHart Action Type:Incoming call

cust [REDACTED] called

1. i had a 02 sportage -- 12k miles
2. a week after we had the exhaust replaced
3. we found out that the **gas tank** was leaking
4. they found the tank had rusted
5. we called your department to find out about any recalls
6. tammy called us back and said there was no recall
7. after that, we bought a different veh -- not a kia
8. the new owner found that the **gas tank** didn't register
9. he took it to his dlr in Michigan, they found that the work was done incorrectly
10. they also said that there was indeed a recall on this problem

wrt states

1. apologize
2. veh does not have a recall for the **fuel tank** assembly
3. advised cust to have dlrshp show paperwork from kia depicting the recall
4. kia parts are warrantied for 12months of repair
5. cust would need to speak w/ the dlrshp regarding the workmanship

cust thanked wrt -- call ended

*** CASE CLOSE 08/30/2006 08:20 AM US Mountain Standard Time CHart

*** PHONE LOG 08/31/2006 06:56 AM Central Daylight Time JTurnage Action Type:Incoming call

WTR RCVD VM FROM SM STEVE HOFFMAN MI015:

1. PLEASE GIVE ME A CALL REGARDING A CUST VEH

Kia Motors America
Consumer Affairs Department

Page 3 of 3

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
Weymouth MA		KNDJA7237Y5	K1209616	12,360
			Dealer: MA006 Quirk Kia	

*** PHONE LOG 08/31/2006 07:11 AM Central Daylight Time JTurnage Action Type:Outgoing call

WTR SPOKE TO SM MIKE HOFFMAN & DPSM TOM M:

1. F/U ON CUST CONCERN

SM STATED:

1. CUST HAD FUEL REPAIR DONE AT ANOTHER DLR THAT WAS DONE WRONG
2. CUST BELIEVES THAT SOMEONE SHOULD REIMBURSE THEM FOR REPAIR DONE WRONG
3. REPAIR WAS A CUST PAY ITEM

WTR STATED:

1. REPAIR TOOK PLACE IN EASTERN REGION
2. DPSM WILL NEED TO CONTACT DPSM OUT THERE FOR ASSISTANCE W/CONCERN

DPSM STATED:

1. WILL F/U W/DLR ON TODAY AS I HAVE A CALL W/DLR LATER THIS MORNING
2. WILL CONTACT DPSM OUT EAST FOR ASSISTANCE AS REPAIR TOOK PLACE OUT THERE

WTR THANKED DPSM AND SM

WTR TO CLOSE FILE

*** CASE CLOSE 08/31/2006 07:17 AM Central Daylight Time JTurnage

NO FURTHER ACTION NEEDED

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 1997 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja7232v5 [REDACTED]	K1217378	102,000
Pleasantville NJ [REDACTED]			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 08/21/2006 07:39 AM US Mountain Standard Time LColema

Cust States:

1. Recently purchased veh.
2. Now leaking gas from tank.
3. Want to know what recalls are on veh.

Writer States:

1. Updated, SC027
2. No recall for *gas tank*.
3. Adv to take veh to KIA dlrshp to have recall completed at no charge.
4. Adv KIA dlrshp would also be able to determine problem with *gas tank*,

*** CASE CLOSED 08/21/2006 07:39 AM US Mountain Standard Time LColema

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XY5 [REDACTED]	K1191455	50,000
Centerville MA [REDACTED]			Dealer: MA016 Kia of Cape Cod	

Case History

Complaint Quality

*** PHONE LOG 06/14/2006 07:54 AM US Mountain Standard Time CHamilton

Caller states:

1. Bought used 2 years ago, daughter drives it, its in my name
2. Her **fuel tank** is leaking, she needs a new one for \$800
3. Its at Potamkin Kia (Kia of Cape Cod MA016)
4. My daughter works with someone with a Sportage that had the exact same problem
5. Is this a recall, is this a problem with Kia, how do recalls get started?
6. Have had cars for years and never had a seam on a **gas tank** rust out

Wtr states:

1. updated, no recalls
2. Advised W/S is 3/18/2000, 3/36 LBW for **fuel tank** is expired
3. Recalls are done in conjunction with NHTSA
4. Kia has a service campaign now SC059 for **fuel tank** inspections, but this recall is not currently on your veh
5. You will have to pay for the repairs
6. Keep receipts , if there is a recall on this part in future, can send receipts for repairs done and RO to Kia to request evaluation for reimbursement

*** CASE CLOSE 06/14/2006 07:54 AM US Mountain Standard Time CHamilton

*** PHONE LOG 06/14/2006 10:42 AM US Mountain Standard Time SBowyer Action Type:Incoming call

CUST STATED

1. WHAT IS SO SPECIAL ABOUT HE KIA PARTS, WHY IS THE DLR GOING TO CHARGE \$400 MORE THAN MY MECHANIC?
2. IS THERE ANYWHERE ELSE I MIGHT BE ABLE TO GET THIS PART AND HOW MUCH IS IT

WRITER STATED

1. SORRY FOR PROBLEMS
2. DLRS ARE NOT OWNED BY KIA. CHARGE LABOR AND PART COST ON THEIR OWN. AND PARTS COME IWTH A 12 MONTH WARRANTY. LOTS OF PARTS SOLD AT PARTS STORES DO NOT HAVE THAT AND A CERTIFIED KIA TECH IS INSTALLING IT.
3. NOT AWARE OF WHAT PARTS MAY BE AVAILABLE AT AUTO PARTS STORES, SUGGESTED AUTOZONE OR CHECKER, OR SOME PLACE SIMILAR.

CUST STATED

1. THIS IS SO INCONVENIENCING I JUST WANT YOU TO KNOW THAT, THANK YOU GOODBYE.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6230X5 [REDACTED]	K1262763	0
Flagstaff AZ			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/29/2006 11:15 AM US Mountain Standard Time RBussey

[REDACTED] father, called:

1. Daughter *gas tank* is leaking.
2. Saw recall online, what do we do?

Writer stated:

1. Sorry, recall does not apply to this vhe.
2. Should see dealer asap for this issue.

*** CASE CLOSE 12/29/2006 11:15 AM US Mountain Standard Time RBussey

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1221960	0
00 CA 00000			Dealer:	

Case History

Complaint Recall

*** PHONE LOG 08/31/2006 10:26 AM US Mountain Standard Time WNoonan
CUSTOMER LEFT VM AT NATIONAL STATING:

1. I PURCHASED A USED SPORTAGE.
2. MY INSURANCE COMPANY GAVE ME ALL THE RECALL NOTICES.
3. BUT THE DEALER IS NOT DOING THE RECALLS.
4. THE VEHICLE HAS A LEAK IN THE ***GAS TANK***.

*** PHONE LOG 09/01/2006 08:29 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED CUSTOMERS NUMBER AND RECEIVED BUSY SIGNAL.
WRITER CALLED NUMBER AGAIN AND AGAIN RECEIVED BUSY SIGNAL.

*** PHONE LOG 09/01/2006 02:41 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CALLED CUSTOMERS NUMBER AND RECEIVED BUSY SIGNAL.
WRITER CALLED NUMBER AGAIN AND AGAIN RECEIVED BUSY SIGNAL.

*** PHONE LOG 09/05/2006 11:46 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED CUSTOMERS NUMBER AND RECEIVED BUSY SIGNAL.
WRITER CALLED NUMBER AGAIN AND AGAIN RECEIVED BUSY SIGNAL.

*** CASE CLOSE 09/05/2006 11:47 AM US Mountain Standard Time ELeon

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
Wolcott VT		KNDJA723915	K1203874	137,000
			Dealer: VT001 Berlin City's Kia of	

Case History

Complaint Rental Car

*** PHONE LOG 07/18/2006 11:13 AM US Mountain Standard Time RBriones

Cust Stated:

1. We got a svc campaign letter about the *fuel tank*.
2. Are having a bit of a fuel leak.
3. We are going to be taking the vehicle into dealer tomorrow.
4. On the notice it says we could get a rental.
5. But svc dept said they didn't know anything about it.
6. Can you help with that?

Writer Stated:

1. Apologized for prob.
2. Do show that the svc campaign states that if vehicle is down for ext period of time, rental would be provided.
3. If vehicle is going to take some time to be repaired, cust can call back.
4. Gave ext number.
5. Can then check to see if rental can be authorized.

*** CASE CLOSE 07/18/2006 11:13 AM US Mountain Standard Time RBriones
concerns noted.

*** PHONE LOG 07/19/2006 08:46 AM US Mountain Standard Time SBowyer Action Type:Incoming call

CUST STATED

1. I WAS TALKING TO RICHARD YESTERDAY AND HE TOLD ME TO CALL BACK ABOUT THE RENTAL CAR
2. THE **GAS TANK** IS A RECALL AND THE DLR HAS THE CAR NOW TO REPLACE IT SO I WILL NEED A RENTAL AND THE LETTER SAYS THAT I AM ENTITLED TO ONE
3. THEY SAID THEY WILL NEED IT TILL FRIDAY AND NEITHER ME NOR PATRICK HAVE CARS RIGHT NOW

WRITER STATED

1. SORRY FOR PROBLEMS
2. A KIA FACTORY REP CAN AUTH FOR RENTAL CARS. WRITER WILL CALL AND SPEAK TO SVC MGR FIRST
3. WRITER WILL THEN CALL THE FACTORY REP FOR AUTH AND WILL LET CUST KNOW AFTER THAT

CUST STATED

1. OK THANK YOU BYE.

*** PHONE LOG 07/19/2006 01:24 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED SVC DPT

WAS ON TERMINAL HOLD. NO ANSWER AFTER TWO ATTEMPTS TO REACH SVC MGR

CALLING FACTORY REP.

*** PHONE LOG 07/19/2006 01:28 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

WRITER CALLED DPSM G. AIROLDI WHO STATED

1. I AM NOT AWARE OF THAT SITUATION AND THAT DLR CURRENTLY HAS NO ONE IN SVC SINCE THEY ARE CLOSED UP FOR THE NIGHT
2. SEND ME A COPY OF THIS IN EMAIL WITH YOUR EXTENSION, AND I WILL FOLLOW UP WITH YOU TOMORROW ON WHAT IS GOING TO HAPPEN

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
Volcott V		KNDJA723915	K1203874	137,000
			Dealer: VT001 Berlin City's Kia of	

*** EMAIL OUT _ SBowyer Action Type:External email

Send to:[gairoldi@kiausa.com]

Dear [REDACTED]

Here is the case for the *gas tank* recall/loaner car situation. I will await your call tomorrow, thank you for your help.

Spencer Bowyer
Consumer Affairs ext 45702

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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*** NOTES 07/20/2006 10:25 AM US Mountain Standard Time SBowyer Action Type:Manager review

WRITER RECIEVED EMAIL FROM DPSM G.AIROLDI STATING

- 1.SPK WITH SVC MGR THIS MORNING
- 2.DLR REQUIRES FUEL LINE PARTS THAT WERE OVERNIGHTED AND SHOULD BE IN TODAY
- 3.CUST AGREED TO PAY FOR THESE ALREADY AND THESE ARE NOT PART OF THE RECALL
- 4.SVC MGR STATED VEH SHOULD BE DONE TODAY
- 5.AT THIS TIME I AM NOT AUTH FOR A LOANER OR RENTAL
- 6.IF TIME TO FIX VEH BECOMES EXTENUATING, SVC MGR WILL LET ME KNOW, AND I MAY AUTH LOANER OR RENTAL AT THAT TIME
- 7.ANY QUESTIONS LET ME KNOW

*** PHONE LOG 07/20/2006 10:28 AM US Mountain Standard Time SBowyer Action Type:Outgoing call

WRITER STATED

- 1.REVIEWED EMAIL NOTES FROM DPSM
- 2.NO AUTH RENTAL FOR NOW, IF SVC MGR STATES TIME IS EXTENUATING TO REPAIR PROBLEM, THEN DPSM WITH BE MADE AWARE
- 3.AT THAT TIME THE DPSM MAY AUTH FOR LOANER
- 4.CAR WILL MOST LIKELY BE DONE TODAY

CUST STATED

- 1.OK GREAT, I REALLY APPRECIATE IT, THANK YOU FOR ALL OF YOUR HELP

*** CASE CLOSE 07/20/2006 10:30 AM US Mountain Standard Time SBowyer

*** PHONE LOG 07/20/2006 10:31 AM US Mountain Standard Time ABegoody Action Type:Incoming call

[REDACTED] (girlfriend) stated:

1. was speaking to Spencer

writer stated:

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723915 [REDACTED]	K1203874	137,000
[REDACTED] /colcott VT [REDACTED]			Dealer: VT001 Berlin City's Kia of	

1. Spencer is online w/cust, writer hung up

*** PHONE LOG 07/20/2006 02:39 PM US Mountain Standard Time SBowyer Action Type:Incoming call

DPSM G.AIROLDI STATED

- 1.LETTING YOU KNOW THAT SVC MGR CALLED ME AND TOLD ME VEH WAS FINISHED AT 3:30 PM TODAY
- 2.CUST IS ALREADY AWARE AND IS GOING TO PICK UP THE VEH
- 3.JUST AN FYI FOR YOU THANK YOU.

*** CASE CLOSE 07/20/2006 03:20 PM US Mountain Standard Time SBowyer

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Howell MA		KNDJA723415	K1111418	71,000
			Dealer: MA018 Sullivan Brothers Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/31/2006 07:25 AM US Mountain Standard Time DFerrick

Caller states:

1. I purchased a used Kia from Sullivan Brothers Kia
2. I've had so many problems with this car
3. Car was leaking gas over the holiday weekend
4. Had to contact the Hingham Fire Department to clear the scene before the vehicle could be towed
5. The Kia dlr was not open, so I had to take my car to an independent shop to have the **gas tank** replaced
6. It is going to cost more than \$400 for these repairs
7. This is a major safety concern
8. I should not have to pay for these repairs

Writer states:

1. Updated, apologized
2. No open recalls
3. Manufacturer's warranty has expired on the vehicle
4. WS 05/29/2001
5. LBW balance 5/60 (expired); PTW balance 5/60 (expired); RS balance 5/unlimited miles (expired)

Caller states:

1. I realize that the warranty has expired on the vehicle
2. But this is definitely a safety concern
3. What if my car exploded in flames?
4. Kia needs to cover these repairs
5. **Gas tank** should not need to be replaced after 5 years

Writer states:

1. Apologized
2. The decision for the possibility for good will assistance beyond the warranty does not come from this office
3. Writer will forward request to appropriate personnel for review
4. No promises made

*** PHONE LOG 05/31/2006 07:27 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

5. Any warranty work would need to be completed at Kia dlr

Caller states:

1. I realize everything that you're saying, the dlr told me the same thing
2. But there must be something that Kia can do in these circumstances

Writer states:

1. Writer to fully document caller's concerns

*** PHONE LOG 05/31/2006 07:28 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Writer spoke with Dan (SM) at MA018:

1. Reviewed case

states:

1. Customer does come in for regular service/oil changes
2. Last time customer was here was at 61000 miles for an oil change and cup holder
3. No record of 60K scheduled maintenance here

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723415 [REDACTED]	K1111418	71,000
Howell MA [REDACTED]			Dealer: MA018 Sullivan Brothers Kia	

Writer thanked [REDACTED]

*** PHONE LOG 05/31/2006 07:49 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Writer spoke with DPSM K Domingues:

1. Reviewed case

DPSM states:

1. In order the possibility of goodwill assistance, I need to know where the vehicle is at
2. Need their phone #
3. I will contact them and find out what is wrong with the *gas tank*

*** PHONE LOG 05/31/2006 07:52 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Attempted to contact [REDACTED]

1. Left message with Peter Carlson requesting call back
2. Provided phone, case, writer's extension
3. She is just on her break, she should be back in about 20 minutes

*** PHONE LOG 05/31/2006 08:59 AM US Mountain Standard Time DFerrick Action Type:Incoming call

Spoke with [REDACTED]

1. Not sure of business name
2. Part of Ken's Auto Body Shop
3. Point of Contact is Craig
4. Phone #: [REDACTED]

*** PHONE LOG 05/31/2006 09:03 AM US Mountain Standard Time DFerrick Action Type:Incoming call

Spoke with DPSM K Domingues:

1. Provided contact information for caller and body shop
2. I'll give the customer a call once I speak with the body shop

Writer thanked Ken

*** PHONE LOG 05/31/2006 10:13 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Spoke with [REDACTED]

1. Advised that contact information for independent shop had been forwarded to Kia factory rep
2. Kia factory rep to review situation with independent shop
3. Once decision has been made, Kia factory rep will be in contact with caller
4. For further assistance provided case #, writer's extension

*** CASE CLOSE 05/31/2006 10:14 AM US Mountain Standard Time DFerrick

case closed pending further contact from caller

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234156 [REDACTED]	K1111418	71,000
[REDACTED] Lowell MA [REDACTED]			Dealer: MA018 Sullivan Brothers Kia	

*** PHONE LOG 06/02/2006 11:05 AM US Mountain Standard Time DFerrick Action Type:Incoming call

Received VM from [REDACTED]

1. Calling to check the status of my case
2. Is Kia going to do anything about my *gas tank*
3. Please call me on my cell at [REDACTED]

*** PHONE LOG 06/02/2006 11:12 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Spoke with DPSM K Domingues

1. Attempted to contact independent shop yesterday
2. Unable to get through to anyone
3. Will try again later on today
4. In all reality, customer really should have gone to the Kia dlr first

Writer thanked [REDACTED]

*** PHONE LOG 06/02/2006 11:13 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Left VM for [REDACTED]

1. Advised that Kia rep attempted to contact independent shop yesterday
2. Will attempt to contact them again today
3. For further assistance provided phone, case, writer's extension

*** CASE CLOSE 06/05/2006 06:39 AM US Mountain Standard Time DFerrick

*** PHONE LOG 06/05/2006 09:11 AM US Mountain Standard Time LSims Action Type:Incoming call

CALLER [REDACTED] STATES:

1. I WAS WORKING WITH DWIGHT
2. I AM WAITING FOR KEN DOMINGUES TO GIVE ME A CB

WTR STATES:

1. REVIEWED CASE NOTES
2. ADVISED THAT PER CASE NOTES KDOMINGUES TRIED TO CALL THE REPAIR SHOP AND WAS SUPPOSED TO CB ON 6/02/06

WTR PLACED CALLER ON HOLD AND LVM FOR KDOMINGUES STATING:

1. ADVISED OF CUSTOMER CALLING BACK
2. GAVE EXT, PLEASE CB
3. OR CALL CUSTOMER BACK

RETURNED TO CALLER AND STATED:

1. ADVISED OF MESSAGE TO DPSM

*** CASE CLOSE 06/05/2006 09:12 AM US Mountain Standard Time LSims

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Howell MA		KNDJA723415	K1111418	71,000
			Dealer: MA018 Sullivan Brothers Kia	

*** PHONE LOG 06/06/2006 06:32 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer [REDACTED] called
1 need to speak to Dwight.
2. tell him that [REDACTED] has to call the repair shop and let the phone ring
3. the owner is the only one there and he takes awhile to answer phone.

wrt states

1 I can give that msg to Dwight.
cust thanked wrt call ended.

*** PHONE LOG 06/06/2006 07:21 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called the independent shop and spoke to Tim
1. ask for Craig

Tim states:

1 Craig will be back in 1/2 hour, he left
wrt states
1 ok, trying to see if wrt could have caught him today, thank you.

*** PHONE LOG 06/07/2006 07:03 AM US Mountain Standard Time DFerrick Action Type:Incoming call
Vm from [REDACTED]: 6:56 AM 6/7/06

1. Work # [REDACTED]
2. Ref K1111418
3. I am just calling you, left msg for [REDACTED] the other day
4. Contacted Atlantic and no one has contacted him
5. Craig is alone, best time to contact him is in morning or afternoon (1PM)
6. I wish someone would follow through on this
7. I am going to call Christine
8. I am aggravated about this, Kia just needs to take care of these repairs
9. I have had so many repairs in the last 5 years
10. Give me a call back at work

*** PHONE LOG 06/07/2006 07:04 AM US Mountain Standard Time DFerrick Action Type:Outgoing call
Spoke with DPSM K Domingues:

1. Reviewed case
2. Advised customer has called several times to check status of decision

DPSM states:

1. Well aware of the situation
2. Will be in contact with the dlr today
3. Will take care of this for you

Writer thanked [REDACTED]

*** PHONE LOG 06/07/2006 07:08 AM US Mountain Standard Time DFerrick Action Type:Outgoing call
Spoke with [REDACTED]

1. Didn't realize that you left a VM for me on Friday
2. Letting me know that you had tried to get in contact with Craig

Writer states:

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Howell MA		KNDJA7234156	K1111418	71,000
			Dealer: MA018 Sullivan Brothers Kia	

1. Apologized
 2. Writer spoke with Kia factory rep today
 3. Kia rep well aware of current situation
 4. Currently working on caller's concerns
- Caller thanked writer

*** CASE CLOSE 06/07/2006 07:22 AM US Mountain Standard Time DFerrick

*** PHONE LOG 06/09/2006 12:28 PM US Mountain Standard Time DFerrick Action Type:Incoming call
VM 1134AM 6/9/06; [REDACTED] states:

1. Calling to check status of my case
2. My mechanic has said that he has not heard from Kia
3. Christine my sales person has said that I should have heard by now from Kia
4. 781-925-0359

*** PHONE LOG 06/09/2006 12:29 PM US Mountain Standard Time DFerrick Action Type:Incoming call
VM from [REDACTED] at 1:07PM 6/9/06:

1. This is my second call today
2. The mechanic will be on vacation all next week and not available
3. If I do not hear from Kia by Monday, I will file a BBB complaint
4. 781-925-0359

*** PHONE LOG 06/09/2006 12:32 PM US Mountain Standard Time DFerrick Action Type:Outgoing call
Spoke with DPSM K Domingues

1. Have receipt for *gas tank* that was replaced
2. I'm in a bad area
3. I'm going to call the mechanic now
4. I'll give you a call back
5. What's your extension

Writer states:

1. Provided writer's extension

*** PHONE LOG 06/09/2006 12:44 PM US Mountain Standard Time DFerrick Action Type:Incoming call
VM from DPSM K Domingues

1. Please give me a call back

*** PHONE LOG 06/09/2006 12:46 PM US Mountain Standard Time DFerrick Action Type:Outgoing call
Spoke with DPSM K Domingues

1. Have tried several times at various different times to contact the shop
2. For some reason this place does not have VM
4. I've got the customer's home phone #
5. I'll give her a call to take some of the heat off you guys

Writer thanked Ken

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723415 [REDACTED]	K1111418	71,000
Lowell MA	[REDACTED]		Dealer: MA018 Sullivan Brothers Kia	

*** CASE CLOSE 06/12/2006 05:43 AM US Mountain Standard Time DFerrick

*** PHONE LOG 06/23/2006 07:22 AM US Mountain Standard Time RBussey Action Type:Incoming call

Customer called:

1. I talked to Ken Domingues.
2. he said he is going to reimburse me.
3. Where does that comes from?

Writer stated:

1. Sorry,
2. That would come to you through the dealer usually.

*** CASE CLOSE 06/23/2006 07:23 AM US Mountain Standard Time RBussey

*** PHONE LOG 07/06/2006 07:27 AM US Mountain Standard Time LColema Action Type:Incoming call

Cust States:

1. Wants to know status of refund for *gas tank*.
2. Has spoken with KDomingues DPSM who has approved refund.
3. Spoke to dlrshp this morning.
4. Dlrshp hasn't received check yet.
5. Borrowed the money & really need refund.
6. This has been going for a long time now.

Writer states:

1. Updated, no recalls
2. Adv will contact KDomingues.
3. Will call her back as soon as speaks with KDomingues.

Writer called KDomingues DPSM & left VM message.

*** PHONE LOG 07/07/2006 07:10 AM US Mountain Standard Time TShamburger Action Type:Incoming call

customer [REDACTED] called ---

1. need to speak to Linda

soft transfered cust to Linda.

*** PHONE LOG 07/07/2006 06:13 AM US Mountain Standard Time LColema Action Type:Incoming call

Cust States:

1. Wants status on refund.

Writer States:

1. Have called KDomingues DPSM & left message for him to return call.
2. If no call back within a couple of hours will call again.
3. Will call cust back.

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Howell MA		KNDJA723415	K1111418	71,000
			Dealer: MA018 Sullivan Brothers Kia	

*** PHONE LOG 07/07/2006 02:05 PM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called K Domingues DPSM who stated:

1. Have sent necessary paperwork to CA.
2. Dlrshp didn't want to do the RO process.
3. Will have to wait for CA to process.
4. Don't know how long.

Writer called cust left message with female who answered to have cust return call.

*** PHONE LOG 07/11/2006 11:05 AM US Mountain Standard Time LCoema Action Type:Incoming call

Writer received VM message from cust requesting call back.

*** PHONE LOG 07/11/2006 11:05 AM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called cust & stated:

1. Spoke with DPSM K Domingues.
2. Adv of K Domingues information.

*** CASE CLOSE 07/11/2006 11:06 AM US Mountain Standard Time LCoema

*** PHONE LOG 08/09/2006 07:42 AM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I HAVE HAD LOT'S OF PROBLEM'S WITH THIS VEH EVER SINCE I GOT IT USED WITH 12,000 MILE'S
2. THE LAST TIME I WAS SPOKE WITH KEN DOMINGUEZ AND HE COVERED MY **GAS TANK** WHILE IT WAS OUT OF WARRANTY
3. SINCE THEY REPLACED MY **GAS TANK** I HAD TO PAY FOR A NEW THERMOSTAT AND A GASKET WHICH WAS 160.00 AT MIDAS
4. AND NOW MY A/C MOTOR WENT OUT AND THEY ARE GOING TO CHARGE ME 293.00 DOLLAR'S AND RATHER THEN GO TO THE DLR I THOUGHT I COULD SAVE KEN SOME MONEY AND GET IT DONE AT MIDAS
5. CAN YOU TELL HIM THAT I WOULD LIKE THIS COVERED
6. I ONLY HAVE ONE MORE PAYMENT LEFT ON THIS VEH AND THEM I'M GONG TO DRIVE IT THROUGH THE SHOW ROOM

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I WILL DOCUMENT YOUR REQUEST BUT I CAN TELL YOU RIGHT NOW THAT NOTHING WILL BE COVERED AT MIDAS
3. YOU WILL NEED TO TAKE YOUR VEH TO THE DLR SO THEY CAN DIAGNOSE
(CUST INTERRUPTED AND STATED I CAN'T TALK I GOTTA GO PLEASE JUST DOCUMENT MY REQUEST)

*** CASE CLOSE 08/09/2006 07:43 AM US Mountain Standard Time RSabin

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Howell MA		KNDJA723415	K1111418	71,000
			Dealer: MA018 Sullivan Brothers Kia	

*** PHONE LOG 08/10/2006 01:29 PM US Mountain Standard Time WLevy Action Type:Incoming call

Caller states:

1. I talked to [REDACTED] yesterday
2. He said he was going to call DPSM Ken Domingues
3. Richard told me yesterday that he would not cover over the warr
4. I told him that he will fix it
5. My concern is, I want it reimbursed
6. If they don't I want Mr. Domingues to know about what things have been done for this car
7. I am sending a letter to the atty genl's office about my veh
8. I had to put another blower motor
9. Just tell [REDACTED] to call Ken Domingues for me
10. Please tell [REDACTED] he can call me at home: [REDACTED] or my cell: [REDACTED]

Caller thanked wrtr

*** CASE CLOSE 08/10/2006 01:31 PM US Mountain Standard Time WLevy

*** PHONE LOG 09/18/2006 06:13 AM US Mountain Standard Time HReynolds Action Type:Incoming call

[REDACTED] TO STATED:

1. WANT TO COMPLAINT AGAINST KIA
2. HAVE SO MANY PROBLEM WITH THIS CAR
3. BLOWER MOTOR WENT OUT FOR 2ND TIME
4. WILL COST ME \$290
5. MY MECHANIC SAID IT'S ELECTRICAL PROBLEM
6. I WANT TO SEND A LETTER TO KEN DOMINGUES AT KIA FOR HIM TO PAY FOR REPAIR
7. JUST WANT TO SEND MY COMPLAINT
8. HAVEN'T TAKE IT TO KIA DEALER FOR ANY INSPECTION
9. ALREADY CONTACTED THE ATTORNEY GENERAL

WRITER STATED:

1. APOLOGY FOR SITUATION
2. ADVISED. ORDER FOR DPSM TO CONSIDERED ANY ASSISTANCE. CAR HAS TO LOOKED AT BY KIA TECH
3. ADVISED. DPSM DOESN'T HAVE PHYSICAL ADDRESS THAT YOU CAN SEND
4. PROVIDED. ADDRESS OF KMA
5. WILL DOCUMENT CUSTOMER'S CONCERN

*** CASE CLOSE 09/18/2006 06:14 AM US Mountain Standard Time HReynolds

*** NOTES 09/27/2006 10:17 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.

NCA RECEIVED A COPY OF COMPLAINT FILED BY CUSTOMER WITH ATTORNEY GENERAL'S OFFICE.

1. SAME COMPLAINT AS ABOVE.
2. CUSTOMER SEEKING REIMBURSEMENT.

SCANNED AND DISPATCHED TO REGION FOR FURTHER HANDLING.

*** FORWARD 09/27/2006 02:48 PM Pacific Daylight Time TBeam

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Howell MA		KNDJA723415	K1111418	71,000
			Dealer: MA018 Sullivan Brothers Kia	

*** PHONE LOG 09/28/2006 10:13 AM Eastern Daylight Time APodolak Action Type:Outgoing call
writer called customer and LVM for a return call

*** NOTES 09/28/2006 12:32 PM Eastern Daylight Time LSantino Action Type:Manager review
RECEIVED COMPLAINT FILED BY CUSTOMER WITH THE MASSACHUSETTS ATTORNEY GENERAL'S OFFICE
CC: AP

*** PHONE LOG 10/16/2006 01:55 PM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

1 I AM CALLING TO CHECK THE STATUS OF THE INFORMATION I SENT IN
2 DID YOU RECEIVE IT?
3 WHAT IS GOING ON WITH THIS?

WRITER ADVISED

1 THE RECORDS SHOW THAT YOUR INFORMATION WAS RECEIVED
2 I SHOW THAT IT IS BEING WORKED ON BY RCAA (APODOLAK)
3 TRANSFERRED TO (APODOLAK) VOICE MAIL

*** PHONE LOG 10/19/2006 08:55 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK REQUESTING TO SPEAK TO ADAM.

WRITER GAVE ADAM P. CALL ABCK INFORMATION

*** PHONE LOG 10/20/2006 03:00 PM Eastern Daylight Time RChristiansen Action Type:Outgoing call
writer called primary number
cust message said to call cell phone
writer called work number.
cust was not available and left message for cust to return call

*** PHONE LOG 10/20/2006 04:59 PM Eastern Daylight Time RChristiansen Action Type:Outgoing call
writer called cust
cust reviewed history of veh
cust wanted to get reimbursed for 100 for a/c repair and 293 for blower motor repair
cust believed all problems were connected and all electrical
cust stated they wanted to get rid of veh
cust wanted assistance because she could not get rid of car due to how much money it costs her
writer stated that she did not qualify for anything
writer stated he would look into case
writer stated he would try to help her and get back to her on monday

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723415 [REDACTED]	K1111418	71,000
[REDACTED] Lowell MA	[REDACTED]	[REDACTED]	Dealer: MA018 Sullivan Brothers Kia	

all said no to any assistance for cust

*** PHONE LOG 10/23/2006 01:29 PM Eastern Daylight Time RChristiansen Action Type:Outgoing call
writer left message at work number

*** PHONE LOG 10/24/2006 08:05 AM Eastern Daylight Time RChristiansen Action Type:Incoming call
cust left two message with writer for return calls last night

Writer called cust back

writer states

- 1) discussed case with multiple managers and no assistance will be provided
- 2) KMA has no responsibility to pay, there is no warranty remaining on the vehicle
- 3) no incentive for assistance
- 4) I already spoke to him
- 5) if that is what you feel you are more than welcome to
- 6) no assistance will come from KMA

cust states

- 1) that doesn't make any sense
- 2) the right thing to do is reimburse me
- 3) I know that, but the right thing to do is to help me out
- 4) I just want to sell the car and get away from it
- 5) I want to talk to Ken
- 6) I will take it to the AG's office

*** CASE CLOSE 10/24/2006 08:46 AM Eastern Daylight Time APodolak

Kia Motors America
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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7235X5 [REDACTED]	K1221538	67,000

Cambridge MA [REDACTED]	Dealer:
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Case History

Inquiry Recall Info

*** PHONE LOG 08/30/2006 12:10 PM US Mountain Standard Time RBriones

Cust Stated:

1. Was wanting to update my information.
2. So that I will get any future recalls on vehicle.
3. Also back in June of 2006, I had to have the *fuel tank* replaced.
4. It was leaking very bad.
5. And was told there is a recall campaing on some of the Sportages.
6. What about mine?
7. How does Kia decide which vehicles are included in the recall?

Writer Stated:

1. Apologized for prob.
2. No open recalls on customer vehicle.
3. Recalls are issued for particular vehicles, and usually breaks down for specific production periods.
4. Do have customer information updated so any furture recalls on vehicle would be sent to customer.
5. If, by chance, the recall is expanded to include your Sportage, you would be notified what to do.

*** CASE CLOSE 08/30/2006 12:10 PM US Mountain Standard Time RBriones
info given

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1108205	141,100
[REDACTED] akdale LA [REDACTED]			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 05/22/2006 09:48 AM US Mountain Standard Time WLevy

Caller states:

1. I got a notice about the inspection on *fuel tanks*
2. My veh was leaking fuel about 6 mos ago
3. I'm at work and I don't have my VIN

Wrtr states:

1. Updated
2. Could not check for recalls; no VIN provided
3. Explained that if [REDACTED] calls back, wrtr would provide recall info
4. Provided case number, wrtr's name and ext for further assistance

Caller thanked wrtr

*** PHONE LOG 05/22/2006 12:16 PM US Mountain Standard Time RBussey Action Type:Incoming call

Customer stated:

1. Vin is KNDJB723X25 [REDACTED]
2. Thank you.

Writer stated;

1. Open recall is SC059
2. Please make an appointment and see dealer assp.

*** CASE CLOSE 05/22/2006 12:17 PM US Mountain Standard Time RBussey

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233Y5 [REDACTED]	K1214007	68,000
PAULSBORO NJ [REDACTED]		Dealer:		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/11/2006 08:36 AM US Mountain Standard Time SBowyer

CUST STATED

1. I STARTED SMELLING GAS IN MY CAR, I TOOK IT TO THE GARAGE, MAYBE FOR A LEAK OR SOMETHING
2. HE TOLD ME TODAY THAT I HAVE A LEAK IN MY **GAS TANK**.
3. I KNOW THAT I AM OUT OF WARRANTY, BUT IS THERE ANYTHING THAT CAN BE DONE

WRITER STATED

1. SORRY
2. ADVISED OF RECALL SC017 J/S STICKERS FOR OWNERS MANUAL AND SC039 SEAT BELT BUCKLES
3. VEH IS OUT OF ALL APPLICABLE WARRANTIES THAT COVER FOR FACTORY DEFECTS IN **GAS TANKS**
4. UNFORTUNATLY THERE CAN BE NO COVERAGE PROVIDED, A KIA DLR IS CAPABLE OF DOING THE REPAIR THOUGH

CUST STATED

1. I ALREADY GOT QUOTED, I WILL JUST HAVE TO PAY
2. THANK YOU BYE.

*** CASE CLOSE 08/11/2006 08:36 AM US Mountain Standard Time SBowyer

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Jim Thorpe PA		KNDJA723115	K1114817	68,000
			Dealer: PA037 Lehighton Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/08/2006 12:55 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. THE **FUEL TANK** IS LEAKING
2. IS THIS UNDER WARRANTY
3. GOT AN EXTENDED WARRANTY, IS IT COVERED UNDER EXTENDED WARRANTY
4. WHAT IS THE NUMBER TO KEPP
5. WHAT IS MY CONTRACT NUMBER
6. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED OF IN SERVICE DAE
3. EXPLAIN VEHICLE DID COME WITH 5/60K MILE BLW, 5/UNLIMITED RSA BENEFIT, 10/100K MILE POWER TRAIN
4. **GAS TANK** FALLS UNDER BLW, CURRENTLY EXPIRED
5. CAN SEE CUSTOMER HAS EXTENDED CONTRACT
6. EXTENDED CONTRACT IS SEPERATE CONTRACT NOT ADMINISTERED BY KIA
7. WRITER DOES NOT HAVE INFO ON CONTRACT COVERAGE
8. CAN PROVIDE CUSTOMER WITH NUMBER TO KEPP TO CONFIRM COVERAGE
9. CONTRACT NUMBER PROVIDED.

*** CASE CLOSE 06/08/2006 12:56 PM US Mountain Standard Time TDonnelly

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja7239y5 [REDACTED]	K1219515	68,000
Cincinnati OH [REDACTED]			Dealer: OH045 Jeff Wyler Fairfield Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/25/2006 05:28 AM US Mountain Standard Time CHamilton

Caller states:

1. Bought used in 2003
2. About two weeks ago, started having a bad gasoline smell
3. have not taken it to a Kia dlr yet
4. but plan to make an appt at Jeff Wyler Fairfield Kia OH045 for them to look at the car
5. Is this under warr

Wtr states:

1. Updated, SC039
2. w/s is 9/07/2000
3. 5/60 LBW expired, apologized
4. except for a couple parts under fed emissions, any repairs needed will be at your expense

*** CASE CLOSE 08/25/2006 05:28 AM US Mountain Standard Time CHamilton

*** PHONE LOG 09/01/2006 03:09 PM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

1. she just spent \$1200 to have her fuel injectors replaced because of a gas smell
2. she got the car back and it still smells of gas
3. so now they tel her the smell is goming from the *gas tank* and that he will probably need that replaced
4. if it was not the injectors , then that money could have gone for the new tank
5. she cannot afford to just keep paying out thousands of dollars and not have the problem solved
6. dealership told her it was not their fault

wtr

1. will need to follow up with them next week
2. they are ind owned and operated and she is out of warranty. but I can still see what we can find out

caller thanked wtr for the assistance

*** NOTES 09/01/2006 03:09 PM US Mountain Standard Time JHirshfield Action Type:Manager review open recall SC039

*** PHONE LOG 09/07/2006 08:28 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with Darrell Moore, svc mgr @ OH045 who stated

- 1 they replaced the injectors because they could see them leaking
2. still had a gas smell and they found a hole in the *gas tank*
3. DPSM authorized total repair under warranty
4. vehicle is repaired and gone

wtr thanked svc mgr for the assistance

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238X5 [REDACTED]	K1194108	92,000
Lecanto FL [REDACTED]			Dealer:	

Case History

Complaint Quality

*** CASE CLOSE 06/21/2006 11:26 AM US Mountain Standard Time RBriones
info given

*** PHONE LOG 06/21/2006 11:26 AM US Mountain Standard Time RBriones
Cust Stated:

1. My ***fuel tank*** is leaking.
2. Saw that there was a recall on these issues.
3. Wanted to see if this applied to my vehicle.

Writer Stated:

1. Apologized for prob.
2. Recall does not apply to customer veh.
3. No open recalls on veh.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
Kadcliff KY		KNDJB7239Y5	K1214360	162,000
			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 08/14/2006 04:12 AM US Mountain Standard Time CHamilton

Caller states:

1. **Gas tank** is leaking
2. I bought used, dont have the VIN
3. Are there any recalls on the **gas tank** for this veh?

Wtr states:

1. Updated, unable to check recalls without VIN
2. Gave case#, call back with VIN to check recalls

*** CASE CLOSE 08/14/2006 04:12 AM US Mountain Standard Time CHamilton
cust to call back with VIN

*** PHONE LOG 08/14/2006 03:37 PM US Mountain Standard Time LSims Action Type:Incoming call

WTR MR WARE STATES:

1. I CALLED EARLIER, I HAVE A CASE #
2. ARE THERE ANY RECALLS ON THE **FUEL TANK**, IT IS LEAKING
3. THE BOTTOM RUSTED OUT

WTR STATES:

1. APOLOGIZED
2. NO RECALLS FOR **FUEL TANK** - RECALL SC039
3. HAVE DONE AT ANY KIA DEALER

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6235Y5 [REDACTED]	K1113452	78,000
Eagle Bridge NY [REDACTED]			Dealer:	

Case History

Complaint Other

*** NOTES 06/06/2006 05:48 AM clarify Action Type: Manager review

*** Performed by contact: Kayla Webster, 5186865927

My 2000 sportage just started leaking gas from the *gas tank*. I did an internet search on it, hoping to find a replacement part and came across a notice stating that it had/is going to be recalled for that exact problem. I was wondering if that is true?

*** PHONE LOG 06/07/2006 01:55 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called cust and left msg --

1. this is KMA

2. calling regarding a case you create on your kia website. regarding *fuel tank* recall, this does not pertain to your veh, but you do have two recalls one for seatbelt buckle replacement on frt seats, and correction sticker in manual. call us for these recalls that need to be done.

3. if you still have a question or concern call at 1 800 . . . w/ ref#

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1998 SPORTAGE EX 4X4	Case Number	Mileage
ERRE HAUT IN		KNDJA7230WS	K1194230	140,066
			Dealer: IN007 Butler Kia	

Case History

Inquiry Recall Info

*** PHONE LOG 06/21/2006 02:10 PM US Mountain Standard Time SBowyer

CUST STATED

1.I WAS TALKING TO A DLR IN INDIANA TODAY

2.MY **GAS TANK** IS LEAKING AND THE DLR SAYS THERE IS A RECALL ON IT THAT ISNT OUT YET.

3.HE TOLD ME TO CALL YOU SO YOU CAN AUTH FOR THE REPAIR TO BE DONE BEFORE THE RECALL COMES OUT

4.I WAS SPEAKING TO CARL IN SVC

WRITER STATD

1.SORRY FOR CONFUSION

2.DLRS HAVE A FACTORY REP WHO MAKES WARRANTY DECISIONS AND THEY ALSO HAVE A NUMBER TO THE WARRANTY HELPLINE FOR WARRANTY OR RECALL CONCERNS.

3.WRITER WILL CALL THE DLR AND SPEAK WITH CARL ABOUT THIS AND WILL CALL CUST BACK AFTERWARDS

CUST STATED

1.OK THANK YOU.

*** PHONE LOG 06/21/2006 02:17 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

SVC MGR CARL IN007 STATED

1.I TOLD HER THAT SHE NEEDS TO CALL CONSUMER AFFIARS TO LOG A COMPLAINT AGAINST THE TERRA HAUT DLR THEN HAVE YOU GUYS TRANSFER HER TO R/A.

2.SHE DIDNT SEEM TO HEAR ME RIGHT. BUT ONCE THE CAR GETS HERE I WILL CALL MY FACTORY REP FOR ASSISTANCE.

WRITER STATED

1.OK THANKS.

*** PHONE LOG 06/21/2006 02:32 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

WRITER EXPLAINED WHAT CARL ADVISED AND STATED

1.THERE IS NO R/A ON THIS CAR BUT WRITER WILL AUTH FOR TOW TO DLR BASED ON SITUATION

CUST STATED

1.I DONT REMEMBER HIM TELLING ME THAT BUT OK

TRANSFERRED CUST TO R/A FOR AUTH FOR TOW.



**Kia Motors America
Technical Assistance Center**

Case Number: T1106863

Vehicle Data

Model/Year: 2,000 SPORTAGE 4X4

Engine: NB043009

Model Code: 42422

VIN: KNDJA7237Y5 [REDACTED]

Mileage: 76,664

Prod Date: 2/15/2000

Warranty Start Date: 6/17/2000 12:00:00AM

Dealer/Contact Data:

Dealer: MD021 Curtis Kia

Phone: 2027230100

FAX: 2028295402

Contact: kenneth larry snyder

Contact Title:

Service District: EA01

Case Details:

Case Title: Campaign - TSB -

Symptom: Campaign

DTC:

System: Non System Related

Component:

Resolution:

Case History

PHONE LOG 05/17/2006 12:51 PM Pacific Daylight Time SSilavong-TL
Fuel odor from fuel tank area, Tech is performing Campaign (SC - 059) he found fuel tank is leaking.

Recommend tech to replace the tank and the dpsm has to validate the repair.

**ADDITIONAL CONSUMER
COMMUNICATIONS USED FOR
VOQ ANALYSIS**

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234X5 [REDACTED]	K1208587	61,000
[REDACTED] zleton PA [REDACTED]			Dealer: PA037 Lehighton Kia	

Case History

Inquiry Warranty Info

*** NOTES 07/28/2006 05:46 PM clarify Action Type: Manager review
*** Performed by contact: paula colicigno, 5704551625

As the owner of Sportage I would be interested in knowing if there is any record of **gas tanks** or gas lines leaking? Your candor is appreciated.

Regards,
Paula Colicigno

*** NOTES 08/01/2006 02:27 PM clarify Action Type: Manager review
*** Performed by contact: paula colicigno, 5704551625

gas tank and fuel lines were leaking. Tank was rused out as were lines. Replaced all items listed at customers expense of \$836.00 to repair a manufacturing defect.

*** NOTES 08/03/2006 08:14 AM US Mountain Standard Time RBussey Action Type: Manager review
Same as customer call in case - K1210273, please see that case.

*** PHONE LOG 08/03/2006 08:15 AM US Mountain Standard Time RBussey Action Type: Incoming call
Notes from K1210273, DUP CASE.

*** PHONE LOG 08/02/2006 12:01 PM US Mountain Standard Time LColema
Cust States:

1. Had to replace **gas tank** & fuel lines.
2. **Gas tank** was rusted.
3. Had to spend \$800.
4. Is there anyway KIA would cover this?
5. Can not recommend KIA ever again.
6. Have heard of other KIAs having similar problems.
7. Feel like KIA should have done a recall on this.

Writer States:

1. Updated, SC010 SC022 SC039
2. WS 08/07/1999 3/36 LBW. 5/60 PTW
3. Veh is out of warranty for factory defects by date.
4. Apologized.
5. KIA would not be able to reimb. for repairs.

*** CASE CLOSE 08/02/2006 12:01 PM US Mountain Standard Time LColema

End Dup case notes.

*** CASE CLOSE 08/03/2006 08:18 AM US Mountain Standard Time RBussey
Case Closed, pending further contact from customer.

*** NOTES 09/19/2006 01:34 PM Pacific Daylight Time CFurumoto Action Type: Correspondence rec.

NCA RECEIVED LETTER FROM ATTORNEY GENERAL'S OFFICE. LETTER STATES:

1. CUSTOMER FILED COMPLAINT.
2. PLEASE PROVIDE PROMPT WRITTEN REPLY WITHIN 15 DAYS

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234X5 [REDACTED]	K1208587	61,000
Hazleton PA [REDACTED]			Dealer: PA037 Lehighton Kia	

SCANNED AND DISPATCHED TO REGION FOR FURTHER HANDLING.

*** FORWARD 09/20/2006 08:28 AM Pacific Daylight Time TBeam

*** NOTES 09/21/2006 10:03 AM Eastern Daylight Time LSantino Action Type:Manager review
RECEIVED COMPLAINT FILED BY CUSTOMER WITH PENNSYLVANIA ATTORNEY GENERAL'S OFFICE

1. RESPONSE DUE IN 15 DAYS

CC: TA

*** NOTES 10/02/2006 03:25 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.

NCA RECEIVED LETTER FROM ATTORNEY GENERAL'S OFFICE. LETTER STATES:

1. COMPLAINT WAS RECENTLY SENT TO YOU.

2. HAVE NOT RECEIVED A RESPONSE.

3. REQUESTING RESPONSE WITHIN 15 DAYS.

SCANNED AND RE-ASSIGNED TO T. ATWELL FOR FURTHER HANDLING.

*** NOTES 10/18/2006 03:14 PM Eastern Daylight Time TAtwell Action Type:Manager review
WRITER STATES:

1. RESPONSE SENT VIA FED EX 10/18/06

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	kndja7234x5 ██████████	K1209847	61,000
Hazleton PA ██████████			Dealer:	

Case History

Complaint Replacement

*** NOTES 08/01/2006 02:31 PM clarify Action Type: Manager review
*** Performed by contact: paula colicigno, 5704551625

Gas tank and fuel lines had to be replaced. This is obviously a manufacturer's defect as I have uncovered numerous other Kia owners who have experienced the same problems.

*** PHONE LOG 08/07/2006 01:48 PM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST WHO STATED:!

1. I DON'T HAVE THE VIN
2. THIS IS A MFR DEFECT AND I WILL HAVE TO REPORT IT TO CONSUMER AFFAIRS
3. THE DLR SAID THEY CHECKED FOR RECALLS AND THERE AREN'T ANY EXCEPT FOR SEATBELT BUCKLES

WRITER ADVISED;

1. SORRY FOR THE PROBLEM
2. WANT TO CHECK FOR RECALLS BUT WOULD NEED VIN
3. LBW HAS EXPIRED SORRY

CUST STATED:

1. I WILL CALL BACK W/ THE VIN. THANKS

*** CASE CLOSE 08/07/2006 01:49 PM US Mountain Standard Time TMorales

*** PHONE LOG 08/07/2006 03:20 PM US Mountain Standard Time RBriones Action Type:Incoming call
Cust Stated:

1. Looking to speak with Tom.
2. He advised me to call back with vin.
3. We have paid \$836.54 for **gas tanks** and fuel lines.
4. I was told there was a recall on these vehicles.

Writer Stated:

1. Apologized for prob.
2. Adv customer of recalls SC010, SC022, and SC039.
3. Do not show any recalls pertaining to fuel system on this vehicle.

*** CASE CLOSE 08/07/2006 03:20 PM US Mountain Standard Time RBriones
concerns noted.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	INDJA7234X5 [REDACTED]	K1210273	61,000
Hazelton PA [REDACTED]			Dealer:	

Case History

Complaint Reimbursement

*** PHONE LOG 08/02/2006 12:01 PM US Mountain Standard Time LColema
Cust States:

1. Had to replace *gas tank* & fuel lines.
2. *Gas tank* was rusted.
3. Had to spend \$800.
4. Is there anyway KIA would cover this?
5. Can not recommend KIA ever again.
6. Have heard of other KIAs having similar problems.
7. Feel like KIA should have done a recall on this.

Writer States:

1. Updated, SC010 SC022 SC039
2. WS 08/07/1999 3/36 LBW, 5/60 PTW
3. Veh is out of warranty for factory defects by date.
4. Apologized.
5. KIA would not be able to reimb. for repairs.

*** CASE CLOSE 08/02/2006 12:01 PM US Mountain Standard Time LColema

*** CASE CLOSE 08/03/2006 08:18 AM US Mountain Standard Time RBussey
DID CASE SEE K1208587 DO NOT REOPEN THIS CASE!

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7230X5 [REDACTED]	K1102421	63,000
Shippensburg PA [REDACTED]		Dealer: MD006 Hagerstown Kia		

Case History

Complaint Quality

*** PHONE LOG 05/05/2006 08:09 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller states:

1. Purchased used, was told it was new, told a pack of lies by Hagerstown MD006
2. Want to know if whats going on with my car is normal for the Sportage
3. **Gas tank** is rusted out, has to be replaced--car is not that old, should not happen
4. Previously the 4 WD in op too

Wtr states:

1. Updated, SC010
2. W/S is 1/12/1999
3. 3/36 LBW **fuel tank**--expired
4. Apologized
5. Cannot advise normal, only that is not under warr

*** CASE CLOSE 05/05/2006 08:00 AM US Mountain Standard Time CHamilton

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja7236x50 [REDACTED]	K1207580	35,000
Hudsonville MI	[REDACTED]		Dealer:	

Case History

Complaint Design

*** NOTES 07/27/2006 05:45 AM clarify Action Type: Manager review
*** Performed by contact: Thaddeus Maciak, 6167979858

I have a 1999 Kia Sportage that has less than 35,000 miles on it. I had to get the **fuel tank** replaced last November 2005 due to a fuel leak and the bolts of the fuel sending unit rusted completely on top of the tank. I have just recently found out on your KIA.COM owners site that there is a service campaign to check *AND* replace any bad **fuel tanks** that was started May 2006.

I want to know how to get my almost \$1,000 bill refunded?? I find it totally unacceptable that a car that has less than 35,000 miles had to get a new **fuel tank**!

*** PHONE LOG 07/27/2006 12:22 PM US Mountain Standard Time DLYons Action Type:Outgoing call
Writer called customer:-LVM

1. calling regarding the web inquiry
2. would like to provide further information to customer
3. if cust would return call with vin# & case# then this office can further assist.
4. left name number & case# for return call.

*** CASE CLOSE 07/27/2006 12:22 PM US Mountain Standard Time DLYons

*** PHONE LOG 07/27/2006 02:07 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer stated:

1. Was just returning a call from earlier today.
2. Had to have the **gas tank** replaced back in November.
3. Then I saw online that Kia had issued a recall for Sportages **fuel tanks**.
4. Want to know what I can do about it at this time.

Writer Stated:

1. Apologized for prob.
2. Do not show that customer vehicle was one of the vehs involved in recall.
3. Would not qualify for repairs.

*** CASE CLOSE 07/27/2006 02:09 PM US Mountain Standard Time RBriones
concerns noted.

*** PHONE LOG 08/04/2006 03:07 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer Stated:

1. Feel that Kia should reimburse for the **gas tank** repair.
2. I know that the NHTSA is investigating Kia right now and they have issued a recall for 5000 cars.

Writer Stated:

1. Your car does not have any recalls.
2. If you should receive a recall notice you are welcome to call us and we can address possible reimbursement of the repair.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
Hudsonville MI		kndja7236x5	K12 07580	35,000
			Dealer:	

3. Will put pics on my forum and tell everyone not to buy a Kia.

Writer Stated:

1. Sorry you feel that way.
2. Feel free to call us back if you receive a recall notice.

*** CASE CLOSE 08/04/2006 03:08 PM US Mountain Standard Time CDiaz
Gave info.

EA06-007
HYUNDAI
1/26/2007
ATTACHMENT 2

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	Fails 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 Mauneverability
		N99	Other

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	C61	Incorrect Part
C20	Poor Installation	C62	Missing Part
C23	Improper Machining or Forming	C88	Water Entering
		C98	Normality
		C99	Other

WARRANTY HELP DESK 1-800-225-321

7:00am-5:30pm PST, Monday-Friday
For Warranty Policy, Procedural, and
Claim Processing Questions

WARRANTY CLAIM REFERENCE GUIDE

KIA MOTORS AMERICA

WARRANTY CLAIM ENTRY/RESUBMISSION

11-16-99
MAINT

R/O Date: _____ UIN: _____ System#: _____ Miles: _____

Limits: Months _____ Miles _____
Status: *none
Location: _____

SVC Part Install Date: _____ PWA: _____

Detail line count: _____

Description	Qty/Hrs	Line Total

labor \$ _____ Parts \$ _____ Other \$ _____ More...
Total \$ _____ .00

Search F10-Add/New Cls F11-Add/New R/O F13-Delete F17-Clr

WARRANTY TYPE CODES

WARRANTY TYPE	DESCRIPTION
A	Service Adjustment
B	Original Equipment Battery
C	Corrosion and Perforation
D	Power Train
E	Emissions
G	Goodwill
GP	Goodwill Program
P	Replacement Parts
W	Basic 36 Month/36,000 Mile

WARRANTY COVERAGE AT-A-GLANCE

(1993-1998 MODEL YEAR VEHICLES)

- Electrical Short, Grounded
- Incorrect Wiring
- Loose Multi Pin Connection
- Open Circuit, Wire Cut
- Pinched Harness
- Poor Contact, Poor Ground
- Poor Terminal Crimp
- Rattling Noise From Multi Pin Connector or Harness
- Blistered, Bubbled
- Chipped, Scratched
- Color Mismatch
- Cracking, Hairline Cracking
- Faded, Discolored, Tarnished
- Dirt, Foreign Material
- Insufficient Paint, No Paint
- Peeling, Flaking
- Runs, Sags, Overspray
- Contaminated, Fouled
- Failed Gasket, Seal
- Hardened, Dried-out
- Oil Leak, Grease Leak
- Plugged, Clogged, Restricted, Kinked
- Stuck, Binds, Seized
- Others or Unknown
- (No Appropriate Causal Code)

Use any code for any vehicle seen, as long as the cause of the repair applies to the use of the repair.

Use for items which fall off vehicle after delivery to the service.

		Vehicle Model Year		Months in Service		WARRANTY TERM (whichever comes first)										
						MILES IN SERVICE										
						10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	
LIMITED WARRANTY		Service Adjustment	ALL	12	Unlimited											
		Basic	ALL	36	36,000											
		Power Train	1994-1998	60	60,000											
		Original Equipment Battery	ALL	36	Unlimited (100% for 12 months, prorated through 36th month)											
		Audio Equipment	1993	36	36,000											
			1994	12	Unlimited											
			1995-1998	36	36,000											
		Safety Restraint	ALL	36	36,000											
		Anti-Perforation	ALL	60	100,000											
		Corrosion*	1994-1995	36	60,000											
EMISSION WARRANTY	Federal	Emission Defect	1993-1994	60	60,000											
		• Any Related Part	1995-1998	24	24,000											
		• Specific Parts	1995-1998	96	90,000											
		Emission Performance	ALL	24	24,000											
		• Any Related Part	1993-1994	60	50,000											
		• Specific Parts	1995-1998	96	80,000											
	California	Emission Defect	ALL	36	50,000											
		• Any Related Part	ALL	84	70,000											
		• Specific Parts	ALL	36	58,000											
		Emission Performance	ALL	36	58,000											
Replacement Parts & Accessories		ALL	12	Unlimited (from purchase date)												

NOTE: Tires are warranted by the tire manufacturers.

*Except those specified parts covered by the Federal Emission Performance Warranty for 1995-1998 model year vehicles.

Except 1995.5 Sephia and 1995 Sportage.

DCS HELP DESK 1-800-327-2707

6:00am-6:30pm PST, Monday-Friday

DCS Host System Hours: 8:00am-6:00pm PST, Monday-Friday
For Computer Related Questions



CONDITION CODES

- | | |
|---|--|
| <ul style="list-style-type: none"> 01 Backfire, Afterfire 02 Black Smoke 03 White Smoke 04 Engine Excessive Vibration 05 Engine Knocking, Flat Spot 06 Engine Stalling (General) 07 Stalling While Driving 08 Stalling While Idling 09 Stalling Between Shifts 10 Stalling During Sudden Braking 11 Run On 12 Won't Start 13 Excessive Fuel Consumption 14 Excessive Oil Consumption 15 Failed An Emission Test 16 Hard To Restart 17 Hesitation, Surges 18 Weak, Uneven Acceleration 19 RPM Too Low 20 RPM Too High 21 Lack of Power 22 Low Oil Pressure Indicated 23 Misfire 24 Oil Diluted 25 Overheating 26 Percolation 27 Hitting or Interference 28 Premature Cylinder Wear, or Scoring 29 Rough Idle 30 Low Fuel Pressure, Improper Injector Spraying 31 Dead Battery 32 Over Charging 33 Under Charging 34 Temperature Gauge Inaccurate 35 Insufficient Air Conditioning 36 Improper Memory 37 Improper Volume Control 38 Poor Reception 39 Poor Sound Quality 40 Radio Inoperative 41 Tape Deck Inoperative 42 Head Lamp Improperly Aimed 43 Improper Engagement 44 Improper Disengagement 45 Improper Shift 46 Improper Shifting Point 47 Jumps Out of Gear 48 No Shift 49 Shifting Interference 50 Shift Shock 51 Slipping 52 Will Not Engage or Disengage 53 Brake Shudder 54 Insufficient Brake 55 Pulls to Left or Right 56 Spongy Pedal 57 Hard to Turn 58 Impossible to Turn 59 Shimmy or Vibration 60 Uneven Vehicle Height 61 Unusual or Uneven Tire Wear 62 Vehicle Bouncing 63 Vehicle Pull or Drift 64 Vehicle Vibration 65 Blistered or Bubbled 66 Chipped, Scratched 67 Color Mis-Match 68 Cracking, Hairline Cracking 69 Dirt, Foreign Material 70 Faded, Discolored 71 Insufficient Paint, No Paint 72 Peeling, Flaking 73 Runs, Seeps, Overspray 74 Does Not Switch Off, Indicator Stays On, Lights Stay On, Warning Light Stays On 75 Does Not Switch On, Indicator Stays Off, Lights Stay Off, Warning Light Stays Off 76 Improper Indication 77 Improper Operation 78 Improper Free Play 79 Low Oil Pressure, Insufficient Lubrication or Fluid | <ul style="list-style-type: none"> 80 No or Low Return to the Original Position 81 Poor Window Wiping 82 Seized or Stuck 83 Cannot Set, Will Not Release 84 Air, Exhaust Gas, Dust, Light Leaks 85 Fuel Leak 86 Oil Leak, Grease Leak 87 Water Leak, Coolant Leak 88 Condensation 89 Excessive Operating Noise 90 Resonance Noise 91 Unusual Noise 92 Unusual Vibration, Chatter 93 Blows Fuse 94 Burnt, Smoke Damage 95 Unusual Odor (Opening/Closing Operation) 96 Does Not Close, Does Not Lock 97 Does Not Open, Does Not Unlock 98 Heavy 99 Light 9A Out of Proper Position 9B Poor Appearance, Dust, Spill, Out Warp 9C Poor Visibility, Not Clear 9E Interfers With Another Part 9F Missing Parts 9G Wrong Parts 9H Others (No Appropriate Condition Code) |
|---|--|

You may use any condition code for any vehicle section, as long as the condition code used applies to the customer complaint.

Not for use for items which fall off the vehicle after delivery to the dealership.

WSR0018

Dealer: CR999 ANYT
R/O #: _____

Claim #: _____ Typ: _____

Condition Code: _____

Cause: _____

Causal Part: _____

SVC Part Install Miles: _____

SSN: _____

Typ Part/Labor Op: _____

Amounts: L _____

P3-Exit P5-Refresh P6

CAUSE CODES

- | | |
|---|--|
| <ul style="list-style-type: none"> 1A Broken, Cracked, Split, Cut, Torn 1B Bent, Kinked, Windkied, Sprung, Twisted, Warped, Distorted 1C Crystallized, Glazed, Fogged 1D Deteriorated, Weak, Soft 1E Excessive Wear 1F Matted 1G Porous, Pin Holes 1H Rust, Corrosion, Perforation 1J Soored, Galled 1K Solder Broken 1L Stained 2A Dented, Dinged 2B Faulty Seatching, Thread Stripped 2C Flow in Material 2D Improper Adjustment 2E Improper Assembly 2F Improper Machining 2G Improper Torque 2H Improper Weld, Weld Overlaid 2J Improperly Rounded 2K Incorrect Size 2L Loose, Poor Fit 2M Missing Part 2N Omitted or Poor Sealing or Adhesive 2P Out of Balance 2Q Out of Position or Mis-Aligned 2R Wrong Part 3A Burned Out 3B Connector Partially Mated 3C Damaged Coil 3D Damaged Terminal, Connector Dead or Weak Battery 3E Disconnected | <ul style="list-style-type: none"> 3G 3H 3J 3K 3L 3M 3N 3P 4A 4B 4C 4D 4E 4F 4G 4H 4J 4K 4L 4M 4N 4P 4Q 4R 4S 4T 4U 4V 4W 4X 4Y 4Z |
|---|--|

EA06-007
HYUNDAI
1/26/2007
ATTACHMENT 3

FUEL TANK INSPECTION SHEET

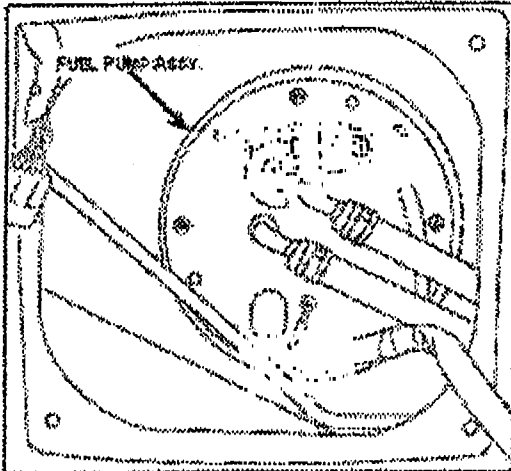
Campaign SC058, when completed fax to 949-595-5878 Attn: D. Bolton

R.O. # 226499

VIN: KNDJA723Y15

Miles: 60,322 Dr. Code 01005 Date: 11/7/06

Location A



Location A -

- Check for displaced or deteriorated hoses and lines, cracked or split plastic fittings.
- Check for fuel leaks due to corrosion of fuel pump/sending unit mounting screws.

No damage found

If damage is found, clearly circle location on illustration, and describe type of concern below:

General

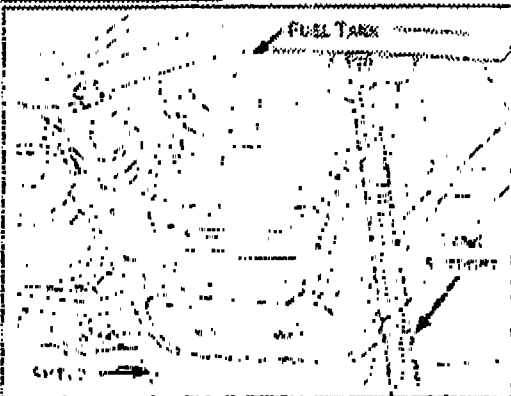
Is there damage to the fuel tank from impact or external contact? Yes No

Location B -

Is insulator clipped to protective shield? Yes No

(Clearly circle on illustration and rate the concern with letters below)

Location B



- A: Corrosion of retaining tabs on shield
- B: Surface: corrosion of metal under coating
- C: Superficial: some limited change to the metal's surface layer only
- D: Moderate: rust alteration to the metal but no rusting through
- E: Deep corrosion: corroded area may be damp but no indication of fuel leakage
- F: No hole apparent, but fuel is visible
- G: Hole / Perforation visible

No Damage Found

Indicate if you can smell fuel vapors:

Yes No

If damage is found, clearly circle location on illustration, and describe type of concern below.

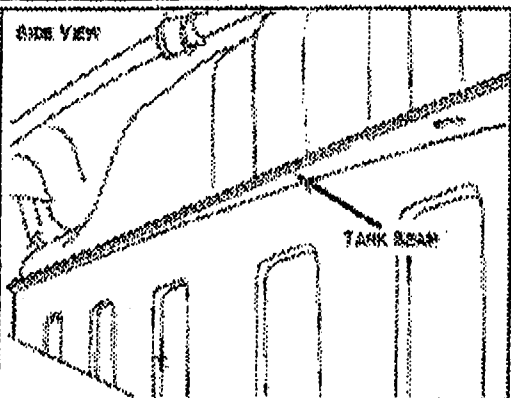
Seam is leaking and lower section of fuel tank is leaking did not drop
Location C - shield for suspicion of heavier leaking.

Check the seam between the upper and lower halves of the fuel tank for loss of integrity and presence of fuel.

Yes No

In case of unusual condition, but no part replacement, photos should be taken. Contact your DP6M if necessary.

Location C



FUEL TANK INSPECTION SHEET

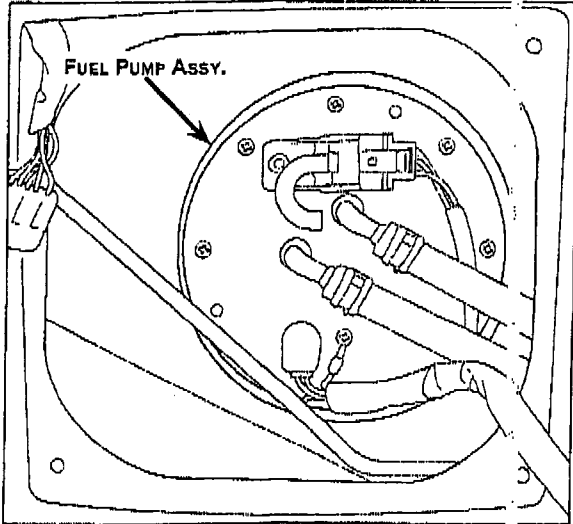
Campaign SC059, when completed fax to 949-595-5878 Attn: D. Bolton

R.O. # 210009

VIN: KNDJA723715

Miles: 59151 Dir. Code: VA015 Date: 1/30/06

Location A



Location A -

- Check for displaced or deteriorated hoses and lines, cracked or split plastic fittings.
- Check for fuel leaks due to corrosion of fuel pump/sending unit mounting screws.

No damage found

If damage is found, clearly circle location on illustration, and describe type of concern below:

General:

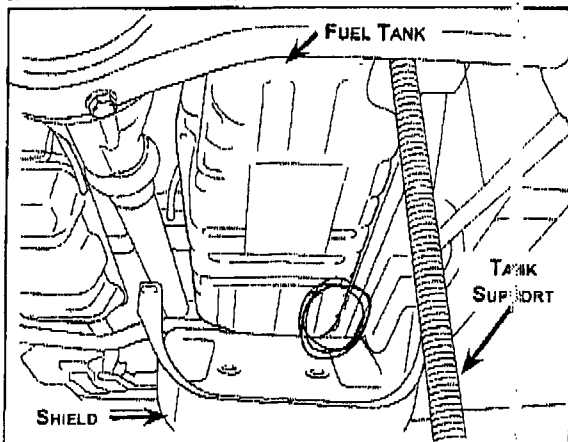
Is there damage to the fuel tank from impact or external contact? Yes No

Location B -

Is insulator clipped to protective shield? Yes No

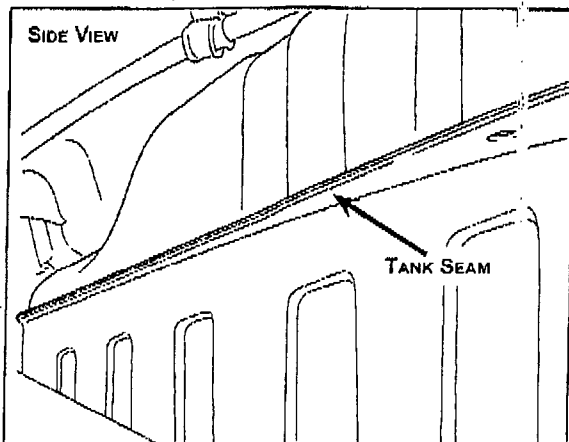
(Clearly circle on illustration and rate the concern with letters below)

Location B



- A: Corrosion of retaining tabs on shield
- B: Surface: corrosion of metal under coating
- C: Superficial: some limited change to the metal's surface layer only
- D: Moderate: rust alteration to the metal but no rusting through
- E: Deep corrosion: corroded area may be damp but no indication of fuel leakage
- F: No hole apparent, but fuel is visible
- G: Hole / Perforation visible / *Rusted*
- No Damage Found

Location C



Indicate if you can smell fuel vapors:

Yes No

If damage is found, clearly circle location on illustration, and describe type of concern below.

Location C -

Check the seam between the upper and lower halves of the fuel tank for loss of integrity and presence of fuel.

Yes No

In case of unusual condition, but no part replacement, photos should be taken: Contact your DPSM if necessary.

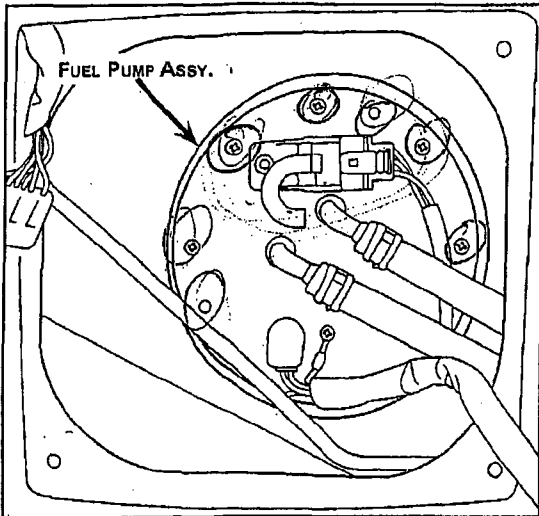
FUEL TANK INSPECTION SHEET

Campaign SC059, when completed fax to 949-595-5878 Attn: D. Bolton

R.O. # 115015

VIN: KM0J1A773X15 Miles: 81027 Dir. Code: V1001 Date: 12-6-06

Location A



Location A -

- Check for displaced or deteriorated hoses and lines, cracked or split plastic fittings.
- Check for fuel leaks due to corrosion of fuel pump/sending unit mounting screws.

No damage found

If damage is found, clearly circle location on illustration, and describe type of concern below:

CORROSION AROUND ENTIRE TOP OF FUEL PUMP

General:

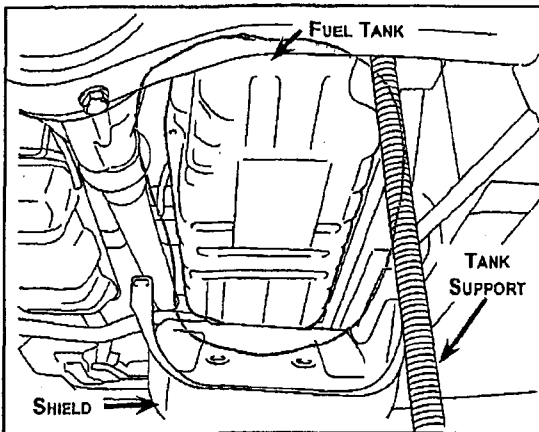
Is there damage to the fuel tank from impact or external contact? Yes No

Location B -

Is insulator clipped to protective shield? Yes No

(Clearly circle on illustration and rate the concern with letters below)

Location B



- A: Corrosion of retaining tabs on shield
- B: Surface: corrosion of metal under coating
- C: Superficial: some limited change to the metal's surface layer only
- D: Moderate: rust alteration to the metal but no rusting through
- E: Deep corrosion: corroded area may be damp but no indication of fuel leakage
- F: No hole apparent, but fuel is visible
- G: Hole / Perforation visible

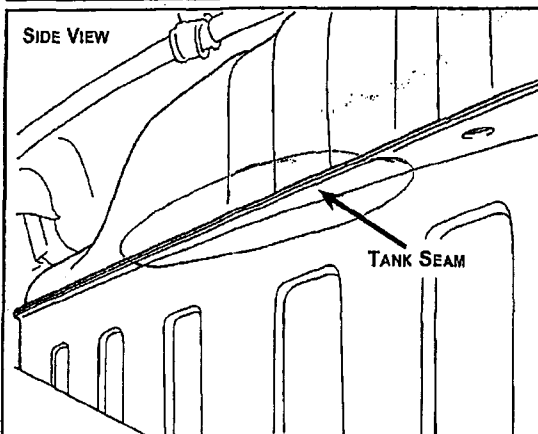
No Damage Found

Indicate if you can smell fuel vapors:

Yes No

If damage is found, clearly circle location on illustration, and describe type of concern below.

Location C



Location C -

Check the seam between the upper and lower halves of the fuel tank for loss of integrity and presence of fuel.

Yes No

In case of unusual condition, but no part replacement, photos should be taken: Contact your DPSM if necessary.