

PE06-002
HYUNDAI
3/16/2006
TAB 1
(TAB 1 PART 1 OF 4)
PART 1 OF 7

PE06-002
HYUNDAI
3/16/2006
TAB 1

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u> [REDACTED]	<u>Event name</u> [REDACTED]	<u>VIN of 2001 SPORTAGE LTD 4X</u> KNDJA72301 [REDACTED]	<u>Case Number</u> K388506	<u>Mileage</u> 56,000
<u>Bilboa NY 12076</u>			<u>Dealer:</u>	

Case History

Inquiry Warranty Info

*** PHONE LOG 11/02/2004 12:27 PM TShamburger
customer [REDACTED] called --

1. wanted to know is under warranty
 2. there seems to be a small gas leak on top of **GAS TANK**
wrt states:
 1. dealer will have final determination
 2. but veh is still under mfr warranty
 3. no recall
- cust thanked wrt call ended.

*** CASE CLOSE 11/02/2004 12:27 PM TShamburger

2/27/06
13:38:49
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 11/26/01

VIN No : KNDJA723015

Model . . 42461
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order# Ver	Repair Labor Code	Causal Part	Mileage
10/21/04	W NY038	91606 1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/CASE	58930
10/21/04	W NY038	91606 2 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	58930
10/21/04	G NY038	91606 3 03		HOSE ASSY-VAC.	58930
1/18/02	F NY038	65921 1 01	OIL BYPASS FILTER AS		4588
11/23/01	W NY038	64737 1 01	Throttle Position Se	SENSOR-T/PRESS	15
7/13/01	W 8108W	H4774 1 01		STRIKER-DOOR	1
3/01/01	P 8108W	G6417 1 01	Spot Repair		1
10/05/00	W 8108W	6587C 1 01	Wire Repair Time (Ma		1
10/01/00	R 8108W	P3998 1 02		SPORTAGE OWNERS MNL	1

Bottom

F3=Exit

F11=Summary/Detail

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**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1998 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7232W3	K415622	69,000
Manchester CT 06040			Dealer:	

Case History

Inquiry Other

*** PHONE LOG 01/19/2005 09:43 AM US Mountain Standard Time meapinoza

Customer Stated:

1. The **FUEL TANK** is leaking at the top.
2. I want to know if this is a common problem.
3. This seems really odd at such low mileage and want to know if this is a common problem w/ these.

Writer Stated:

1. Apologized.
2. Advised of: SC010.
3. Have not heard of this being a common problem.
4. No warranty on the vehicle.

*** CASE CLOSE 01/19/2005 09:43 AM US Mountain Standard Time meapinoza

2/27/06
13:39:05
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
12/28/98

VIN No : KNDJA7232WE

Model . . 42442
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
6/10/05	R CT008	08421	A 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	73423
1/09/03	R CT008	41365	A 01		BELT-A FRT, LH	48867
7/05/01	W CT008	07417	A 01		BRKT-NO PLATE	31933
7/05/01	W CT008	07417	B 01		HOLDER-NO.PLATE	31933
6/25/01	W CT008	06804	A 03	Spare Tire Carrier,	PIPE-S/TIRE CARRIER	31669
5/08/01	W CT008	03978	A 01	Fuse, R&R, One	FUSE-MINI	29809
5/08/01	W CT008	03978	B 01	Brake Disc Plate (Fr	DISC-PLATE	29809
5/08/01	W CT008	03978	C 01	Power Steering Pump	BELT-V	29809
1/22/01	W CT008	98087	A 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	26272
1/22/01	W CT008	98087	B 01	Tail Pipe Assy, R&R	PIPE ASSY TAIL	26272
8/08/00	W CT008	88021	A 01	Release Cable (Spare	RELEASE CABLE	20870
3/23/00	R CT008	74688	A 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	15652

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:39:05
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

VIN No : KNDJA7232W5 [REDACTED]

Model . . 42442
Series . SPORTAGE

In Service Date: 12/28/98

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/23/00	R CT008	74688 B	01	SC007 CHECK BRK LINE	PIPE-BRAKE,R.	15652
3/23/00	W CT008	74688 C	01	Exhaust Manifold Gas	GSKT.ASSY-EXH.MANIF.	15652
3/23/00	W CT008	74688 D	01	Front Muffler Assy (CAT.CONV-MANIFOLD	15652
12/03/99	W CT008	164451A	01	OTHER PROCEDURES FOR	WIRING ASSY-ENG	12056
10/26/99	W CT008	160954A	01	GLASS RUN CHANNEL,R&	CHAN-GLASS RUN,RH	10894
10/26/99	W CT008	160954B	01	POWER WINDOW SWITCH,	SW.-P/W.MAIN,4DR.	10894
10/08/99	R CT008	159260A	01	SC009 KNUCKLE/HUB AS	SEAL-OIL	10143
10/08/99	W CT008	159260B	01	OTHER PROCEDURES FOR	SEAL-OIL	10143
10/08/99	W CT008	159260C	01		DISC-PLATE	10143
10/08/99	W CT008	159260D	01	OTHER PROCEDURES FOR	WIRING ASSY-ENG	10143
7/06/99	W CT008	150318A	01	GENERATOR DRIVE BELT	BELT-V,RIBBED	6636
7/06/99	W CT008	150318B	01	DRAIN HOSE,R&R	HOSE-DRAIN	6636

More...

F3=Exit

F11=Summary/Detail

2/27/06

13:39:05

wsd079

VIN No : KNDJA7232W5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

12/28/98

Model . . 42442

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/06/99	W CT008	150318C	01	WINDOW REGULATOR,R&R	REG.ASSY-WINDOW,RH	6636
4/05/99	W CT008	142657A	01	OTHER PROCEDURES FOR	WTHSTP ASSY-DOOR,RH	3108
4/05/99	W CT008	142657B	01	ANTENNA ASSEMBLY,R&R	ANTENNA ASSY	3108
2/02/99	F CT008	137505A	01	ENGINE OIL, CHANGE	FILTER,OIL	1224
2/02/99	W CT008	137508A	01	LOWER COVER ASSEMBLY	PANEL ASSY-LWR,LH	1224
12/15/98	W CT008	134124A	01	BATTERY,R&R	BATTERY-SPG 95-98	96
8/06/98	W 8108W	R447211	01	COMPLETE VEHICLE DET		1
8/06/98	W 8108W	R476642	01	BACK DOOR STRUT(4DR)	STAY-DAMPER ASSY,RH	1
8/06/98	W 8108W	R476643	01	ADJUST LIFT GATE STR	STUD-BALL	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K402984	44,412
BRONX NY			Dealer: NY051 Bronx Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/16/2004 10:17 AM US Mountain Standard Time CLausch
cust advised:

1. the veh has been at the dlr for 2 days, need a rental veh
2. there is a gas leak
3. want a sup or someone to speak to besides you, you are not helping me
4. the dlr is advising that the parts are not coming in, the promised me today that the veh would be done
5. now they are saying that the parts are not there
6. got a rental veh last time in 03 & want one now

Writer apologized for this situation
Writer put the cust on hold & called the dlr ny051 &

WRiter advised Anthony
1. cust is requesting a rental veh or a loaner veh for this inconvenience
2. cust advised that the part is not coming in to repair the veh

spoke to Anthony parts & service manager
1. Anthony advised that he would have to call writer back on this veh & any parts issue
2. this is a **GAS TANK** issue
3. we do not give out loaners or rentals even if kia requests so, issues with kia on rental reimbursement

Writer advised cust
1. know of the frustration on this issue
2. writer does not have a answer at this point, will have to wait for a call back from the sm, Anthony
3. apologize that this research will take time
4. per the warr booklet, kia does not provide rental veh's
5. will pass on the req for this rental veh to the dpm after writer finds out about the parts issue
6. will call the cust back when writer hears something

*** NOTES 12/16/2004 10:18 AM US Mountain Standard Time CLausch Action Type:Manager review
rob Dameron is the Temp Dpm

*** PHONE LOG 12/16/2004 11:18 AM CHamilton Action Type:Incoming call

Caller states:

1. Are you a manager
2. I had this same problem last year, Toyota of the Bronx kept my car 2 1/2 weeks then
3. I have to have a car to drive, need a rental
4. Candy was supposed to call me back in 30 minutes and she has not
5. Obviously I was sold an ext warr because this car has problems
6. Want the car bought back
7. Dlr said they got three of my parts, dont know when it will be done, was supposed to be done today

Wtr states:

1. Request current mileage (40,000)
2. Apologized for frustration, Candy is working on a resolution for you with the dlr and Kia factory rep
3. Advised no rental under terms of the man warr
4. Kia's buyback policy is in accordance with your states lemon law
5. Referred to WCIM for info on laws in callers state
6. Candy will call you back when she has the needed information
7. Kia will repair of the veh under terms of the man warr

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
RONX NY		KNDJA723825	K402984	44,412
			Dealer: NY051 Bronx Kia	

*** PHONE LOG 12/16/2004 12:17 PM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called Temp Dpsm & advised of the part issue & the cust req for a rental veh
Rob Dameron advised:

1. per the dlr, they will not extend a rental to the cust, we cannot change this fact
2. we cannot force the dlr to give the cust a rental veh,
3. will call the dlr on the ordering of the parts for the veh
4. will do what we can to expedite this repair

writer thanked Rob for this info & any assistance he can provide

1. the cust is demanding a rental veh, she has one before when the veh was new
2. cannot get ahold of the dlr service, no one answers the phone in the service dept
3. thanked Rob for his assistance in any way with this cust

*** PHONE LOG 12/16/2004 12:21 PM US Mountain Standard Time CLausch Action Type:Incoming call
call from dlr, Josie ny051, lvm

1. we have ordered the parts for the veh
2. we are waiting for the parts to come in

*** NOTES 12/16/2004 12:31 PM US Mountain Standard Time CLausch Action Type:Manager review
dpsm must have contacted dlr on this issue due to the dlr call back to writer

1. dpsm is aware of this issue & the parts ordered & has spoke to the dlr on this issue

*** NOTES 12/16/2004 12:38 PM US Mountain Standard Time CLausch Action Type:Manager review
will dispatch to the region due to

1. the cust is very upset that that this dlr will not assist with the rental veh req
2. has advised that she will be filing the lemon law
3. writer has spoke to the dpsm & he has contacted the dlr on the parts issue
4. dlr has advised that they will not assist with a rental veh even if kia requests this due to dlr & kia issues

[<For Internal Use Only

dlr advised that kia will not reimburse dlr for rentals in the past
due to this reason dlr will not give the cust a rental even if kia requests

>]

*** PHONE LOG 12/16/2004 01:08 PM SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER RETTERRATED PREVIOUS CONCERNS.

WRITER STATES.

1. CANDY IS WAITING FOR A RESPONSE FROM OUR KIA REP.
2. KIA DOES NOT OFFER RENTALS AS PART OF THE WARRANTY HOWEVER SINCE YOU MADE THE REQUEST THIS IS THE PROCESS WE GO THROUGH.

CUSTOMER STATES.

1. KIA SHOULD OFFER SOMETHING.

WRITER STATES.

**Kia Motors America
Consumer Affairs Department**

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Last name	First Name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72382 [REDACTED]	K402984	44,412
BRONX NY [REDACTED]			Dealer: NY051 Bronx Kia	

1. I AM SORRY BUT WE DO NOT AND IT IS STATED IN THE WARRANTY MANUAL.
2. CANDY WILL RETURN YOUR CALL

*** FORWARD 12/17/2004 07:35 AM Pacific Daylight Time DNealis

*** NOTES 12/22/2004 04:06 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the dlr and spoke to Anthony:

1. Anthony states the vehicles repairs are done as of today's date and the cost will be picking up their vehicle.
2. Writer states I will advise the customer that her vehicle is ready for pick up.

Writer called the customer and left a message for a return call
-Wtg for a call back

*** NOTES 12/23/2004 10:25 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer and left a message for a call back

-Wtg for a call back

*** PHONE LOG 12/23/2004 09:04 AM ERuiz Action Type:Incoming call

CALLER STATED

1. MY HUSBAND JUST CALLED ME
2. HE SAID THAT SOMEONE FROM KIA CALLED HOME.
3. I WOULD LIKE TO SPEAK TO THAT PERSON.
4. I AM AT WORK AND I DON'T HAVE THE INFO W/ ME.

WRITER STATED

1. DEVON FROM THE KIA REGIONAL OFFICE CALLED.
2. WRT GAVE HER THE REGIONAL'S 800#, CASE # AND EXT.

*** NOTES 12/23/2004 01:48 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer rec'd a message from the customer:

Writer called the customer:

1. Customer states I have had multiple problems with the vehicle and I just can't take anymore and the CEL is out again and we just picked up the car two days ago.
2. Customer states shortly after I purchased the vehicle I had to take it back in for repairs and they had to replace the radiator and then this time and I don't think it is fair.
3. Writer looked up the customer warranty history.

-12/15/04 W NY051 70570 A 01 Fuel Injector Assy, RING-O 44412

- 8/14/03 W NY051 46653 A 01 Radiator Assy, R&R(4 RADIATOR ASSY 22437

4. Writer asked the customer how many times she took her vehicle in?

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K402984	44,412
BRONX NY			Dealer: NY051 Bronx Kia	

5. Customer states I have taken it in two times since I purchased the vehicle.
6. Writer well I can tell you that vehicles are a man made item and they are mechanical and mechanical items can fail.
7. Customer states I understand that but unfortunately I don't think it is fair.
8. Writer states well what I can do is make sure that the vehicle is fixed correctly I can schedule an appointment for you at the dlr to have it inspected and repaired.
9. Customer states yeah I guess so when would they be able to take me?
10. Customer states I can take it in next Thursday 12/28/04.
11. Writer placed the customer on hold and contacted the dlr to schedule the appointment.

Writer spoke to Anthony:

1. Writer advised of the above
2. Anthony states she can bring the vehicle in that day 12/28/04 @ 7:30am.
3. Writer states I will advise the customer thank you.

Writer advised customer:

1. Your appointment is scheduled for 12/28/04 @ 7:30am.
2. Customer stated ok thank you for your help.

*** CASE CLOSE 12/23/2004 01:50 PM Eastern Daylight Time DNealis

2/27/06
13:39:22
wmd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
8/26/02

VIN No : KNDJA723825 [REDACTED]

Model . . 42422
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/15/05	W NY007	23017	D 01	Radiator Assy, R&R (RADIATOR ASSY	45184
12/15/04	W NY051	70570	A 01	Fuel Injector Assy,	RING-O	44412
8/14/03	W NY051	46653	A 01	Radiator Assy, R&R (RADIATOR ASSY	22437

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F3-Exit

F11-Summary/Detail



Consumer Assistance Center Case Report

KIA MOTORS

Printed By: BHakamara

Case Number - K1041890

03/14/2006 05:23:02 PM

Case Details

Title: [REDACTED] Complaint Other

VIN: kdj97239c5 [REDACTED]

Mileage: 44000

Priority: Non-Priority

Severity: Medium

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Other

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: Galena

State: OH

Zip: [REDACTED]

Dealer Details

Code: [REDACTED]

Name: [REDACTED]

Case History

*** NOTES 11/23/2005 11:20:09 AM (Local Time) clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I have a 1999 Kia Sportage that I purchased new. I started to get an smell of gasoline in the garage when it was parked inside about a week ago. I looked for a fuel leak but was not able to find one. I had my mechanic check it when I had my oil changed today and he informs me that there is a leak on the gas tank above the side plate. I feel that there is no way that this tank should be leaking no older than this car is and would like to know what I can look for you to do about this problem.

*** CASE DISPATCHED 11/23/2005 11:20:51 AM (Local Time) clarify from WIP default to Queue eWebSupport.

*** CASE ACCEPTED 11/25/2005 09:00:30 AM (Local Time) WNoonan from Queue eWebSupport to WIP priority.

*** PHONE LOG 11/25/2005 09:56:24 AM (Local Time) CDiaz Action Type: Incoming call
Customer Stated:

1. Leaking from the gas tank.

Writer Stated:

1. SC039 to do
2. Warranty is over now.
3. Sorry.

*** CASE CLOSE 11/25/2005 09:57:03 AM (Local Time) CDiaz Resolution Code = Not Under Warranty. Gave info.

*** CASE REOPENED 01/18/2006 08:46:30 AM (Local Time) [REDACTED] with Condition of Open and Status of Working.

*** NOTES 01/18/2006 08:46:41 AM (Local Time) [REDACTED] Action Type: Manager review
TREAD REVIEW DONE

*** CASE CLOSE 01/18/2006 08:46:50 AM (Local Time) [REDACTED] Resolution Code = Auto Closed.

*****End Case Report K1041890*****

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]	KNDJA723XY5[REDACTED]	K477853	53,000
Jelle Vernon PA [REDACTED]			Dealer: PA024 C. Harper Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/06/2005 02:31 PM FSharp

DONNIE ATKINS stated:

1. I want to make a complaint against PA024 and the veh.
2. I bought the veh back in Sept. I tried using the 4x4 during the winter but it didn't work.
3. I take the veh to PA024 and they told me that its not covered b/c its the rubber tubing which isn't covered.
4. The windshield wiper motor went out, there was a faulty gas cap on the veh, and nrw my gas tank leaks.
5. When the dlr ran the veh through their car wash, it snapped the antenna off.
6. I lost days of wrk for this and when I asked for an e-mail addy to the owner of the dlr, they say that he doesn't have an email.

---WRITER stated:---

1. Apologized for inconvenience
2. Advd cust on the day of the appt to call Kia CC and a FC Mgr will follow up

*** CASE CLOSE 06/06/2005 02:31 PM FSharp

*** PHONE LOG 06/07/2005 01:43 PM BBrown Action Type:Incoming call

CUST STATES

- 1 I HAVE TAKEN MY VEH TO C HARPER KIA FOR **GAS TANK** ISSUES
- 2 THEY TOLD ME THAT THE VEH WILL BE DONE BY TOMORROW
- 3 EVEN THOUGH THEY HAVE HOURS UNTIL 9:00 THERE IS ONLY 1 KIA TECH

WRITER STATES

- 1 I WILL CONTACT DLR AND MAKE SURE THEY ARE USING ALL AVAILABLE RESOURCES TO GET THE PROBLEM RESOLVED

CUST STATES

- 1 THANK YOU

*** PHONE LOG 06/08/2005 02:34 PM BBrown Action Type:Outgoing call

CUST STATES

- 1 DLR WILL HAVE VEH DONE TOMORROW
- 2 I ALREADY SPOKE W/ THEM TODAY

*** CASE CLOSE 06/08/2005 02:34 PM BBrown

*** PHONE LOG 06/09/2005 03:06 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. Got the car back.
2. The gas gauge is not working.
3. Told the dealer.
4. They told me they can get the car in.
5. They are not open on Sat.

Writer Stated:

1. Sorry for the concern.
2. Will doc your call here.

**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]	KNDJA723XY[REDACTED]	K477853	53,000
elle Vernon PA [REDACTED]			Dealer: PA024 C. Harper Kia	

3. Dealer has be open during business hours.
4. Sorry they are not open on Sat.
5. In know this is incontinent.

*** CASE CLOSE 06/09/2005 03:14 PM US Mountain Standard Time CDiaz
Customer will call bank if needed. Customer wanted writer to doc his comments

2/27/06
13:39:35
wad079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAFROD
8/12/00

KNDJA723XY5

In Service Date:
Model . . 42441
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
7/11/05	W PA024	19726	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	57935
7/11/05	W PA024	19705	1 01	Windshield Wiper Mot	LINK ASSY-F.WIPER	56983
6/09/05	W PA024	16263	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	56765
6/09/05	R PA024	16263	2 01		SPORTAGE OWNERS MANL	56765
6/09/05	R PA024	16263	3 01		BELT-A FRT,LH	56765
12/14/00	W PA013	47959	A 01	Door Body Side Weath	CHAN.-GLASS RUN A,LH	4167
12/14/00	W PA013	47959	B 01		VENT GRILLE, CTR	4167
12/14/00	W PA013	47959	C 01		BLOWER UNIT-W/O CORE	4167
9/25/00	W PA013	45509	A 01	Door Power Window Re	WTHSTP-DOOR,LH	1866
9/25/00	W PA013	45509	B 01		NIRING ASSY-ENG	1866
4/14/00	W 8108W	Z5381	1 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1
4/14/00	W 8108W	Z5381	2 01		MAT-FLOOR,FRT.	1

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:39:35
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
8/12/00

VIN No : KNDJA723XYE [REDACTED]

In Service Date:
Model . . 42441
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
4/14/00	P	8108W	Z5381	3 01	Spot Repair		1
4/14/00	W	8108W	Z5381	2 02		MAT-FLOOR, FRT.	1
12/30/99	W	8108W	C224411	01	INTERIOR VEHICLE DET		1

Bottom

F3-Exit

F11-Summary/Detail

**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]	K405542	60,518
Chambersburg PA		Dealer: MD006 Hagerstown Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 12/22/2004 03:58 PM US Mountain Standard Time CDiaz

Customer Stated:

1. Current concern: Window Motor and Gas Leak.
2. The dealer has fixed the window concern before.
3. We are just over the 60k and feel this should be covered.
4. We took the car to the dealer for an oil change and they told us the car has a gas leak and the window motor would have to be replaced and repaired.
5. Todd Gardner is the person that I spoke to.

Writer Stated:

1. Sorry for the concern.
2. I will doc your call here.
3. Let me call the dealer and see what is going on.

Writer called the dealer MD006 but they are closed.

Writer Stated:

1. Advised that I will contact the dealer tomorrow to review.
2. Will contact our DPSM after that and see if he wants to offer any assistance.
3. Advised that the 5/60 warranty is expired at this time.
4. Can not guarantee that the DPSM will offer any assistance above and beyond the warranty.

Customer understands.

*** PHONE LOG 12/23/2004 11:53 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer called MD006 to check service history.

Joe Stated: MD006 Service Dept.

1. Fuel leak somewhere but we did not diag due to the customer not wanting to pay the diag fee.
2. Window is inop. but we did not diag that for the same reason.
3. Every 3 to 4 thousand miles they come in for oil change with us.
4. They have not done any other services. 30 or 60k

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 12/23/2004 12:00 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer Called the customer and Stated:

1. Can you fax me any maintenance records that were not done at the dealer?
2. Did you have you 30k service done?

Customer Stated:

1. I will send you what I have.
2. I had a lot of work done to the car and am not sure if one was for the 30k service.
3. I will send all the receipts that I have.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723415 [REDACTED]	K405542	60,518
Hagersburg PA [REDACTED]		Dealer: MD006 Hagerstown Kia		

4. Most all was done at the dealer.
5. Not all was done at the dealer since they are 30 miles from us and sometimes it was hard to get there.

Writer gave case #, and fax #

*** PHONE LOG 12/23/2004 12:02 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer called Curtis Ralph but he is on vacation.

Writer called TTFredieu and left a message with case info.

1. Requested a callback to discuss.

*** NOTES 12/23/2004 02:46 PM Eastern Daylight Time KDavenport Action Type:Manager review
wtr spoke w/ Joe Service Manager for Hagerstown Kia
per Joe

1. cust is just outside the warranty
2. part was replaced back in late 2001
3. cust is asking for help

Kia will repair the window motor as a gesture of goodwill

Kia will not authorize diagnosis of gas leak because we cannot be sure it is something covered under the 5/60

wtr called cust and informed

1. will replace window motor as a gesture of goodwill
2. no authorization for the gas leak but would recommend that he check out by some one soon
3. also can't promise that anything regarding the gas leak will be handled in the same fashion
4. also strongly recommend that the 60K be performed very soon

cust states

1. thank you so much
2. we will have the dlr take care of it
3. thanks again have a great holiday

*** PHONE LOG 12/23/2004 02:12 PM US Mountain Standard Time CDiaz Action Type:Outgoing call
Writer called the customer and let her know to call me back if needed.

*** CASE CLOSE 12/23/2004 02:13 PM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** NOTES 01/07/2005 10:43 AM Eastern Daylight Time KDavenport Action Type:Manager review

wtr authorized replacement of **GAS TANK** as gesture of good will

cust authorized 60K service to be performed

cust will wait a few months to have the timing belt and drive belt replaced

2/27/06

13:39:49

wsd079

VIN No : KNDJA723415 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

5/31/01

Model . . 42422

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order# Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/07/05	W MD006	71878 1 02	Door Power Window Re	REG.POWER WINDOW,LH	60732
1/07/05	W MD006	71878 2 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	60732
1/07/05	G MD006	71878 1 03	Door Power Window Re	REG.POWER WINDOW,LH	60732
1/07/05	G MD006	71878 2 02	Fuel Tank Assy, R&R	TANK ASSY-FUEL	60732
5/29/04	W MD006	55409 1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OASS	52374
7/02/03	W MD006	33983 1 01	Hub Bearing (Front),	BRG-FRT WHEEL,OUT	40198
8/10/01	F MD006	97679 1 01	OIL BYPASS FILTER AS		6499
8/10/01	G MD006	97679 2 01	Door Power Window Re	REG.ASSY-PWR WIN,RH	6499
6/29/01	W MD006	95622 1 01	Instrument Cluster A	METER SET	3400
6/29/01	W MD006	95622 2 01	Door Power Window Re	REG.ASSY-PWR WIN,RH	3400
6/29/01	W MD006	95622 3 01		BRKT.ASSY-F.PIPE	3400
6/04/01	W MD006	94442 1 01		WIRING ASSY-RR DOOR,	740

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:39:49
wsd079
VIN No : KNDJA723415

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
5/31/01

In Service Date:

Model . . 42422
Series . SPORTAGE

<u>Repair Date</u>	<u>W</u>	<u>Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/08/01	W	MD005	88261	1 01	Battery Assy, R&R	BATTERY-SPG 99-02	20
9/12/00	W	8108W	D2550	1 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1
9/12/00	P	8108W	D2550	2 01	Spot Repair		1
9/01/00	R	8108W	P6397	1 02		SPORTAGE OWNERS MNL	1
9/01/00	R	8108W	P8106	1 01		MODE S/W ASSY	1
9/01/00	R	8108W	P8859	1 01		WTY/CA MANL, 2000MY	1
8/29/00	W	8108W	D1137	1 01	Wire Repair Time (Ma		1
8/29/00	W	8108W	D1137	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 1999 SPORTAGE 4X2 KNDJB7231X[REDACTED]	Case Number K1030967	Mileage 125,000
City, State H. Pleasant NJ [REDACTED]			Dealer : NJ008 Pine Belt Kia	

Case History

Inquiry Parts

*** PHONE LOG 10/26/2005 09:56 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. I SMELL GAS FUMES IN MY VEHICLE.
2. THE DEALER SAYS I NEED A NEW **FUEL TANK**.
3. IS THERE A RECALL ON THE **FUEL TANK**?

WRITER STATED:

1. I AM SORRY.
2. THERE IS NO RECALL ON THE **FUEL TANK**.
3. THERE IS AN OPEN RECALL (SC010) THE DEALER CAN TAKE CARE FOR YOU ANT NO COST.
4. THE VEHICLE IS OUT OF WARRANTY.

CUSTOMER STATED:

1. I WAS REAR ENDED A YEAR AGO.
2. I WILL CALL THE COMPANY WHO REPLACED THE **FUEL TANK**.
3. THANKS.

2/27/06
13:40:05
wsd079
VIN No : KNDJB7231X5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
7/20/99

In Service Date:

Model . . 42222
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
10/24/05	R	NJ008	46358	D 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	124830
10/01/04	R	NJ008	16907	B 01		BELT-A FRT, LH	104538
11/07/01	R	NJ008	37108	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	41800
7/18/01	W	NJ022	25885	1 01	Pivot Link Assy, R&R	LINK ASSY-PIVOT	35989
7/03/01	W	NJ022	25092	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	35899
10/07/00	W	NJ022	12096	1 01	Antenna Feeder, R&R	FEEDER ASSY	20634
9/12/00	W	NJ022	10791	1 01		WIRING ASSY-ENG	19725
5/19/00	W	NJ008	01332	C 01	Audio Assy, R&R	REMAN-ETR MECH W/CLK	14871
5/19/00	W	NJ008	01332	B 01	Windshield Wiper Spi	LINK ASSY-PIVOT	14871
4/20/00	W	NJ022	03825	1 01	Door Body Side Weath	CHAN.-GLASS RUN A, LH	13452
4/20/00	W	NJ022	03825	2 01	Hub Bearing (Front),	BRG-FRT WHEEL, OUT	13452
3/04/00	W	NJ022	01698	1 01	Door Body Side Weath	WTHSTP-GLASS IN., RH	10550

More...

F3=Exit

F11=Summary/Detail

2/27/06

13:40:05

wmd079

VIN No : KNDJB7231X5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

7/20/99

Model . . 42222

Series . SPORTAGE

Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
12/13/99	W	NJ022	98123	1 01	AUDIO ASSEMBLY,R&R	ETR MECH.DECK	7260
10/14/99	W	NJ022	95488	1 01	WINDOW REGULATOR,R&R	REG.ASSY-WINDOW,RH	4011
10/01/99	F	NJ022	94820	1 01	ENGINE OIL, CHANGE	FILTER,OIL	3551
10/01/99	W	NJ022	94820	2 01	OTHER PROCEDURES FOR	WIRING ASSY-FRT	3551
10/01/99	W	NJ022	94820	3 01	BATTERY,R&R	BATTERY-SPG 95-98	3551
6/07/99	W	8108W	R796221	01	COMPLETE VEHICLE DET		1
6/07/99	W	8108W	R796222	01	PARKING BRAKE,CHECK	LEVER ASSY-P/BRAKE	1
6/07/99	W	8108B	W395721	01	ROOF, BUFFING		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K422890	49,372
wiston ME [REDACTED]			Dealer: ME001 Charlie's Kia	
Case History			Complaint Survey	

SURVEY DATE : 02/03/2005
SERVICE DATE : 12/13/2004

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
POWERPUNCH - CUSTOMER STATED CUSTOMER STATED HE EXPERIENCED EXHAUST SMELL COMING FORM
HEATER DLR WASUNABLE TO DIAGNOSE ANY PROBLEM AND HE FELT LIKE HE WAS JUST AN INCONVIENCE
TO DLR HE SAID PLEASE CALL EVENING
40

Case created and dispatched to Kia Consumer Assistance Center for customer contact and assistance.

*** PHONE LOG 02/24/2005 05:00 PM HReynolds Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO MR. BELANGER
2. FOLLOWING UP WITH SURVEY

MR. BELANGER STATES:

1. NOT TOO LONG AGO DEALER CHANGED THE EXJOUST
2. I SMELL GAS FROM VENT
3. DEALER TRIED TO DUPLICATE THE PROBLEM BUT THEY COULDN'T FIND ANY PROBLEM
4. MY CAR WILL GO BACK TO KIA DEALER NEXT DAY FOR ANOTHER CONCERN
5. THEY WILL TRY TO LOOK AT MY CAR ONCE MORE
6. IT SMELLS INCONSISTENCE WAY, IT SEEMS WORSE IN COLD MORNING

WRITER STATES:

1. UPDATED
2. APOLOGY FOR SITUATION
3. ADVISED, DEALER CAN'T FIX THE CAR UNLESS THEY KNOW WHAT TO FIX
4. WRITER WILL FOLLOW UP WITH KIA DEALER WHEN YOUR CAR IS AT DEALER NEXT WEEK
5. PROVIDED CUSTOMER CASE# AND WRITER'S EXT#

*** CASE CLOSE 02/28/2005 08:00 AM HReynolds
closed pending customer call back

*** PHONE LOG 03/08/2005 08:16 AM JCook Action Type:Incoming call
Customer Stated:

- 1.Says he does not have his case number or vin#, but he spoke to Hun a little over a week ago.
- 2.Says he would like to speak with her again, because he has taken his vehicle into the dealer today as she told him to, and then he was supposed to let her know.

—Writer advised customer:

- 1.That Hun is currently on the line with another customer, but we can either leave her a message for a callback or we can call the dealer and assist him.

Customer Stated:

- 1.Says he is at work and it is hard to get hold of him.
- 2.Says he will just call Hun back, and he wanted to know her extension.

—Writer advised customer:

- 1.Advised of case number and Hun's extension.
- 2.Advised that we will let her know that he will be calling her back.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K422890	49,372
[REDACTED] winton ME [REDACTED]			Dealer: ME001 Charlie's Kia	

3. Verified all customer info.

*** PHONE LOG 03/08/2005 11:56 AM HReynolds Action Type: Incoming call

[REDACTED] STATES:

1. JUST GOT A CALL FROM KIA DEALER
2. THEY COULDN'T DUPLICATE THE PROBLEM WITH FUEL SMELL
3. THE GAS LIGHT NEVER WENT AWAY EVEN AFTER FILL UP
4. THEY SAID, SENSOR MIGHT NOT WORKING PROPERLY
5. ORDER TO DETERMINE, THEY HAD TO TAKE THE **GAS TANK** OFF THE VEHICLE THAT WASN'T ABLE TO DO THAT
6. DEALER HAS ORDER THE NEW **GAS TANK**
7. THEY FOUND NO LEAKS
8. IT'S SNOWING HERE, I WILL LEAVE THE CAR AT DEALER TODAY AND TRY TO PICK UP TOMORROW
9. CHARLIE AT DEALER TOLD ME THAT IT WILL TAKE 4 BUSINESS DAY TO GET THE PART
10. I WILL HAVE TO GO BACK TO KIA DEALER TO INSTALL NEW **GAS TANK**
11. HOPEFULLY, IT WILL RESOLVE THE ISSUE
12. GAS SMELLS BAD WHEN I FIST START THE CAR IN COLD MORNING
13. IT DOESN'T DO THAT EVERY DAY EITHER
14. DEALER GAVE ME A LOANER CAR

WRITER STATES:

1. SOUNDS LIKE DEALER IS GOING TO RIGHT DIRECTION AT THIS POINT
2. WRITER HOPES THAT IT WILL RESOLVE SOME OF THE ISSUES
3. WILL DOCUMENT YOUR CONCERN
4. WILL WAIT AND SEE IF THAT FIX THE PROBLEM
5. PLEASE GIVE US CALL BACK IF YOU STILL HAVE SAME CONCERN IN THE FUTURE

*** CASE CLOSE 03/08/2005 11:57 AM HReynolds

2/27/06
13:40:18
wsd079
VIN No : KNDJA723625

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
2/06/02

In Service Date:

Model . . 42422
Series . SPORTAGE

Repair Date	W	Dir T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
11/09/05	W	ME001	83036	1 01	Fuel Pressure Regula	PRESSURE REG.-FUEL	59374
11/01/05	W	ME001	82294	1 01	Radiator Upper Hose,	HOSE-WATER,UPPR.	59163
6/22/05	W	ME001	67379	1 01	Condenser Fan Assy,	FAN ASSY-COOLING	53892
3/24/05	W	ME001	51468	1 01	Fuel Injector Assy,	INJECTOR ASSY-FUEL	49990
3/24/05	W	ME001	51468	2 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	49990
3/24/05	W	ME001	51468	3 01		HOSE ASSY-VAC.	49990
12/13/04	W	ME001	47412	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	46049
6/07/03	W	ME001	91205	1 01	CUP HOLDER, R&R	HOLDER-CUP	22254
5/22/03	W	ME001	89852	1 01	Strut Assy, R&R, Bot	SHOCK/A-FRT.,RH	21639
1/30/03	W	ME001	79483	1 01	Radiator Assy, R&R (RADIATOR ASSY	16412
12/19/02	W	ME001	76065	1 02	Wire Harness Assy (F	WIRING ASSY-FRONT	14570
12/03/02	W	ME001	74586	1 01		WIRING ASSY-FRT	13650

More...

F3-Exit

F11-Summary/Detail

2/27/06

13:40:18

wad079

VIN No : KNDJA723625 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

2/06/02

Model . . 42422

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/24/02	W ME001	58586	1 UI	Door Power Window Re	REG-POWER WINDOW,LH	10222

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F3=Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	lndja62351[REDACTED]	K467720	58,000
[REDACTED] Alton NY [REDACTED]			Dealer: NY038 Empire Kia	

Case History

Complaint Rental Car

*** PHONE LOG 05/19/2005 08:11 AM MEstrella

Caller states: [REDACTED]-financed-to [REDACTED]

1. The power steering lines have rotted out and caused us to be stranded 30 miles from home
2. Need a veh to drive and dealer tells us that we are way over the mileage to get a rental car from KIA
3. We are with a 3 week old baby and 30 miles from home and they blame Kia for not being able to give us a rental car
4. We missed our baby's dr appt today and we live very far from the dealership and in a rural community . If the baby has an emergency-how are we going to get it to the Dr?
5. *In the past, had veh at dealer for a month for muffler, and fuel neck repairs -all that is rusted again and the zipper to the soft top is not working either- says they told the dealer these things- but they did not write those down
6. A young guy in a suit (no name) told us that we had too many miles on our car to qualify for a rental car, we do not think that is right

Writer states:

1. Advised that we apologize
2. that there is not a provision under the mfr warranty for rentals at all
3. we can call the dealer svc mgr and inquire on parts status
4. called NY038-Oneonta KIA, asked for svc mgr John Main
5. Michelle in svc says he is on vacation
6. that the customer needs power steering lines, pipes, return pipes
7. they came in on 3/17 after 3p - so parts order was placed on 3/18
8. they cannot order anything without DPSM authorization and have not called DPSM
9. she will call Glen Vetzikian and ask if they can upgrade this order to Eorder and ask about rental assist
10. writer advised her will call her back later to obtain DPSM decision

Writer advised cust:

1. we can req for upgrade to parts status and rental request -no guarantees whatsoever but can be requested
2. will call them back

*** PHONE LOG 05/19/2005 12:54 PM MEstrella Action Type:Incoming call

CALLED EMPIRE KIA ONONTA KIA

1. SPOKE TO MICHELLE

MICHELLE STATES:

1. THAT THEIR PARTS CAME IN IN PM SHIPMENT TODAY AND THEY ARE HOPING OT HAVE IT DONE TOMORROW
2. THEY WILL CALL THEM AS SOON AS IT'S DONE
3. SHE DID NOT HAVE A CHANCE TO CALL DPSM ABOUT THE RENTAL REUQUEST BUT SHE IS SURE HE MORE THAM LIKELY WILL NOT AUTH IT
4. THEY HAVE CERTAIN PARAMETERS THAT THEY GO BY IN RENTAL REQUEST W/ DPSM AND THESE CUSTS DO NOT FIT THEM

WRITER STATES:

1. SINCE PARTS ARE IN AND DEALER HOPING TO GET IT DONE TOMORROW , WILL ADVISE CUST NO RENTAL CAN BE OFFERED

MICHELLE STATES:

1. IF THEY CANNOT GET IT DONE BY TOMORROW, SHE WILL CALL DPSM THEN TO *REQUEST RENTAL ASSIST

WRITER STATES:

1. WILL CALL CUST AND ADVISE THEM OF THIS

*** PHONE LOG 05/19/2005 01:23 PM MEstrella Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 2 of 6

Last name	First name	VIN of 2001 ZDR SPORTAGE 4X	Case Number	Mileage
Walton NY		kndje623515	K467720	58,000
			Dealer: NY038 Empire Kia	

VM RECEIVED FROM GEORGE MARION STATES:
1.HAS WRITER FOUND OUT IF THEY CAN GET A RENTAL OR NOT
2.PLEASE CB

*** PHONE LOG 05/19/2005 01:26 PM MEstrella Action Type:Outgoing call
CALLED CUST NO ANSWER
1. LEFT VM TO CALL WRITER BACK
2.LEFT 800# -WRTR S EXT AND CASE#

*** PHONE LOG 05/20/2005 12:33 PM MEstrella Action Type:Outgoing call
(607) 865-8994 CALLED CUSTOMER
1 LINE RINGS BUSY

*** PHONE LOG 05/24/2005 10:12 AM MEstrella Action Type:Outgoing call
CALLED DEALER
1.ADVISED THAT CUST NEVER CALLED WRITER BACK AFTER FILING COMPLAINT
2 IS THE VEH REPAIRED AND GONE ?

JOHN MAIN SVC MGR STATES:
1.FIXED AND RELEASED ON THE 19TH MAY

*** CASE CLOSE 05/24/2005 09:14 AM MEstrella
CLOSED PENDING CB FROM CUST
CUST NEVER CALED WRITER BACK
DEALER SAYS VEH REPAIRED AND PICKED UP ON 5/19 -CLOSED PENDING CB FROM CUST IF NEEDED

*** CASE CLOSE 07/12/2005 01:49 PM US Mountain Standard Time JCook
TREAD REVIEW DONE

*** PHONE LOG 07/19/2005 08:33 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.
1. I HAVE SOME ISSUES I NEED TO GET TAKEN CARE OF.
2. THE CAR IS HAVING PROBLEMS AND THE DEALERSHIP CANNOT GIVE US A RENTAL CAR WHILE THEY FIND OUT WHAT IS WRONG.
3. WE HAVE A FOUR MONTH OLD DAUGHTER WE CANNOT DRIVE IN THE CAR BECAUSE IT IS HAVING PROBLEM WITH THE **GAS TANK**.
4. I WOULD LIKE SOME TYPE OF RENTAL ASSISTANCE FROM KIA MOTORS.
5. WE LIVE AWAY FROM THE CITY AND WE NEED A CAR TO DRIVE TO DO THINGS IN AND WE CANNOT AFFORD TO LEFT WITH OUT A CAR.

WRITER STATES.
1. I AM SORRY ABOUT THE SITUATION
2. WE CAN ASSIST YOU HOWEVER THE CAR NEEDS TO BE AT THE DEALERSHIP BEFORE WE CONSIDER ANYTHING FOR A RENTAL
3. WHEN THE CAR IS THERE I CAN CALL THEM AFTER THE DIAGNOSES IS MADE AND GO ROM THERE ABOUT TRANSPORTATION
4. GAVE NAME AND EXTENSION

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2001 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	kdjja62351 [REDACTED]	K467720	58,000
[REDACTED] Walton NY			Dealer: NY038 Empire Kia	

CUSTOMER STATES.

1. THIS IS HORRIBLE SERVICE AND I AM GOING TO TELL EVERYONE I KNOW NOT TO BUY A KIA.

*** CASE CLOSE 07/19/2005 08:34 AM US Mountain Standard Time SLarez

*** PHONE LOG 07/19/2005 12:20 PM US Mountain Standard Time ATafoya Action Type:Incoming call

[REDACTED] -Finance-to [REDACTED]

- 1.6-1-03 you put a new **GAS TANK** filler
- 2.The **GAS TANK** has a whole in it
- 3.The dlr NY038 empire Kia wanted no part of us.
- 4.My car was towed to the dlr and the dlr said they would call me by the end of the day
- 5.The part won't come in till Monday.

[REDACTED] stated:

- 1.Dealing w/Michelle and Charles Guernsey and Jeffrey Harris (hung up the phone on customer)
- 2.In may in the shop for power steering top
- Jessica gave phone back to George:
- 1.When they were fixing the winding and rust on the top Veh ended up being there for 15 days
- 2.Now it's back there and dlr won't give a loaner and tell me to call Kia
- 3.Can't I speak w/a Field rep?
- Writer stated:
- 1.Advised writer will forward to Kia f c mgr for follow-up and a case mgr will c/b w/in 72 busin hrs
- 2.field rep's ph#s only avail to svc mgr and Kia f c mgr act the public
- 3.Loaners and rentals not provision under Kia warranty and advised writer will forward for review.
- 4.rental not guaranteed to be granted
- (writer spoke w/SLarez and was instructed by SLarez to assign case to SLarez)

*** PHONE LOG 07/20/2005 04:44 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED JOHN IN SERVICE

JOHN STATES.

1. WE GOT THE CAR DIAGNOSED LAST NIGHT
2. IT IS A **GAS TANK**, IT IS RUSTED OUT.,
3. WE HAVE ORDERED THE PARTS AND I CANNOT OFFER A RENTAL, THAT IS NOT SOMETHING I HAVE.
4. I THOUGHT YOU WERE SCOTT HUBBS.

WRITER STATES.,

1. I AM GOING TO CALL THE KIA REP NOW TO SEE IF HE WANTS TO CONSIDER ANYTHING.

*** PHONE LOG 07/20/2005 04:48 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GLEN V. AND WAS DIRECTED TO SCOTT HUBBS FOR ANY C/A ISSUES.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 6

Last name	First name	VIN of 2001 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	kdja62351 [REDACTED]	K467720	58,000
[REDACTED] lton NY [REDACTED]			Dealer: NY038 Empire Kia	

*** PHONE LOG 07/21/2005 08:56 AM US Mountain Standard Time BBrown Action Type:Incoming call
CUST STATES
1 I HAVE BEEN WAITING ON A CALLBACK REGARDING A RENTAL CAR

WRITER STATES
1 I SEE YOU HAVE AN OPEN CASE BEING HANDLED BY S. LAREZ
2 S. LAREZ IS WAITING ON A RESPONSE FROM A KIA REP; AT THAT POINT IN TIME HE WILL HAVE AN ANSWER FOR YOU
3 I CAN TRANSFER YOU TO VM (CUST AGREES)

*** PHONE LOG 07/21/2005 12:38 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GLEN V.
GLEN STATES.
1. I AM NOT INCLINED TO OFFER A RENTAL FOR THIS CUSTOMER.
2. HE CAN KEEP IN CONTACT WITH THE DEALERSHIP FOR STATUS ON THE PART.

*** PHONE LOG 07/21/2005 12:39 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND COULD NOT LEAVE MESSAGE WILL TRY BACK

*** PHONE LOG 07/22/2005 11:57 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AGAIN AND COULD NOT LEAVE MESSAGE WILL TRY BACK

*** PHONE LOG 07/22/2005 01:39 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AGAIN, NO ANS. WILL CLOSE CASE, NO RENTAL PROVIDED.

*** CASE CLOSE 07/22/2005 01:39 PM US Mountain Standard Time SLarez

*** PHONE LOG 07/22/2005 03:59 PM US Mountain Standard Time BBrown Action Type:Incoming call
CUST STATES
1 I WAS SUPPOSED TO GET CALL BACK FROM SOMEONE REGARDING MY RENTAL REQUEST; I HAVE HEARD NOTHING

WRITER STATES
1 APOLOGIZED WE HAVE AN INCORRECT CONTACT NUMBER FOR CUST
2 DPSM VETZIKIAN HAS MADE HIS DECISION ON THIS CASE TO DENY RENTAL ASSISTANCE

CUST STATES
1 I DEMAND TO SPEAK W/ SOMEONE HIGHER UP IN THE CORPORATION ABOUT THIS DECISION
2 I SHOULD NOT BE PAYING FOR THIS VEH IF IT HAS BEEN AT DLR SINCE MAY BASICALLY BACK ANFD FORTH

WRITER STATES

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

Last name	First name	VIN of 2001 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	knjja623515 [REDACTED]	K467720	58,000
[REDACTED] Walton NY [REDACTED]			Dealer: NY038 Empire Kia	

1 I WILL FORWARD YOUR CASE ON TO REGIONAL OFFICE FOR FURTHER HANDLING

*** NOTES 07/22/2005 04:00 PM US Mountain Standard Time BBrown Action Type:Manager review
WRITER FORWARDING CASE TO REGION BECAUSE
1 CUST IS DEMANDING CONTACT TO DISPUTE THE DECISION OF DPSM FOR RENTAL COVERAGE

*** NOTES 07/27/2005 12:37 PM Eastern Daylight Time SHubbs Action Type:Manager review
Writer called customer
1. No Voice messaging system set up
2. Writer will attempt to contact customer w/in 24 hours

*** NOTES 07/28/2005 02:42 PM Eastern Daylight Time SHubbs Action Type:Manager review
Writer called customer
1. There is no voice messaging system set up
2. Writer will attempt to contact customer w/in 24 hours

*** PHONE LOG 07/28/2005 11:47 AM US Mountain Standard Time SLarez Action Type:Outgoing call
CUSTOMER STATES.
1. I WOULD LIKE TO SPEAK TO SCOTT HUBBS.

WRITER CALLED SCOTT HUBBS AND CONNECTED CUSTOMER TO SCOTT.

*** NOTES 07/28/2005 03:25 PM Eastern Daylight Time SHubbs Action Type:Manager review
Writer was connected through to customer
Per customer
1. I am really getting p*ssed off
2. This is the second time w/in the past 3 months that my car has been down for over 2 weeks
3. The last time I was provided a loaner vehicle but not this time
4. The Kia representative denied rental assistance this time
5. How am I supposed to get my car back to me?
6. [REDACTED] told me there is no way he can drive my car back to my house (I am 30 miles from the dealership)
7. Do you think R/S Assistance will tow my car back home for me?

Per Writer
1. I apologize for the inconvenience
2. Unfortunately rental vehicles are not provided under the terms of the warranty
3. There is nothing I can do to force the dealership to deliver your car back to your home, dealerships are independently owned & operated
4. You can certainly feel free to call R/S Assistance but I'm not sure of their policy on delivering repaired vehicles

Per customer
1. Thank you

Writer is closing case pending future contact from customer

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

Last name	First name	VIN of 2001 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	knrdja62351 [REDACTED]	K467720	58,000
[REDACTED] Walton NY			Dealer: NY038 Empire Kia	

*** CASE CLOSE 07/28/2001 03:26 PM Eastern Daylight Time SFH/hjt

2/27/06
13:40:36
wed079
VIN No : KNDJA623515

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/20/01

In Service Date:

Model . . 42411
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
7/19/05	W NY038	98887	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	59307
7/19/05	W NY038	98887	2 01	Power Window Switch	SWITCH-P/W,MAIN	59307
6/20/05	W NY038	97991	1 01	Windshield Wiper Arm	ARM-FRT WIPER	58632
6/20/05	W NY038	97991	2 01	Door Power Window Re	REG.POWER-WINDOW,LH	58632
6/20/05	W NY038	97991	3 01	Quarter Window Assy,	WINDOW ASSY, QTR RH	58632
6/20/05	W NY038	97991	4 02	Filler Neck & Fuel H	PIPE ASSY-INLET	58632
6/20/05	G NY038	97991	6 02		HINGE-BACK DOOR,UP	58632
5/16/05	W NY038	97719	1 01	Power Steering Oil P	PIPE-ASSY NO.3	58632
5/16/05	W NY038	97719	2 01	Deck Assy, R&R	DECK ASSEMBLY	58632
7/15/03	W NY038	78681	1 01	Muffler Assy (Rear),	CONV. ASSY-CAT.	34156
7/15/03	P NY038	78681	2 01			34156
7/15/03	W NY038	78681	3 01	Filler Neck & Fuel H	PIPE ASSY-INLET	34156

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:40:36
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/20/01

VIN No : KNDJA623519

Model . . 42411
Series . SPORTAGE

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/15/03	W NY038	78681	4 01	Seat Cushion Assy (R	TRIM-RR CUSHION	34156
7/15/03	P NY038	78681	2 02			34156
7/15/03	P NY038	78681	5 01			34156
4/03/02	W NY038	67614	1 01	Change Lever Boot, R	BOOT-CHANGE LEVER	16103
3/14/02	W NY038	67132	1 01		HOLDER-CUP	14738
3/14/02	W NY038	67132	2 01	Roof Cap, R&R, All	RR WINDOW ASSY	14738
3/14/02	W NY038	67132	1 02		HOLDER-CUP	14748
3/14/02	W NY038	67132	2 02	Roof Cap, R&R, All	RR WINDOW ASSY	14748
3/13/02	W NY038	67096	1 01	Tire Assy or Wheel A	WHEEL-DISC,ALUMI.	14744
3/13/02	W NY038	67096	2 01	Wheel Alignment (2Wh	ROD ASSY TIE,RH	14744
3/13/02	W NY038	67096	3 01		BRG-FRT WHEEL,OUT	14744
9/05/01	W NY038	62872	1 01		EVA & BLOWER UNIT	5278

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:40:36
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/20/01

VIN No : KNDJA623515

Model . . 42411
Series . SPORTAGE

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
6/20/01	F NY03E	60859	1 01	OIL BYPASS FILTER AS		3179
11/20/00	W 8108W	E6051	1 01	Wire Repair Time (Ma		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	ENDJA7238W5 [REDACTED]	K199834	54,000
Amelia OH	[REDACTED]		Dealer: OH007 Jeff Wylor Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/06/2003 12:33 PM US Mountain Standard Time ABegoody

Customer stated:

1. the **FUEL TANK** is leaking
2. has an extended warranty that expired on 6/30/03
3. has not taken veh to dlr for an inspection
4. is afraid to drive the veh
5. would like to know what to do

Writer stated:

1. apologized for the inconvenience
2. advised cust this veh is no longer covered under the 3/36k mile LBW or 5/60k mile PTW
3. veh is out of warranty by date
4. if the veh is inop Kia can tow cust veh to dlr but the cost of the tow will be at cust expense
5. veh will have to be taken to a Kia dlr for an inspection
6. call the dlr to make an appt
7. advised cust to call writer when the veh arrives at the dlr
8. will follow up w/the inspection results after the veh is inspected

*** CASE CLOSE 08/06/2003 12:34 PM US Mountain Standard Time ABegoody

Case closed pending cust call back.

2/27/06
13:40:53
wsd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
6/25/98

KNDJA7238W5

Model . . 42421
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/25/03	R OH007	25883	1 01		BELT-A FRT, LH	52091
5/07/02	W OH007	15050	1 01	Rocker Cover Assy an	GASKET-HEAD COVER	46477
3/28/01	W OH007	64590	1 01		SILENCER ASSY-MAIN	34222
3/28/01	W OH007	64590	2 01	Release Cable (Spare	RELEASE CABLE	34222
3/28/01	W OH007	64590	3 01	Tailgate & Trunk Lif	STAY-DAMPER ASSY, LH	34222
10/04/00	W OH007	99449	1 01		SENSOR-OXYGEN	28469
9/25/00	R OH007	95459	1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	28178
9/25/00	R OH007	95459	2 01		CAT.CONV-MANIFOLD	28178
9/25/00	W OH007	95459	3 01	Door Power Window Re	REG.ASSY-POWER, RHR	28178
9/25/00	W OH007	95459	4 01		KNOB ASSY-LOCK, LH	28178
10/21/99	R OH007	4721181	01	SC009 KNUCKLE/HUB AS	SEAL-OIL	16800
6/21/99	F OH007	4300361	01	ENGINE OIL, CHANGE	FILTER, OIL	13158

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:40:53
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
6/25/98

VIN No : KNDJA7238W5 [REDACTED]

Model . . 42421
Series . SPORTAGE

In Service Date:

Repair Date	W	Dir T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
6/21/99	W	OH007	4300362	01	OTHER PROCEDURES FOR	CHAN-GLASS RUN-CTR	13158
6/21/99	W	OH007	4300363	01	GENERATOR DRIVE BELT	BELT-V,RIBBED	13158
10/27/98	R	OH007	3695141	01	SC007 CHECK BRK LINE	PIPE-BRAKE,R.	5039
10/27/98	W	OH007	3695142	01	ROOF MOULDING,R&R,ON	MLDG-ROOF,LH	5039
10/07/98	W	OH007	3646821	01		GLASS-BACK WINDOW	4377
9/11/98	W	OH007	3584401	01		GLASS-BACK WINDOW	3045
9/11/98	W	OH007	3584402	03	HOOD LOCK, R&R	LOCK ASSY-BONNET	3045
4/21/98	W	8103W	0370751	01	FENDER(REAR),REFINIS		1
3/30/98	W	8103W	D139121	01	INTERIOR VEHICLE DET		1
3/30/98	W	8103W	D139122	01	QTR WINDOW MOULDING,	MLDG-QTR.WINDOW,LH	1

Bottom

F3=Exit

F11=Summary/Detail

**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]	KNDJA7232Y5 [REDACTED]	K1019904	53,000
WEST GREENWICH RI [REDACTED]			Dealer:	

Case History

Complaint Quality

*** PHONE LOG 09/28/2005 11:50 AM US Mountain Standard Time JWeiner
CUSTOMER STATES:

1. I TOOK MY VEHICLE TO MY MECHANIC TO HAVE IT LOOKED AT
2. I WAS HAVING A GAS SMELL
3. HE PUT IT UP FOR AN OIL CHANGE AND TO HAVE THE **GAS TANK** LOOKED AT
4. HE SAID THE **GAS TANK** HAS ROTTED
5. I THOUGHT IT WAS SOMETHING MINOR
6. IM VERY DISAPPOINTED THAT A 5 YEAR OLD VEHICLE WOULD HAVE A MAJOR PROBLEM LIKE THIS
7. WHAT CAN I DO
8. IS THERE ANYWAY I CAN BE COMPENSATED FOR THE EXPENSE IM GOING TO INCUR
9. VEHICLE IS NOT OUT OF WARRANTY BY MUCH
10. SO THE POWERTRAIN DOESNT COVER THE **GAS TANK**
11. SO MUCH FOR ME TELLING PEOPLE HOW MUCH I LOVE KIA
12. IS THERE SOMEONE ELSE I CAN TALK TO OR SOMETHING
13. WHAT IS THE ADDRESS
14. WHAT IS THE RECALL FOR
15. WHAT STICKERS
16. YOU GOT MY HOPES UP, I THOUGHT IT WAS FOR THE RECALL, I SHOULDN'T BE SO LUCKY
17. I WILL NEVER BUY ANOTHER KIA AGAIN

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WRITER WILL DOCUMENT CUSTOMER'S COMPLAINT
3. WHAT IS THE CUSTOMER REQUESTING FROM KIA
4. VEHICLE IS OUT OF THE WARRANTY
5. POWERTRAIN WARRANTY EXPIRED IN 5/05
6. **GAS TANK** IS NOT COVERED BY POWERTRAIN WARRANTY, POWERTRAIN COVERS ENGINE, AXLES AND TRANSMISSION
7. BLW COVERS **GAS TANK**, AND THAT EXPIRED 5/03, OVER 2 YEARS AGO
8. CUSTOMER CAN WRITE A LETTER TO KMA
9. PROVIDED KMA ADDRESS
10. WRITER DOES SEE THERE IS ONE OPEN RECALL ON THE VEHICLE
11. RECALL (9C017) IS FOR STICKERS TO BE PLACED INTO THE OM
12. READ RECALL LETTER TO THE CUSTOMER

*** CASE CLOSE 09/28/2005 11:51 AM US Mountain Standard Time JWeiner

2/27/06

13:41:06

wsd079

VIN No : KNDJA7232YS

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

5/06/00

Model . . 42442

Series . SPORTAGE

Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
1/10/05	W	MA012	72353	1 01	Brake Pipe (Front),	HOSE ASSY-VAC.	43348
1/10/05	R	MA012	72353	2 01		BELT-A FRT,LH	43348
9/17/04	W	MA012	59362	1 02	KNUCKLE/HUB ASS'Y R&	SUB HUB KIT#2-W/OABS	39949
8/31/04	R	MA012	57165	1 01		BELT-A FRT,LH	39934
4/29/02	W	MA012	60701	1 01	Console Lid, R&R	CONSOLE ASSY-CTR	20305
4/29/02	W	MA012	60701	2 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	20305
2/06/01	W	MA015	34803	1 01	Door Switch Assy, R&	SWITCH-DOOR	4200
5/04/00	W	MA015	25828	B 01		BATTERY-SPG 99-02	1
9/02/99	R	8108W	0285711	01		OBD II INFO LABEL	1
9/01/99	W	8108B	W610311	01	DOOR, BUFFING		1
8/23/99	W	8108W	C023551	01	INTERIOR VEHICLE DET		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name [REDACTED]	First name [REDACTED]	VIN of 2001 SPORTAGE EX 4X4 KNDJA723015 [REDACTED]	Case Number K1054987	Mileage 84,916
VICONISCO PA			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/29/2005 10:47 AM US Mountain Standard Time JWeiner

CUSTOMER STATES:

1. I TOOK MY VEHICLE TO MY HOMETOWN GARAGE
2. THEY FOUND A HOLE IN THE **GAS TANK**, IT HAS RUSTED OUT
3. THEY CAN ONLY GET THE **GAS TANK** FOR A CERTAIN DEALER
4. IM GOING TO HAVE TO PAY \$219.00 FOR THE **GAS TANK**, PLUS LABOR
5. I BOUGHT THIS VEHICLE 2 YEARS AGO
6. I DONT THINK I SHOULD HAVE TO PAY FOR THIS
7. ON ALL OF YOUR COMMERCIALS, IT STATES THAT THE VEHICLE IS CHECKED OUT THOROUGHLY
8. THE GARAGE SAID THERE SHOULD BE A RECALL ON THIS VEHICLE AND THAT KIA SHOULD PAY FOR ALL OF

THE GAS TANKS

9. I THINK KIA SHOULD HELP
10. I KNOW THAT, SO THAT MEANS I HAVE TO PAY THE BILL
11. IVE ONLY HAD THE VEHICLE FOR TWO YEARS
12. SO YOUR SAYING TOUGH \$@#\$, DRIVE ON
13. WHY CANT I GET SOME HELP WITH THIS
14. THANKS FOR ALL OF YOUR HELP
15. CUSTOMER DISCONNECTED

WRITER STATES:

1. APOLOGY FOR SITUATION
2. THE **GAS TANK** WOULD BE COVERED UNDER THE BLW, WHICH IS FOR 5YRS/60K MILES
3. THE VEHICLE WAS PURCHASED USED
4. WE DONT KNOW HOW THE PREVIOUS OWNER TREATED THE VEHICLE
5. KIA'S OBLIGATION IS TO REPAIR ANY DEFECTS IN MATERIALS OR WORKMANSHIP UNDER THE TERMS OF THE WARRANTY
6. THIS VEHICLE IS 25K MILES OUT OF WARRANTY
7. THERE ARE NO OPEN RECALLS ON THIS VEHICLE
8. WRITER DID NOT STATE
9. WRITER IS STATING THE VEHICLE IS OUT OF WARRANTY

*** CASE CLOSE 12/29/2005 10:47 AM US Mountain Standard Time JWeiner

*** PHONE LOG 01/11/2006 02:05 PM US Mountain Standard Time JWeiner Action Type:Incoming call

CUSTOMER STATES:

1. I THINK I TALKED TO YOU EARLIER
2. IM CALLING REGARDING THE SAME CONCERN
3. THEY TOLD ME TO CALL THE CORPORATE OFFICE
4. THEY SAID MAYBE YOU COULD REIMBURSE ME
5. THE LIFETIME OF THE VEHICLE IS 3YR/60K MILES
6. I HAVENT OWNED THE VEHICLE FOR 5 YEARS
7. WELL THEN IT SHOULD BE COVERED UNDER THE 10 YEAR WARRANTY
8. WHY WOULDNT IT BE
9. WELL I STILL OWE \$6,000 ON THIS HEAP OF JUNK
10. CAN I SPEAK TO SOMEONE ELSE
11. WELL I JUST WANT TO LET YOU KNOW THAT YOUR VEHICLE IS A PIECE OF JUNK
12. THANKS

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723015 [REDACTED]	K1054987	84,916
VICONISCO PA			Dealer:	

WRITER STATES:

1. APOLOGY
2. THE VEHICLE IS 25K MILES OUT OF WARRANTY
3. THE VEHICLE WOULD ALSO BE OUT OF THE WARRANTY BY TIME
4. THE WARRANTY STARTED ON 11/4/2000
5. THE WARRANTY STARTS WHEN THE VEHICLE WAS PURCHASED NEW, NOT WHEN THE CUSTOMER PURCHASED THE VEHICLE
6. THE 10 YR/100K MILE PWT WARRANTY ONLY GOES TO THE FIRST OWNER OF THE VEHICLE
7. SECONDLY, THE **GAS TANK** WOULD NOT BE COVERED UNDER THE PWT WARRANTY
8. THE PWT WARRANTY COVERS THE ENGINE, TRANSMISSION AND AXLES
9. IT DOESNT COVER THE AXLES
10. WRITER APOLOGIZES THE CUSTOMER FEELS THAT WAY
11. WRITER IS A FCM, NO ONE HERE WILL TELL THE CUSTOMER ANYTHING DIFFERENTLY

*** CASE CLOSE 01/11/2006 02:06 PM US Mountain Standard Time JWeiner

2/27/06
13:41:20
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NARAMURAB
KIAPROD

In Service Date: 11/04/00

VIN No : KNDJA723015 [REDACTED]

Model . . 42442
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/30/03	W PA040	28000	A 01	Solenoid Valve Assy,	VALVE-SOL.	44819
9/30/03	W PA040	28000	B 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	44819
5/09/03	W PA040	18938	A 01	Solenoid Valve Assy,	VALVE-SOL.	35392
5/09/03	W PA040	18938	B 01	Door Body Side Weath	CHAN.-GLASS RUN A,LH	35392
3/06/03	G PA040	14231	A 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	30759
3/25/02	W MI010	60566	1 01	Exhaust System Repos	SILENCER ASSY-MAIN	25231
7/05/01	W MD011	25069	1 01	Brake Disc Plate (Fr	DISC-PLATE	15627
7/05/01	W MD011	25069	2 01	Door Striker Assy, R	STRIKER-DOOR	15627
1/22/01	W MD011	23044	1 01	Door Body Side Weath	CHAN.-GLASS RUN A,LH	5357
1/22/01	W MD011	23044	2 01		REMOTE TRANSMTR-RKE	5357
9/20/00	W 8108W	D4801	1 01	Wire Repair Time (Ma		1
9/20/00	W 8108W	D4801	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:41:20
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

VIN No : KNDJA723015 [REDACTED]

Model . . 42442
Series . SPORTAGE

In Service Date: 11/04/00

<u>Repair Date</u>	<u>W</u>	<u>Dlr No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/20/00	P	8108W	D4801	3	01 Spot Repair		1
9/01/00	R	8108W	P7329	1	01	SPORTAGE OWNERS MNL	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA7238Y5 [REDACTED]	K203061	24,600
Naples NY [REDACTED]		Dealer: NY023 Dorschel Kia		

*** CASE CLOSE 08/13/2003 09:20 AM US Mountain Standard Time SCook
Advised warranty expired. Closed pending contact.

2/27/06

13:41:35

wsd079

VIN No : KNDJA7238Y5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

Model . . 42441

Series . SPORTAGE

In Service Date:

NAKANURAB

KIAPHOD

4/19/00

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
1/13/05	R NY059	61421	1 01		SPORTAGE OWNERS MANL	32522
1/13/05	R NY059	61421	2 01		BELT-A FRT,LH	32522
1/13/05	W NY059	61421	3 01	Oil Seal (Side Housi	SEAL-OIL	32522
4/17/03	W NY023	60402	1 01	Strut Assy, R&R, Bot	SHOCK ABSORBER-FRT.	23498
3/19/03	W NY023	53763	1 01	Vacuum Pipe, R&R	HOSE ASSY-VAC.	230036
3/04/03	W NY023	50291	1 01	Cooling Unit Resisto	BLOWER MOTOR ASSY	22788
1/15/03	W NY023	38762	1 01	Inner Oil Seal, R&R,	SEAL-OIL	21578
11/01/02	W NY023	25115	1 01	KNUCKLE/HUB ASS'Y R&	KNKLE & SHAFT W/OABS	19947
12/14/99	W 8108W	Z024341	01	OTHER PROCEDURES FOR	LEVER ASSY-P/BRAKR	1
12/03/99	R 8108W	0315321	01	PUP72 REPL CENTER PA	PANEL ASSY-CTR	1
11/04/99	W 8108W	C005441	01	INTERIOR VEHICLE DET		1

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F3=Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
WARWICK		KNDJA7231Y	K1023689	49,254
Dealer: R1001 Tom Ricci's Norwood Kin				Inquiry Rental Veh &

Case History

*** PHONE LOG 10/07/2005 06:23 AM US Mountain Standard Time ERuiz

CALLER STATED

1. MY WARRANTY EXPIRED ON JULY.
2. JUST LAST WEEK THE **FUEL TANK** WAS LEAKING.
3. THEY HAD TO REPLACE THE **FUEL TANK**, THE FUEL PRESSURE SENSOR AND THE FUEL MODULE.
4. THE CAR WHEN IN ON 9/24
5. WE END UP PAYING \$1082.12.
6. THE DEALER KEPT IT UNTIL THEY GOT THE PART
7. I KNOW THE WARRANTY WAS GOOD FOR 360, HOWEVER, THIS SHOULD OF NOT HAPPENED.
8. I WOULD LIKE TO KNOW IF THERE IS ANYTHING THAT CAN BE DONE.
9. THERE IS NOT RUST ON THE VEHICLE AT ALL, WHY WOULD THE **FUEL TANK** RUST.
10. THE DEALER SAID THAT THERE IS SOME KIND OF FAULTY DESIGN ON THE **FUEL TANK**.
11. I WAS WONDERING IF ANYTHING CAN BE DONE ABOUT IT. ANY ASSISTANCE WILL BE APPRECIATED.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO LOOK INTO AND FORWARD HIS REQUEST TO THE APPROPRIATE PERSONA.
3. ASSISTANCE IS NOT GUARANTEE, AND CUSTOMER UNDERSTANDS.
4. CUSTOMER THANKED WRT FOR THE ASSISTANCE.

4019213227

*** PHONE LOG 10/07/2005 09:07 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED R1001.
2. SPOKE TO PAT IN SVC.
3. SHE STATED:
 - a) WE FOUND THE FUEL PRESSURE AND THE FUEL MODULE WAS CORRODED AN LEAKING.
 - b) REPLACED THE **FUEL TANK** AND MODULE.
 - c) THE TICKET WAS CLOSED ON 9/24 , AND SHE PAID \$11865, INCLUDING AN OIL CHANGE.
4. WRT THANKED PAT FOR THE INFO.

*** PHONE LOG 10/07/2005 09:14 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, KEN DOMINGUES.
2. WRT EXPLAINED ALL THE PERTINENT INFO ABOUT THE CASE AND CUSTOMER'S REQUEST.
3. HE STATED:
 - a) I AM HERE AT R1001.
 - b) LET ME LOOK INTO IT AND I'LL GIVE YOU A CALL BACK.
3. WRT THANKED KEN FOR HIS ASSISTANCE.

*** PHONE LOG 10/10/2005 11:22 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, KEN DOMINGUES.
2. DPSM'S WILL BE OUT OF THE OFFICE UNTIL 10/12.
3. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
 - a) CUSTOMER IS LOOKING FOR REIMBURSEMENT.
 - b) VEHICLE'S WARRANTY EXPIRED ON 7/16/05.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7231Y[REDACTED]	K1023689	49,254
[REDACTED] ARWIC R [REDACTED]			Dealer: R1001 Tom Ricci's Norwood Kia	

FUEL MODULE REPLACED 49K MILES.

- d) WRT TALKED TO DPSM KEN DOMINGUES, DPSM TO SPEAK TO THE DEALER ABOUT THE SVC.
- e) WRT RECEIVED NO RESPONSE FROM DPSM AFTER 24HRS.
- f) PLEASE READ THROUGH THE CASE NOTES AND FOLLOW UP W/ THE CUSTOMER.

*** NOTES 10/13/2005 03:29 PM Eastern Daylight Time TAtwell Action Type:Manager review
WRITER STATES:

1. TEMP (BRIAN) CONTACTED CUSTOMER
 2. CUSTOMER VOCEMAIL PICKED UP
 3. CUSTOMER RETURNED CALL TO ANALYST LATER THAT AFTERNOON
 4. CUSTOMER INDICATES VEHICLE **FUEL TANK** ROTTED OUT AT 49K MILES
 5. VEHICLE IS CURRENTLY OUT OF WARRANTY BY YEARS
 6. CUSTOMER REQUESTING ASSISTANCE WITH **FUEL TANK** REPLACEMENT
 7. ANALYST SENDING CUSTOMER "CUSTOMER ASSITANCE REQUEST FORM" TODAY
 8. WILL GET BACK TO CUSTOMER WITH DPSM DECISION AFTER DOCUMENTS ARE RETURNED AND REVIEWED
- CASE CLOSED PENDING RECEIPT OF CUSTOMER DOCUMENTS

*** CASE CLOSE 10/20/2005 07:22 AM Eastern Daylight Time TAtwell

*** NOTES 10/23/2005 07:39 AM Eastern Daylight Time TAtwell Action Type:Manager review
WRITER STATES:

1. RECEIVED COPY OF PAPERWORK FROM CUSTOMER
2. SENT TO DPSM FOR REVIEW
3. WILL CONTACT CUSTOMER WITH DECISION ONCE DPSM HAS MADE DETERMINATION

CASE CLOSED PENDING DPSM DECISION

*** CASE CLOSE 10/23/2005 07:39 AM Eastern Daylight Time TAtwell

*** EMAIL OUT TAtwell Action Type:External email Send to:[Airoldi, Gary;]Gary,

Just an FYI... we still need to provide answer for this customer.

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

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2/27/06
13:41:46
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
7/16/00

VIN No : KNDJA7231Y5 [REDACTED]

Model . . 42441
Series . SPORTAGE

In Service Date:

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
9/24/05	R RI001	27895	3 01		SPORTAGE OWNERS MANL	49254
8/03/04	W RI001	92152	2 01	Catalytic Converter	PIPE & CAT CONV ASSY	37224
7/15/04	W RI001	90401	4 01	Door Power Window Re	W/REG.POWER-RR., LH	36764
10/25/03	W RI001	68038	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	31025
10/25/03	W RI001	68038	2 01	Brake Disc Plate (Fr	DISC-PLATE	31025
3/14/03	W RI001	48430	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	24116
10/24/01	W RI001	11031	1 01	Audio Assy, R&R	BTR MECH.DECK	12545
10/24/01	W RI001	11031	2 01		SILENCER ASSY-MAIN	12545
6/02/00	W 8108W	Z0581	5 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1
6/02/00	P 8108W	Z0581	6 01	Spot Repair		1
6/02/00	W 8108W	Z0581	7 01		TRIM-F.DOOR, RH	1
6/02/00	W 8108W	Z0582	5 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:41:46
wsd079
VIN No : KNDJA7231Y5 [REDACTED]

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 7/16/00

Model . . 42441
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order# Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
6/02/00	P 8108W	Z0582 6 01	Spot Repair		1
6/02/00	W 8108W	Z0582 7 01		CONSOLE-FRT.	1
6/02/00	W 8108W	Z0581 7 03		TRIM-F.DOOR,RH	1
6/01/00	W 8108W	Z0417 5 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1
1/06/00	W 8108W	C227841 01	INTERIOR VEHICLE DET		1

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F3-Exit

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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]	K187052	28,000
[REDACTED] Hampton NH [REDACTED]			Dealer: NH008 Tilton Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/08/2003 12:15 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. ON THE **GAS TANK**, THE PRESSURE FITTING FOR THE GAS CAP IS CRACKED AND LEAKING.
2. I NEED TO GET IT FIXED.

WRITER STATES.

1. HAVE YOU HAD IT DIAGNOSED BY THE DEALERSHIP

CUSTOMER STATES.

1. I KNOW WHAT IS WRONG WITH IT.

WRITER STATES.

1. THE CAR WOULD BE OUT OF WARRANTY FOR THIS PARTICULAR PROBLEM.
2. IF YOU FEEL YOU KNOW WHAT THE SITUATION IS THEN BY ALL MEANS REPAIR IT.
3. THE WARRANTY YOU HAVE ON THE CAR IS EXPIRED FOR THIS PART, YOU STILL HAVE THE POWER TRAIN WARRANTY THAT COVERS THE INTERNAL PARTS FOR THE ENGINE, TRANSMISSIONS, AND AXLES.
4. THIS WOULD NOT BE A WARRANTABLE CONCERN.
5. IF YOU WANT IT TO BE CONSIDERED IT WOULD HAVE TO GO TO A KIA DEALERSHIP

CUSTOMER STATES.

1. SO I AM JUST SUPPOSED TO DRIVE AROUND AND LET THE CAR BLOW UP.
2. YOU KNOW THAT IS WHAT WILL HAPPEN

WRITER STATES.

1. IF THE CAR IS LEAKING GAS AND YOU COME ACROSS SOMETHING THAT CAN LIGHT IT, YOUR RIGHT, IT WILL BLOW.
2. YOU KNOW THERE IS A PROBLEM AND I WOULD RECOMMEND GETTING IT TOWED OR FIXING THE PROBLEM BEFORE YOU CONTINUE TO DRIVE IT.

CUSTOMER STATES.

1. I KNOW I WILL NEVER BUY ANOTHER KIA AGAIN.

WRITER STATES.

1. I AM SORRY.

*** CASE CLOSE 07/08/2003 12:16 PM US Mountain Standard Time SLarez

2/27/06
13:41:58
wsd079
VIN No : KNDJA7238YE

Warranty Service Department
WARRANTY HISTORY INQUIRY
Model . . 42442
Series . SPORTAGE

NAKAMURAB
KIAPROD
In Service Date: 3/21/00

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
1/17/06	R NH008	91774	1 01		BELT-A FRT,LH	54552
6/01/04	W NH008	60436	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	39093
7/09/03	D NH008	44221	2 01	Inner Oil Seal, R&R,	SEAL-OIL	28594
7/09/03	G NH008	44221	3 02		TANK ASSY-FUEL	28594
8/22/01	W NH008	G0167	1 01	Door Window Regulator	W/REG.POWER-FRT.,RH	13247
8/22/01	W NH008	G0167	2 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	13247
5/18/01	W NH008	F7572	1 01		CONTROLLER-LOCK,RH	10917
4/19/01	W NH008	02424	2 01		RUBBER-HANGER	10085
6/23/00	F NH008	57937	1 01	OIL BYPASS FILTER AS		3153
3/30/00	W NH008	80410	1 01		BODY CLADDING-FRT,LH	307
11/29/99	W NH008	17266	1 01	BATTERY,R&R	ALTERNATOR	10
10/20/99	W 8108W	R97588	1 01	FUEL INJECTOR(S),R&R	PRESSURE REG.-FUEL	1

More...

F3=Exit

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2/27/06

13:41:58

wsd079

VIN No : KNDJA7238Y5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

3/21/00

Model . . 42442

Series . . SPORTAGE

<u>Repair Date</u>	<u>W</u>	<u>Dir</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/20/99	W	8108W	R975882	01	BATTERY,R&K	BATTERY-SPG 99-02	1
10/06/99	W	8108W	C123341	01	INTERIOR VEHICLE DET		1

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F11-Summary/Detail

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
██████████	██████████	KNDJA723515██████████	K415505	43,000
Norwalk CT ██████████			Dealer: CTO01 Action Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/19/2005 07:23 AM SLarez

CUSTOMER STATES.

1. I HAVE HAD SOME PROBLEMS WITH THE CAR.
2. WE ARE GETTING A GAS SMELL COMING FROM THE CAR.
3. WE TOOK THE CAR TO THE DEALERSHIP, KIA OF STAMFORD, AND THEY DID NOT FIX IT.
4. THEY ADVISED THE FUEL INJECTION WAS THE PROBLEM HOWEVER THE GAS SMELL IS STILL THERE AND IT IS STRONGER THIS TIME.
5. I HAVE A KID I DRIVE AROUND IN THAT CAR AND I DO NOT WANT HER TO GET SICK.
6. WHAT CAN I DO.
7. I CALLED THEM THIS MORNING AND I AM GOING TO TAKE THE CAR TOMORROW.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. IF YOU FEEL UNSAFE IN THE CAR I WOULD RECOMMEND NOT DRIVING IT UNTIL THE DEALERSHIP CAN LOOK AT IT.
- 3.

*** PHONE LOG 01/19/2005 08:41 AM SLarez Action Type:Incoming call

WRITER ALSO STATED

3. IF YOU WOULD LIKE TO CALL ME WHEN THE CAR IS THERE I CAN CALL THEM FOR YOU.
4. WE HAVE THE ABILITY TO INVOLVE OTHER RESOURCES TO GET THE CAR FIXED IF THE DEALERSHIP IS HAVING PROBLEM.

*** CASE CLOSE 01/19/2005 08:42 AM SLarez

*** PHONE LOG 01/24/2005 06:53 AM SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I HAVE NOT TAKEN THE CAR TO THE DEALERSHIP AS OF YET.
2. I AM SCARED TO DRIVE IT BECAUSE OF THE GAS SMELL.

WRITER STATES.

1. TRANSFERRED TO TOWING.
2. I WILL GIVE THEM A CALL LATER ON.

*** PHONE LOG 01/24/2005 02:40 PM SLarez Action Type:Outgoing call

WRITER CALLED DEALERSHIP AND LEFT MESSAGE FOR SERVICE MGR TO RETURN CALL

*** PHONE LOG 01/24/2005 02:55 PM SLarez Action Type:Incoming call

CHAD FROM DEALERSHIP CALLED IN

1. CLIPS WERE PUT ON THE INJECTOR A FEW WEEKS AGO
2. WE THOUGHT THAT TOOK CARE OF IT BUT THE CAR IS BACK IN HERE.
3. WE HAVE NOT CHECKED IT OUT YET BUT WHEN I DO I CAN CALL YOU BACK.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
Norwalk CT		KNDJA72351	K415505	43,000
			Dealer: CT001 Action Kia	

*** PHONE LOG 01/27/2005 06:38 AM SLarez Action Type:Incoming call
WRITER CALLED DEALERSHIP, MIKE

1. WE FOUND THE NUMBER FOUR INJECTOR HAD A BAD CLIP
2. WE PUT THE NEW CLIP ON AND DROVE IT AND NO PROBLEMS.
3. REPLACED A COUPLE OF INJECTORS BEFORE AND WE CHECKED ALL OF THE OTHER ONES AND EVERYTHING IS FINE.
4. SHE CALLED AGAIN AND SAID SHE WENT ON A TRIP AND WHEN SHE GOT BACK SHE STILL SMELLED THE GAS.
5. WE ARE GOING TO BE GETTING THE CAR BACK AGAIN.

*** PHONE LOG 01/27/2005 06:45 AM SLarez Action Type:Incoming call
WRITER CALLED ROB DAMERON
ROB STATES.

1. THE FUEL RAIL HOSE FROM THE INJECTORS HAVE CLAMPS ON IT THAT ALLOW GAS TO SEEP THROUGH.
2. THEY CAN REPLACE THE CLIPS BUT A LOT OF THE TIMES THEY WILL HAVE TO REPLACE THE HOSES
3. THE BAD THING ABOUT THAT IS THE HOSES ARE ON BACK ORDER.
4. I KNOW I SAW A TSB, INTERNAL MEMO, OR SOMETHING ON THIS PARTICULAR CONCERN BUT THEY NEED TO GET A HOLD OF TECH LINE.

WRITER STATES.

1. I WILL ADVISE THEM TO CALL TECH LINE AND WHAT YOU TOLD ME AND I WILL ALSO TELL THEM TO CALL YOU.

*** PHONE LOG 01/27/2005 06:49 AM SLarez Action Type:Incoming call
WRITER CALLED MIKE BACK AND REITERATED REPAIR SUGGESTION FROM DPSM

1. I WOULD RECOMMEND HAVING YOUR TECH CLAL HIM DIRECT OR CALL THE TECH LINE DIRECT.

MIKE STATES.

1. I WILL DO THAT. THANKY YOU.

*** PHONE LOG 01/27/2005 06:51 AM SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER AND LEFT MESSAGE
WRITER STATES.

1. I SPOKE TO THE KIA REP ABOUT THE SITUATION AND HE GAVE ME SOME INFORMATION WITH REGARDS TO THE REPAIR.
2. I RELAYED THAT TO THE DEALERSHIP AND I TOLD THEM TO CALL TECH LINE AND ALSO OUR KIA REP WHEN YOUR CAR GOES BACK
3. THEY TOLD ME THEY REPLACED A CLAMP BUT YOU STILL SMELLED THE GAS AFTER YOU WENT ON A TRIP.
4. GET THE CAR BACK OVER THERE SO THEY CAN GET OUR KIA REP WHEN THE CAR IS THERE.
5. LEFT NAME AND EXTENSION

*** CASE CLOSE 01/27/2005 06:52 AM SLarez

**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]	KNDJA723515 [REDACTED]	K415505	43,000
[REDACTED] Norwalk CT [REDACTED]			Dealer: CT001 Action Kia	

*** PHONE LOG 01/28/2005 07:04 AM ERuiz Action Type:Incoming call

CALLER STATED

1. THE CAR IS AT THE DEALER.
2. IT HAS BEEN THERE SINCE YESTERDAY AT 10:00 AM.
3. THE CAR STILL SMELLS LIKE GAS.
4. I WOULD LIKE TO INQUIRE MORE INFO ABOUT THE LEMON LAW.
5. WHAT OTHER OPTIONS DO I HAVE?

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. MIKE IN SVC WAS SUGGESTED TO CONTACT THE FIELD REP FOR MORE INFO AND POSSIBLE ASSISTANCE.
4. WRT IS NOT ON THE POSITION TO DISCUSS ABOUT THE LEMON LAW.
5. WRT REFERRED THE CUSTOMER TO THE WCIM.
6. CUSTOMER THANKED WRT FOR THE INFO.

*** PHONE LOG 01/28/2005 07:21 AM ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED CT015.
2. SPOKE TO MIKE IN SVC.
3. HE STATED:
 - a) I TALKED TO STEVE ABOUT IT.
 - b) HE'S BEEN TALKING TO ROB DAMERON.
 - c) ROB CALLED ME AND SUGGESTED TO DO THE TSB.
 - d) THERE IS NO SIGNS OF LEAKS ANYWHERE.
 - e) THE FIRST TIME THE CUSTOMER BOUGHT IT IN WE FOUND A COUPLE LEAKING INJECTOR #3 AND 4
 - f) THE SECOND TIME WE FOUND A LOSE CLIP ON # 4 INJECTOR.
 - g) THIS TIME THERE IS NO SIGNS OF FUEL LEAK, BUT MY TECHNICIAN IS CURRENTLY WORKING ON THE TSB.
 - h) HOPEFULLY, WE'LL HAVE THE VEHICLE READY THIS AFTERNOON
4. WRT THANKED MIKE FOR THE INFO.

*** PHONE LOG 01/28/2005 07:34 AM ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, ROB DAMERON.
2. ROB WAS NOT AVAILABLE.
3. WRT LEFT A MESSAGE EXPLAINING ALL THE PERTINENT INFO ABOUT THE CASE.
4. WRT ADVISED ROB THAT THE CASE WILL BE DISPATCH TO THE REGION FOR VISIBILITY BECAUSE
 - a) THIRD ATTEMPT TO REPAIR THE FUEL LEAK.
 - b) CUSTOMER WILL BE LOOKING INTO THE LEMON LAW.
5. WRT CC CASE DETAILS TO ROB DAMERON.

*** EMAIL OUT ERuiz Action Type:External email

Send to:[rdameron@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

**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]	KNDJA723515 [REDACTED]	K415505	43,000
Merwalk CT	[REDACTED]		Dealer: CT001 Action Kin	

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*** FORWARD 01/28/2005 10:25 AM Pacific Daylight Time DNealis

*** NOTES 01/31/2005 11:07 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

1. Writer left a voicemail
2. Writer left contact information
3. Writer will attempt to contact customer w/in 24 hours

*** NOTES 02/02/2005 04:04 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called Mike @ CT015

1. Writer left a voicemail
2. Writer left contact information
3. Writer requested a c/b from Mike to check status of vehicle

Mike @ CT015 called back writer

1. Mike left a voicemail

Per Mike

- a. We found that the problem was the hoses going to the fuel rail
- b. We saw no physical signs of gas leakage
- c. We've ran the vehicle for 2 days now and put quite a few miles on it
- d. Including myself, 4 guys here at CT015 have driven this vehicle
- e. We contacted [REDACTED] to come in and test drive-vehicle
- f. She agreed to come in & we will test drive with her

Writer called customer

1. Writer left a voicemail
2. Writer left contact information
3. Writer will attempt to contact customer w/in 24 hours

*** NOTES 02/03/2005 02:09 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

1. Writer left a voicemail
2. Writer left contact information
3. Writer is closing case at this time based on 3 contact attempts

*** CASE CLOSE 02/03/2005 02:14 PM Eastern Daylight Time SHubbs

**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]	KNDJA723515 [REDACTED]	K415505	43,000
Norwalk CT [REDACTED]			Dealer: CT001 Action Kia	

*** PHONE LOG 03/22/2005 12:08 PM ERuiz Action Type:Incoming call

CALLER STATED

1. MY CAR STILL SMELLS LIKE GAS.
2. NOW THE DEALER IS TELLING US THAT THE CAR NEEDS A TUNE UP.
3. I DONT BELIEVE SO, BECAUSE THE CAR HAS BEEN LIKE THIS SINCE LAST YEAR.
4. WHAT IS KIA GOING TO DO IF THE PROBLEM CONTINUES, ONCE THEY DO THE TUNE UP.
5. WHAT IS THIS NUMBER GOOD FOR?
6. LAST MONTH SOMEONE CALLED US FROM KIA AND LEFT US TWO MESSAGES.
7. MY HUSBAND WORKS LATE AND HE WASNT ABLE TO RETURN THE CALLS.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. IT'S RECOMMENDED FOR THE CUSTOMER TO KEEP UP W/ THE VEHICLE'S MAINTENANCE.
3. KIA WILL CONTINUE TO STAND BEHIND THE TERMS OF THE WARRANTY.
4. KIA'S REGIONAL OFFICE ATTEMPTED TO CONTACT THE CUSTOMER LAST MONTH.
5. WRT ADVISED THE CUSTOMER TO CALL THE REGIONAL OFFICE FOR MORE INFO.
6. WRT GAVE THE CUSTOMER THE REGIONALS' 800#.

*** CASE CLOSE 03/22/2005 12:09 PM ERuiz

*** PHONE LOG 04/25/2005 06:44 AM ERuiz Action Type:Incoming call

CALLER STATED

1. I AM STILL HAVING THE SAME STRONG FUEL SMELL COMING OUT FROM THE TALE PIPE.
2. I HAVE LEFT SEVERAL MESSAGES AT THE NUMBER YOU GAVE ME, (800) 225-3193, AND NO ONE RETURNS MY CALLS.
3. THE DEALER SAID THAT THEY ALSO LEFT SEVERAL MASSAGES TO SOME KIND OF KIA MGR, AND HE'S NOT RETURNING THE CALLS EITHER.
4. THE DEALER CANNOT SEE MY CAR UNTIL THEY HEAR BACK FROM THE KIA MGR.
5. MEANWHILE, THE FUEL SMELL IS GETTING WORSE.
6. I DONT KNOW WHAT ELSE TO DO.

WRITER STATED

1. WRT WILL CALL THE DEALER TO FIND OUT WHO ARE THEY WAITING A CALL FROM.
2. WRT SUGGEST THE CUSTOMER TO TAKE IT BACK IN FOR SVC, ONCE THE DEALER IS ABLE TO GET A RESPONSE FROM KIA.
3. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
4. CUSTOMER WOULD LIKE TO BE REACH AT (203) 952-5188.
5. CUSTOMER THANKED WRT FOR THE INFO.

*** PHONE LOG 04/25/2005 09:35 AM ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED CT015.
2. SPOKE TO MIKE IN SVC.
3. HE STATED:
 - a) THE CUSTOMER HAS BEEN HERE NUMEROUS TIMES.
 - b) THE FIRST TIME WE REPLACE THE FUEL INJECTORS AND THE FUEL RAIL.
 - c) THE CUSTOMER BROUGHT IT BACK SAYING THAT SHE COULD SMELL THE GAS COMING FROM THE EXHAUST LINE.

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]	KNDJA723515 [REDACTED]	K415505	43,000
Norwalk CT			Dealer: CT001 Action Kia	

- d) WE EVEN CALLED THE TECH LINE AND OUR FIELD REP.
 - e) WE ALSO TALKED TO A FIELD ENGINEER ABOUT IT.
 - f) WE HAVE NOT BEEN ABLE TO SMELL ANYTHING.
 - g) THE CUSTOMER EVEN SAID THAT SHE CAN SMELL THE GAS, WHEN SHE REFUELS THE VEHICLE.
 - h) WE HAD HER BRING THE VEHICLE IN W/ AN EMPTY **GAS TANK** AND I SENT TWO OF MY TECHNICIAN FILLED UP THE TANK AND NON OF THEM COULD SMELL IT.
 - i) TECH LINE AND DPSM SAID THAT THERE IS NOTHING THAT CAN BE DONE, IF WE'RE NOT ABLE TO SMELL IT.
 - j) THE DPSM EVEN SAID THAT MAYBE THE CUSTOMER IS EXTRA SENSITIVE AND MAY BE THINKING THERE IS A FUEL SMELL WHEN THERE IS ONLY EXHAUST FUMES COMING FROM THE TALE PIPE
4. WRT THANKED MIKE FOR THE INFO.

*** PHONE LOG 04/25/2005 09:56 AM ERutz Action Type:Outgoing call

WRITER STATED

- 1. WRT CALLED [REDACTED]
- 2. WRT EXPLAINED TO THE CUSTOMER ALL THE PERTINENT INFO ABOUT WRT'S CONVERSATION W/ MIKE IN SVC.
- 3.. WRT ADVISED THE CUSTOMER TO TAKE IT TO ANOTHER KIA DEALER FOR A SECOND INSPECTION, IF NOT SATISFIED W/ THE DEALER'S RESPONSE.
- 4. CUSTOMER STATED:
 - a) WHAT ABOUT IF I TAKE IT TO ANOTHER DEALER.
 - b) AND THEY ARE NOT ABLE TO DUPLICATE THE PROBLEM EITHER.
- 5. KIA CAN ONLY WORK ON DUPLICATED CONCERNS.
- 6. HOWEVER, WRT ADVISED HER TO CALL BACK ONCE THE DEALER IS ABLE TO FIND ANYTHING DIFFERENT

*** CASE CLOSE 04/25/2005 09:58 AM ERutz

*** PHONE LOG 09/09/2005 06:53 AM US Mountala Standard Time SLarez Action Type:Outgoing call
CUSTOMER STATES.

- 1. THE CAR IS NOT RUNNING RIGHT AND I DO NOT WANT TO DRIVE THE CAR.
- 2. I NEED TO GET THE CAR TOWED TO THE DEALERSHIP IN NEWTON.
- 3. SOMETIMES YOU CAN STILL SMELL GAS IN THE CAR.
- 4. I WANTED TO KNOW IF I CAN TOW THE CAR AND THEN GET IT BROUGHT BACK TO ME WHEN I AM DONE.

WRITER STATES.

- 1. I AM SORRY ABOUT THE SITUATION, I CAN GET YOU TO R/A
- 2. YOU MAY GET THE CAR TOWED AND CALL US BACK WHEN THE CAR IS THERE TO SEE WHAT WE CAN DO AS FAR AS THE REPAIR GOES.
- 3. THE R/A WILL TOW IT BUT NOT TAKE IT BACK TO YOU.

CUSTOMER STATES.

- 1. I WILL CALL BACK, LET ME CALL THE DEALERSHIP FIRST TO MAKE THE APPOINTMENT.

**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]	KNDJA723515 [REDACTED]	K415505	43,000
Norwalk CT [REDACTED]			Dealer: CT001 Action Kia	

*** CASE CLOSE 09/09/2005 06:53 AM US Mountain Standard Time SLarez

*** PHONE LOG 10/31/2005 08:37 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. THE CAR WAS TAKING CARE OF WHEN WE LAST SPOKE BUT IT IS HAVING THE SAME PROBLEM.
2. CAN KIA TRADE ME OUT OF THE CAR.
3. THE CAR DOES NOT SEEM TO GET FIXED NO MATTER HOW MANY TIMES WE TAKE THE CAR FOR THE CONCERN.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I WOULD RECOMMEND REVIEWING YOUR STATE LAWS FOR BEING TRADED OUT OF THE CAR BY KIA.
3. WE ARE HERE TO FIX THE CAR AND HONOR THE WARRANTY
4. I CAN ASSIST YOU THE SAME WAY I OFFERED LAST TIME, THE CAR NEEDS TO BE AT THE DEALERSHIP TO INVOLVE THE RIGHT RESOURCES.

*** CASE CLOSE 10/31/2005 08:38 AM US Mountain Standard Time SLarez

*** NOTES 11/02/2005 10:05 AM Eastern Daylight Time LSantino Action Type:Manager review
11/01/05-REC'D CCF FROM THE BBB WHICH STATES:

- 1) GAS SMELL
 - 2) INJECTORS LEAKING
- CC: SH

*** NOTES 11/04/2005 10:31 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

1. Left a voicemail & provided contact information
2. Requested a call back
3. Will attempt to contact customer w/in 24 business hours

*** NOTES 11/04/2005 10:56 AM Eastern Daylight Time SHubbs Action Type:Manager review

Customer called writer back (spoke w/ wife)

1. Customer repeated same information as above
2. Customer advised writer that they have an appointment scheduled for next Tuesday, November 8, 2005 at CT001
3. Writer advised customer that writer will call CT001 to make sure they follow up w/ Kia Motors in regards to repairs
4. Customer thanked writer for follow up

Writer called CT001, spoke w/ Greg in service

1. Writer inquired about scheduled appt.
2. Greg verified customer appt. for 11-08-05
3. Writer advised Greg to keep Kia in the loop w/ repairs & to call the Eastern Region if CT001 runs into any issues repairing

**Kia Motors America
Consumer Affairs Department**

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Last Name [REDACTED]	First Name [REDACTED]	VIN of 2001 SPORTAGE EX 4X4 KNDJA723515 [REDACTED]	Case Number K415505	Mileage 43,000
City Norwalk CT			Dealer: CT001 Action Kia	

4. Greg agreed with plan of action .

- Writer is closing case pending CT001 contacting Region for repair assistance

*** CASE CLOSE 11/04/2005 11:05 AM Eastern Daylight Time SHubbs

*** PHONE LOG 11/08/2005 08:30 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUST STATES
1 IM CALLING TO LET YOU KNOW THAT THE VEH AT THE DLR

WRITER STATES
1 I SEE THAT S HUBBS WILL BE IN COMMUNICATION WITH THE DLR ON THE REPAIRS

CUST STATES
1 CAN I HAVE HIS NUMBER

WRITER STATES
1 PROVIDED NUMBER TO S HUBBS AND EXT

CUST THANKED WRITER

*** CASE CLOSE 11/08/2005 08:31 AM US Mountain Standard Time YLabarca

*** PHONE LOG 12/06/2005 04:26 PM US Mountain Standard Time TMorales Action Type:Incoming call
Cust stated:
1. I have been trying to contact S Hubbs but he is not returning my messages

Writer advised;
1. Apologized for the problem
2. provided ERCA office number; ask for S Hubbs
3. Will call him too and advise cust is looking for contact

Cust stated:
1. Ok thanks

*** PHONE LOG 12/06/2005 04:31 PM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called ERCAA S Hubbs and lvm stating:
1. Reviewed case number and summarized details
2. Cust is looking for contact from you regarding her BBB filing
3. Verified writer contact info; anything for writer please call back

*** PHONE LOG 12/06/2005 04:32 PM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called ERCAA S Hubbs and lvm stating:

**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]	KNDJA72351 [REDACTED]	K415505	43,000
Norwalk CT [REDACTED]			Dealer: CT001 Action Kin	

*** CASE CLOSE 12/06/2005 04:32 PM US Mountain Standard Time TMeralea

*** NOTES 12/07/2005 11:39 AM Eastern Daylight Time SHubbs Action Type:Manager review

Customer called writer

1. Customer complaining of same concern as above, gas odor in vehicle
2. Customer worried for safety of her children
3. Wants to know what Kia can do for her
4. Writer advised that CT015 contacted our technical hotline for assistance
5. Since this did not help, writer can set up to have FTR come out & inspect vehicle
6. Writer advised that request will be submitted & writer will call back w/ date/time that FTR can be at CT001 to assist w/ repairs
7. Customer thanked writer

- Writer forwarded FTR request to appropriate personnel

*** NOTES 12/07/2005 01:57 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

1. Writer advised customer that FTR will be at CT001 to repair vehicle on 12/19/05
2. Please make sure vehicle is at CT001 in the morning for FTR to take a look at it
3. Customer thanked writer for assistance

Writer called CT001, spoke w/ Greg in service

1. Writer advised Greg of appointment
2. Greg agreed & thanked writer

Writer is closing case pending customer/ FTR appt. on Monday, December 19, 2005

*** CASE CLOSE 12/07/2005 02:02 PM Eastern Daylight Time SHubbs

*** PHONE LOG 02/06/2006 08:21 AM US Mountain Standard Time YLabarca Action Type:Incoming call

CUST STATES ([REDACTED] SPEAKING SPANISH BUT ALSO SPEAKS ENGLISH)

- 1 I HAVE THE CAR AT MY HOUSE
- 2 THEY SENT OUT A TECH
- 3 THEY TOLD ME THAT THEY FOUND THE LEAK
- 4 THEY TOLD ME THAT THEY WILL ORDER THE PARTS AND WILL FIX
- 5 THEY FIXED IT AND IT WAS FINE
- 6 THEN SAT FEB 2 2006 THE SMELL CAME BK
- 7 THE SMELL OF GAS COMING OUT OF THE MUFFLER
- 8 THEN SMELLS IN THE CAR
- 9 I DONT KNOW WHAT TO DO
- 10 I WANT THE CAR FIXED
- 11 WHAT IF I SELL THE VEH WILL IT STILL HAVE A WARRANTY

**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]	KNDJA723515 [REDACTED]	K415505	43,000
Norwalk CT	[REDACTED]		Dealer: CT001 Action Kia	

12 I REMEMBER TALKING WITH A SCOTT AND HE GAVE ME HIS NUMBER BUT I DONT HAVE IT NOW
13 CAN YOU GIVE ME HIS NUMBER

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 ADV THAT WILL CONTACT OTHER RESOURCES IN KIA
- 4 ADV THAT WILL MORE THAN LIKELY HAVE TO TAKE THE VEH BK TO THE DLR FOR THEM TO INSPECT
- 5 ADV THAT EITHER I OR SOMEONE IN THE REGIONAL OFFICE WILL BE IN CONTACT WITH YOU
- 6 PROVIDED S HUBBS EXT AND 800 NUMBER

CUST THANKED WRITER

*** NOTES 02/06/2006 08:26 AM US Mountain Standard Time YLabarca Action Type:Manager review
WRITER CONTACTED S HUBBS ABOUT CASE AS A HEADS UP

*** PHONE LOG 02/06/2006 08:28 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CLD CUST
WRITER STATES
1 REQ TO HAVE VEH TAKEN TO THE DLR FIRST FOR DIAG
2 ADV CAN CL ME TO HAVE FOLLOW UP WITH THE DLR

CUST STATES
1 I WILL CL TO MAKE AN APPT WITH THE DLR
2 I WILL HAVE THE VEH TOWED THERE

CUST THANKED WRITER

*** NOTES 02/06/2006 08:28 AM US Mountain Standard Time YLabarca Action Type:Manager review
CLOSING CASE PENDING CUST CONTACT

*** CASE CLOSE 02/06/2006 08:28 AM US Mountain Standard Time YLabarca

*** PHONE LOG 02/06/2006 08:52 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUST CLD AND LEFT VM MSG
CUST STATES
1 I MADE AN APPT FOR TOMORROW AT ACTION KIA
2 THE CAR WILL BE THERE TOMORROW

*** PHONE LOG 02/07/2006 10:16 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CLD CA179 AND SPOKE WITH SM
SM STATED
1 ITS THE SAME THING AS BEFORE
2 THE HOSE UNDER THE INTAKE MANIFOLD LEAKING
3 LOOKING FOR THE RIGHT SIZE HOSE TO REPLACE IT
4 MAYBE DONE TODAY NOT SURE YET

**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]	KNDJA723515 [REDACTED]	K415505	43,000
Norwalk CT		Dealer: CT001 Action Kia		

WRITER THANKED SM

*** NOTES 02/07/2006 10:29 AM US Mountain Standard Time YLabarca Action Type:Manager review
DISPATCHING TO EASTERN REGION
1 BBB CASE
2 CUST REQ HER CAR TO BE FIXED
3 GAS SMELL WITHIN THE VEHICLE

2/27/06
13:42:10
wsd079
VIN No : KNDJA723515

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 6/28/01

Model . . 42442
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
12/19/05	W CT001	78403	1 01	Fuel Return Pipe, R&	TUBE ASSY-FUEL,RET	44069
9/13/05	W CT001	75548	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	42864
9/13/05	W CT001	75548	2 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	42864
4/05/05	W CT015	21553	3 01	Catalytic Converter	CONV. ASSY-CAT.	39867
4/05/05	W CT015	21553	4 01		CABLE-PARKING, LH	39867
1/27/05	W CT015	19102	1 01		GASKET-SURGE TANK	38857
1/20/05	W CT015	18812	1 03	Fuel Injector Assy,	INJECTOR ASSY-FUEL	38857
12/30/04	W CT015	16067	1 01	Fuel Injector Assy,	INJECTOR ASSY-FUEL	38684
10/01/04	W CT015	14888	A 01	Rear View Inside Mir	SUNVISOR, RH	37362
10/01/04	W CT015	14888	B 01	Muffler Assy (Rear),	ADAPTOR-CTR	37362
9/08/04	W CT015	11408	A 01	CUP HOLDER, R&R	HOLDER-CUP	37084
9/08/04	W CT015	11408	B 01	Idle ARM and/or Brac	ARM ASSY-IDLER	37084

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:42:10
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
6/28/01

VIN No : KNDJA723515

Model . . 42442
Series . SPORTAGE

In Service Date:

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
1/14/04	W CT001	54719	1 01	Tie Rod End Assy, R&	ROD ASSY-TIE, LH	33072
11/12/02	W CT001	37914	1 01	Door Inside Handle A	HANDLE ASSY-IN., LH	24043
11/12/02	W CT001	37914	2 01	Windshield Washer No	NOZZLE-WASHER	24043
9/03/02	W CT013	4058	1 01	Door Power Window Re	REG. POWER WINDOW, LH	20614
9/03/02	W CT013	4058	2 01	Door Power Window Re	REG. ASSY-WINDOW, RH	20614
9/03/02	W CT013	4058	3 01	Brake Disc Plate (Fr	DISC-PLATE	20614

Bottom

F3-Exit

F11-Summary/Detail

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]	KNDJA7237Y[REDACTED]	K348924	32,300
[REDACTED] roton NY			Dealer: NY045 Royal Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/06/2004 04:10 PM US Mountain Standard Time RHall

[REDACTED] called

1 4wd has gone on veh 5x along w/ rotors 5x

2 Now gas leak on top of **GAS TANK**, cust stated the rotors were going again

3 SA Candie Kathy stated the rotors are no longer covered

4 cust is really frustrated and wants the 4wd, rotors, exhaust is hanging, and gas leak repaired

5 veh is at dhrhp NY045, took out part and they disintegrated, had to order parts

6 Candie was rude to cust bec she had to drive veh 1 hr, arrived at 1030, mechanic go to lunch at 12, nd to hurry

7 cust is req repair cost from a kia full case mgr and cb at 607-898-4076

Writer stated

1 open recall SC017

2 a kia full case mgr will cb w/ in 72 bus hrs at 607-898-4076

*** PHONE LOG 08/10/2004 08:35 AM JCook Action Type:Outgoing call

Writer called and left a message for a callback.

*** CASE CLOSE 08/10/2004 08:36 AM JCook

Closed pending customer callback.

*** PHONE LOG 08/13/2004 11:17 AM US Mountain Standard Time CRountree Action Type:Incoming call

CUSTOMER SITES:

1. I HAVE VEHICLE NOW.

2. FIXED EXHAUST.

3. REASON I CALLED I TOLD THEM ROTORS WERE GOING AGAIN.

4. CANDY CASSI TOLD KIA WOULD NO LONGER WARRANTY ROTORS.

5. SHE TOLD ME I WOULD HAVE TO PAY FOR THE ROTORS.

6. I GO TO ROYAL KIA AND THEY TREAT ME VERY BADLY.

6. THEY WINDOW S RATTLE THEY NEVER LOOK AT IT.

7. GATTING NOISE WHEN TURNING STEERING WHEEL TO RIGHT.

8. DONT HAVE TRANSPORTATION IF CAR IS SHOP.

WRITER STATE

1. SORRY FOR THE TRANSPORTATION.

2. WARRANT 11/27/2000.

3. ONE RECALL SC017 OWNER MANUAL STICKERS - 2000 S.

4. EXPLAINED CAR NEEDS TO GO TO A KIA DEALER FOR EVALUATION FOR WARRANTABILITY OF DEFECTS.

5. LOANERS OR RENTALS ARE NOT COVERED UNDER WARRANTY.

6. HOWEVER ONCE YOU CALL BACK WILL CONTACT DEALER ABOUT VEHICLE AND ASK SERVICE MANAGER IF ANYTHING CAN BE DONE.

7. WILL SPEAK WITH SM ABOUT PROBLEMS.

8. GAVE CONTACT INFORMATION.

*** CASE CLOSE 08/13/2004 11:19 AM US Mountain Standard Time CRountree

*** CASE CLOSE 10/12/2004 09:31 AM Pacific Daylight Time ARomo

**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]	KNDJA7237Y [REDACTED]	K348924	32,300
Drexton NY [REDACTED]			Dealer: NY045 Royal Kia	

TREAD

*** NOTES 12/08/2004 08:16 AM Eastern Daylight Time LSantino Action Type:Manager review
12/8/04- RECD CCF FROM THE BBB. WHICH STATES:
1) 4 WHEEL DRIVE
2) ROTORS
RESOLUTION SOUGHT: REPLACEMENT/REPURCHASE
CC: TT

*** NOTES 12/09/2004 10:53 AM Eastern Daylight Time TTFredieu Action Type:Manager review
WRITER STATES:

1. TRIED TO CONTACT CUSTOMER 12/9/04 @ 10:48am
2. VM FU, LEFT MESSAGE WITH DETAILS ON WHY CALLING AND HOW TO CONTACT ME

*** NOTES 12/09/2004 04:43 PM Eastern Daylight Time TTFredieu Action Type:Manager review
CUSTOMER STATES:

1. THIS IS [REDACTED] YOU LEFT ME A MESSAGE
2. MY CAR IS HAVING THE PROBLEMS CURRENTLY
3. THE 4WH DRIVE IS GONE AGAIN
4. THE ROTORS ARE BAD AGAIN
5. I ONLY HAVE 35,000 MILES ON THIS CAR
6. I AM VERY UPSET - THIS CAR IS NOT RELIABLE
7. I AM A SINGLE PARENT AND I RELAY ON THIS CAR TO BE SAFE
8. WE GET BAD WEATHER UP HERE AND I DON'T HAVE THE 4WH DRIVE
9. THE REASON I BOUGHT THE SPORTAGE IS THE 4WH DRIVE
10. I HAD A SEPHIA AND I HAD NO PROBLEMS WITH IT
11. THIS WAS SUPPOSED TO BE MY DREAM CAR, IT HAS TURNED INTO NOTHING BUT PROBLEMS
12. I HAVE AN APPT TO TAKE IT TO ROYAL NEXT TUESDAY
13. THANKS.

WRITER STATES:

1. [REDACTED] IS THE VEHICLE CURRENTLY DOWN
2. OK. I CAN SET YOU UP WITH A FRA AT THE DEALERSHIP
3. WE WILL HAVE A FIR OR THE DPSM LOOK AT THE VEHICLE WITH THE DEALERSHIP SERVICE WRITER
4. I AM SORRY YOU ARE HAVING TROUBLE
5. WE WILL DO EVERYTHING WE CAN TO RESTORE YOUR FAITH IN THE BRAND
6. I WILL DO EVERYTHING POSSIBLE TO GET THIS RESOLVED TO YOUR SATISFACTION
7. IF YOU HAVE ANY QUESTIONS PRIOR TO THE REPAIR DATE PLEASE DO NOT HESITATE TO CONTACT ME
8. THANKS

*** EMAIL OUT_ LSantino Action Type:External email

Sent to:[Joyce, Robert]

CC List:[TThomas@kiausa.com]

Hi Robert!

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDIA7237Y5 [REDACTED]	K348924	32,300
[REDACTED] Proton NY [REDACTED]			Dealer: NY045 Royal Kia	

Curtis Ralph is requesting phone assistance. Please contact Jeff Treadwell at Royal Kia - NY045 - ph #607-687-0424.

Please contact Tracey Thomas before contacting dealer.

Thanks!
Lise

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

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

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K348924_LSmith_12-15-2004122411.doc>>

*** NOTES 12/16/2004 09:13 AM Eastern Daylight Time TTFredieu Action Type:Manager review
WRITER STATES:

1. I CONTACTED THE DEALERSHIP TO FIND OUT THE STATUS OF MISS CARMEN'S CAR
2. I SPOKE WITH JEFF TREADWELL (SERVICE MGR) AT ROYAL KIA (NY045)
3. AFTER SPEAKING WITH JEFF I PHONED [REDACTED] TO UPDATE HER ON THE REPAIRS AND MAINTENANCE
4. I EXPLAINED VERBATUM WHAT JEFF SAID TOME REGARDING THE WEAR AND TEAR OF THE HUB KITS
5. [REDACTED] WAS NOT HAPPY WITH MY ANSWERS AND WILL BE SENDING ME FURTHER RO'S TO PRESENT HER CASE

DEALERSHIP STATES: (JEFF TREADWELL/SVC MGR)

1. [REDACTED] TREADWELL PU HER VEHICLE YESTERDAY
2. WE REPLACED A HUB KIT AND OUTER HUBS
3. THIS IS DUE TO IRREGULAR MAINTENANCE
4. THE WHEEL BEARINGS SHOULD BE ADJ ON AVERAGE ABOUT EVERY 9K MILES
5. IF THEY ARE NOT MAINTAINED AND ADJ THE SEALS LEAK ONCE LOOSE
6. THEY BECOME LOOSE DUE TO ROAD CONDITIONS (POT HOLES, ETC)
7. ONCE THEY GET LOOSE THE VAC SUCKS IN DIRT AND DEBRIS FROM THE ROAD
8. THIS IN TURN CAUSES THE PROBLEMS WITH THE HUBS
9. THE CUSTOMER DOES NOT HAVE ANY MAINTENANCE DONE HERE
10. WE ONLY SEE THE CUSTOMER FOR WARRANTY WORK

CUSTOMER STATES:

1. THIS INFORMATION IS TOTALLY UNTRUE
2. I HAVE HAD THE HUBS REPLACED 6X'S ALL IN LESS THAN 9K MILES
3. I HAVE RECEIPTS TO PROVE IT
4. I KNEW THEY WOULD TRY TO DO THIS
5. THIS IS SO WRONG
6. WHAT IS YOUR ADDRESS/ I WILL SEND THEM TO YOU
7. I WILL SEND THEM TO THE BBB AS WELL

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA7237Y5 [REDACTED]	K348924	32,300
[REDACTED] Iroton NY [REDACTED]			Dealer: NY045 Royal Kia	

8. THANK YOU

*** NOTES 12/23/2004 05:00 PM Eastern Daylight Time RJoyce-TL Action Type:Manager review
This vehicle was picked up prior to my call to the dealer.

*** NOTES 01/27/2005 11:38 AM Eastern Daylight Time TTFredieu Action Type:Manager review
SPOKE TO TODD EIKENBERRY AT THE BBB, CASE CLOSED DUE TO CUSTOMER NOT SENDING IN REQUIRED
PAPERWORK

*** CASE CLOSED 01/27/2005 11:38 AM Eastern Daylight Time TTFredieu

2/27/06
13:42:24
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
11/27/00

VIN No : KNDJA7237Y5

Model . . 42442
Series . SPORTAGE

In Service Date:

Repair Date	W Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
12/14/04	S NY045	23310	1 04	KNUCKLE/HUB ASS'Y R&	SUB HUB KIT#2-W/OABS	35719
8/02/04	W NY045	21238	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	32375
8/02/04	W NY045	21238	2 01	Tail Pipe Assy, R&R	PIPE ASSY-TAIL	32375
8/02/04	R NY045	21238	3 01		SPORTAGE OWNERS MANL	32375
12/15/03	D NY045	15164	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	26808
11/28/03	W NY045	14621	1 02	Vacuum Pipe, R&R	PIPE-VAC.	26588
7/10/03	W NY045	9548	1 01	Brake Drum Assy (Rea	DRUM-BRAKE	23245
7/10/03	W NY045	9548	2 01	Wiper Motor Assy (Re	MOTOR & BRKT-RR,WIPE	23245
7/10/03	W NY045	9548	4 01	Door Opening Weather	WTHSTP-FRT DOOR,RH	23245
7/10/03	W NY045	9548	5 01	Catalytic Converter	PIPE & CAT CONV ASSY	23245
12/18/02	W NY045	2617	1 01	Solenoid Valve Assy,	VALVE-SOL.	18604
9/24/02	W NY045	00206	1 01	Brake Disc Plate (Fr	DISC-PLATE	16403

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:42:24
wsd079
VIN No : KNDJA7237YS

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
11/27/00

In Service Date:

Model . . 42442
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/16/02	W	NY045	99882	2 01	Tail Pipe Assy, R&R	SILENCER ASSY-MAIN	16403
9/16/02	W	NY045	99882	3 01	Brake Drum Assy (Rea	DRUM-BRAKE	16403
9/16/02	W	NY045	99882	1 01		ROD ASSY-TIE,LH	16403
9/16/02	W	NY045	99882	4 01	Power Window Regulat	W/REG.POWER-FRT.,RH	16403
9/16/02	W	NY045	99882	5 01	Door Lock & Rod Assy	ROD-IN.HANDLE,RH	16403
4/02/02	W	NY045	93112	1 01	Solenoid Valve Assy,	VALVE-SOL.	11988
4/02/02	W	NY045	93112	2 01	Door Switch Assy, R&	SWITCH-DOOR	11988
1/14/02	W	NY045	90348	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	10305
1/14/02	W	NY045	90348	2 01		CUP HOLDER-RR	10305
1/14/02	W	NY045	90348	3 01	Brake Pad Assy (Fron	DISC-PLATE	10305
1/14/02	W	NY045	90348	4 01		HINGE-LWR	10305
1/14/02	W	NY045	90348	5 01		CHAN-GLASS RUN-CTR	10305

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:42:24
wsd079
VIN No : KNDJA7237Y5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 11/27/00

Model . . 42442
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
1/14/02	W NY045	9034B	1 02	KNUCKLE/HUB ASS'Y RE	SPG HUB KIT#2-W/OABS	10305
3/08/00	W 8108W	Z0277	1 01	Wire Repair Time (Ma		1
3/08/00	W 8108W	Z0277	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1
3/08/00	W 8108W	Z0277	3 01		MAT-FRT.FLOOR	1
3/08/00	P 8108W	Z0277	4 01	Spot Repair		1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K1001402	87,000
Waterbury VT [REDACTED]			Dealer: VT001 Berlin City's Kia of	

Case History

Complaint Warranty

*** PHONE LOG 08/16/2005 10:27 AM US Mountain Standard Time MEstrella
CALLER STATES: [REDACTED]

1. **GAS TANK** HAS 3 HOLES IN IT ,DEALER TOLD ME TO CALL YOU TO SEE WHAT CAN BE DONE
- 2.FEELS SHOULD NOT HAPPEN ON THIS VEH

WRITER STATES:

- 1.NO RECALLS ON VEHN , BLW IS EXPIRED
- 2.CANNOT BE COVERED , VEH OUT OF THE WARRANTY
- 3.THAT PART WOULD FALLEN UNDER THE BLW OF 5/60 , WHICH I IS EXPIRED BY 27 K MILES
- 4.APOLOZGIZE BUT WARRANTY HAS LIMITATIONS AND IT IS EXPIRED
- 5.ADVISED HAS REMAINING PTW OF 100/100 BUT WILL NOT COVER **GAS TANK**

*** CASE CLOSE 08/16/2005 10:27 AM US Mountain Standard Time MEstrella
BY [REDACTED]

2/27/06
13:42:39
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

VIN No : KNDJA723215

Model . . 42422
Series . SPORTAGE

In Service Date: 12/30/00

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
5/31/05	D VT001	92323	1 01	Short Block, Engine	MANIFOLD-EXH.	83827
12/06/04	D VT001	85579	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	75385
3/18/04	D VT001	74993	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	62822
1/05/04	W VT001	72129	1 02	Lower Arm Ball Joint	BALL JOINT-LWR	58879
11/18/03	W VT001	70752	1 01	Lower Arm Ball Joint	BALL JOINT-LWR	56749
11/13/03	W VT001	70619	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	56580
4/23/03	W VT001	64020	1 01	Exhaust Manifold Ass	MANIFOLD-EXH.	45772
12/19/02	W VT001	60191	1 01	Strut Assy (Front),	SHOCK/A-FRT.,RH	38966
11/26/02	W VT001	59474	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	37714
9/27/02	W VT001	57520	2 01	Door Power Window Re	REG.POWER WINDOW,LH	34518
9/27/02	W VT001	57520	1 01		SEAL-OIL	34518
9/19/02	W VT001	57265	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	34116

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:42:39
wsd079
VIN No : KNDJA723215

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 12/30/00

Model . . 42422
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
9/04/02	W	VT001	56701	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	33500
5/30/02	W	VT001	53543	1 01	Distributor Assy, R&	DRIVING/DIFF.	28284
2/15/02	W	VT001	50076	1 01	DIFFERENTIAL BREATHE	BREATHER ASSY	22344
12/14/01	W	VT001	48346	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	18673
9/04/01	W	VT001	45418	1 02		DAMPER-G/BOX	12102
8/23/01	W	VT001	45105	1 01		CONTROL ASSY-HEATER	11936
8/14/01	W	VT001	44749	1 01		FLANGE ASSY-COMP.	11481
7/13/01	W	VT001	43870	1 01		KIT,A/C-SPORTAGE	9683
6/05/01	F	VT001	42691	1 01	OIL BYPASS FILTER AS		7826
4/25/01	W	VT001	41358	1 01	Brake Disc Plate (Fr	DISC-PLATE	5895
4/25/01	W	VT001	41358	2 01	KNUCKLE/HUB ASS'Y R&	KNKLE & SHAFT W/OABS	5895
2/13/01	W	VT001	39330	1 01	Brake Caliper Assy (CALIPER BRAKE,RH	2153

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:42:39
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
12/30/00

VIN No : KNDJA723215 [REDACTED]

Model . . 42422
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/13/01	W VT001	39330	2 01		CASE ASSY-TRANS	2153
1/02/01	W VT001	38350	1 01	ARMATURE SET, R&R	RELAY-MAIN	17
10/16/00	W 8108W	D8202	2 01		WIRING ASSY-ENG	1
10/01/00	R 8108W	P3624	1 02		SPORTAGE OWNERS MNL	1
8/16/00	W 8108W	4111C	1 01	Wire Repair Time (Ma		1
8/01/00	R 8108W	02614	1 01		MODE S/W ASSY	1

Bottom

F3-Exit

F11-Summary/Detail

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]	KNDJA7235Y5 [REDACTED]	K903434	70,000
Interview FI [REDACTED]			Dealer:	

Case History

Complaint Warranty

*** PHONE LOG 08/12/2005 01:36 PM US Mountain Standard Time JProkopp

Received call from [REDACTED]-Father.

1. My son bought this vehicle used and the **GAS TANK** and the oil pan is leaking.
2. I have an extended warranty.
3. The dealer is not covering repairs.
4. I've been talking to the extended warranty company.
5. It clearly states on the contract that this is covered.
6. They said to call you.

Writer states:

1. The manufacturer warranty has expired.
2. The extended warranty is not thru Kia.
3. I am not going to have authority over an extended warranty issue.
4. I suggest you call the extended warranty company back.

*** CASE CLOSE 08/12/2005 01:36 PM US Mountain Standard Time JProkopp

2/27/06
13:42:54
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMIRAB
KIAPROD
9/14/00

VIN No : KNDJA7235Y5 [REDACTED]

Model . . 42442
Series . SPORTAGE

In Service Date:

9/14/00

Repair Date	W Dir T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
6/09/05	R FLOUT	13919	1 01		SPORTAGE OWNERS MANL	73658
6/09/05	R FL001	13919	2 01		BELT-A FRT.,LH	73658
4/29/04	W NH002	10797	1 01	Release Cable (Spare	LOCK-SPARE TIRE CARR	54739
4/29/04	W NH002	10797	2 01	Tailgate Latch Assy,	LOCK ASSY-BACK DOOR	54739
4/02/04	W NH002	09335	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	54209
12/08/03	W NH002	03072	1 01	Canister Assy, R&R	VALVE ASSY-SOL.	51515
4/03/01	W NH002	47861	A 01		MODULE-AIRBAG, KNEE	17982
4/03/01	W NH002	47861	1 01	Heated Oxygen Sensor	SENSOR-OXYGEN	17982
4/03/01	W NH002	47861	2 01		DISC-PLATE	17982
4/03/01	W NH002	47861	3 01		BELT-V	17982
4/03/01	W NH002	47861	4 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	17982
4/03/01	W NH002	47861	5 01	Door Power Window Re	W/REG.POWER-FRT.,LH	17982

More...

F3=Exit

F11=Summary/Detail

2/27/06

13:42:54

wsd079

VIN No : KNDJA7235Y5

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKANURAB

KIAPROD

9/14/00

Model . . 42442

Series . SPORTAGE

Repair Date	W	Dir T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
4/03/01	W	NH002	47861	6 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	17982
4/03/01	W	NH002	47861	7 01		PIPE-VAC.	17982
4/03/01	W	NH002	47861	8 01	OIL SEAL R&R	SEAL-OIL	17982
4/03/01	W	NH002	47861	9 01		DRUM-BRAKE	17982
4/03/01	W	NH002	47861	6 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	17982
10/13/00	W	NH002	36307	2 01	Wheel Balance (4Whee	WHEEL-DISC, ALUMI.	105
1/11/00	W	8108W	Z062021	01	INTERIOR VEHICLE DET		1
1/11/00	W	8108W	Z062022	01	OTHER PROCEDURES FOR	LEVER ASSY-P/BRAKE	1
1/11/00	W	8108B	W803691	01	FRONT BUMPER, BUFFIN		1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name [REDACTED]	First name [REDACTED]	VIN of 1998 SPORTAGE EX 4X4 KNDJA7237WS [REDACTED]	Case Number K500617	Mileage 40,000
North Plainfield N.J. [REDACTED]			Dealer:	

Case History

Complaint Reimbursement

*** PHONE LOG 06/28/2005 07:01 AM US Mountain Standard Time TShamburger
customer [REDACTED] called ---

1. my veh had hole in the **GAS TANK**
 2. and i feel i should be reimbursed for my repairs, i shouldnt have holes in my **GAS TANK**, even the mech said so.
 3. can i have kia's addr so i can send in my letter for a reimbursement.
wrt states
 1. wrt gave cust addr.
 2. Ms Cort your veh is out of mfr warr
 3. **GAS TANK**s in your area where you live can become ruin from the salt they throw down on the roads in the winter.
 4. salt is a corrosion substance that can ruin the veh's out there.
 5. one open recall that needs to be done SC027 needs to be done at kia dlr, mfr covers repair
- cust states
 1. well i garage my veh and it does not have much miles on it.
 - 2 i will send in my letter.

*** CASE CLOSE 06/28/2005 07:01 AM US Mountain Standard Time TShamburger

*** NOTES 08/04/2005 09:01 AM Pacific Daylight Time JArboleda Action Type:Manager review
NCA RECEIVED LETTER FROM CUSTOMER-CUSTOMER STATES:

1. SAME CONCERNS AS ABOVE
2. REQUESTING REIMBURSEMENT FOR HOLES IN **GAS TANK** FROM RUST

-WRITER TO SCAN AND SEND TO REGION FOR HANDLING

*** PHONE LOG 08/05/2005 01:11 PM Eastern Daylight Time KDavenport Action Type:Incoming call
wrt informed cust

1. part is out of warranty
2. repair done at independent repair shop
3. will not be reimbursed.

cust states

1. disappointed but I understand

*** CASE CLOSE 08/05/2005 01:12 PM Eastern Daylight Time KDavenport

*** PHONE LOG 08/10/2005 12:58 PM US Mountain Standard Time JProkopp Action Type:Incoming call
Customer states:

1. I need the name of the Kia CEO and mailing address.
2. Reiterated previous concerns about reimbursement.
3. I wanted to write to the president to let him know.

Writer states:

1. Provided National mailing address.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 1998 SPORTAGE EX 4X4	Case Number	Mileage
North Plainfield NJ		KNDJA7237W	K500617	40,000
			Dealer:	

*** CASE CLOSE 08/10/2005 12:58 PM US Mountain Standard Time JPrakopp

*** NOTES 08/23/2005 09:36 AM Pacific Daylight Time JArboleda Action Type:Manager review
NCA RECEIVED LETTER WRITTEN TO MR. BUTTERFIELD: CUSTOMER STATES:

1. SAME CONCERNS AS ABOVE
2. CUSTOMER FEELS THEY SHOULD BE REIMBURSED FOR REPAIRS

WRITER TO SCAN AND SEND TO REGION FOR HANDLING

*** NOTES 09/07/2005 12:19 PM Eastern Daylight Time SHubbs Action Type:Manager review

KMA's position has already been given to customer 2x

1. KMA will not reimburse customer for work performed
2. Repairs were performed at an independent garage
3. Vehicle is outside the parts warranty

- Writer is closing case at this time

*** CASE CLOSE 09/07/2005 12:20 PM Eastern Daylight Time SHubbs

*** PHONE LOG 11/03/2005 01:11 PM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES:

1. I DID NOT LIKE THE RESPONSE I GOT FROM KMA BEFORE SO I WROTE THE C.E.O ABOUT THIS CONCERN
2. I WOULD LIKE TO KNOW WHAT IS GOING ON.

WRITER STATES:

1. USUALLY WE ARE THE ONES TO RESPOND WHEN A COMPLAINT HAS BEEN FILED
2. I AM SORRY BUT YOU GOT YOUR ANSWER ABOUT THIS SITUATION
3. KIA IS NOT GOING TO ASSIST.

CUSTOMER STATES:

1. THAT IS FINE, I WILL NEVER BUY ANOTHER KIA AGAIN AND YOU WILL NOT GET ANY MORE P.R. FROM ME.
2. REMEMBER THIS CONVERSATION WHEN KIA GOES OUT OF BUSINESS.

*** CASE CLOSE 11/03/2005 01:12 PM US Mountain Standard Time SLarez

2/27/06

13:43:12

wsd079

VIN No : KNDJA7237W [REDACTED]

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

In Service Date: 1/20/99

Model . . 42442
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/19/02	G NJ025	14104	A 09		CLUTCH MAGNET	23203
2/13/02	W NJ025	14002	A 01	Door Window Regulato	REG.ASSY-POWER,RHR	23201
2/13/02	R NJ025	14002	B 01		CAT.CONV-MANIFOLD	23201
2/13/02	P NJ025	14002	C 01			23201
2/13/02	W NJ025	14002	A 02	Door Window Regulato	REG.ASSY-POWER,RHR	23201
2/13/02	P NJ025	14002	C 03			23201
2/13/02	G NJ025	14002	A 03	Door Window Regulato	REG.ASSY-POWER,RHR	23201
2/13/02	G NJ025	14002	C 07			23201
1/08/02	W NJ025	13194	A 01	Brake Disc Plate (Fr	DISC-PLATE	22874
1/08/02	W NJ025	13194	B 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	22874
1/08/02	W NJ025	13194	C 01	Driveshaft (Front),	KNUCKLE ASSY,RH	22874
1/08/02	W NJ025	13194	D 01	Wheel Hub Assy (Fron	FREE WHEEL HUB-VACUU	22874

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:43:12
wsd079
VIN No : KNDJA7237N

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 1/20/99

Model . . 42442
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
7/24/00	W NJ025	04368	A 01	Starter Motor Assy,	STARTER	9860
4/14/00	R NJ025	02771	A 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	9542
4/14/00	W NJ025	02771	B 01	Door Glass and/or Wi	REG.ASSY-POWER,RHR	9542
4/14/00	W NJ025	02771	C 01	Release Cable (Spare	RELEASE CABLE	9542
4/14/00	W NJ025	02771	D 01	Brake Disc Plate (Fr	DISC-PLATE	9542
1/14/00	R NJ025	1221	A 01	SC009 KNUCKLE/HUB AS	SEAL-OIL	9089
1/20/99	W NJ025	0019911	01	DISC PLATE,R&R,BOTH	DISC-PLATE	547
8/26/98	R 8108W	T024071	01	PUP59 REMOVE PGF		1
8/03/98	W 8108W	R443691	01	COMPLETE VEHICLE DET		1
8/03/98	W 8108W	R443692	01	PARKING BRAKE,CHECK	LEVER ASSY-P/BRAKE	1
8/03/98	W 8108W	R443693	01	OTHER PROCEDURES FOR	S/W-A.C.C	1
8/03/98	W 8108W	R443694	01	OTHER PROCEDURES FOR	CABLE-BATTERY	1

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:43:12
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
1/20/99

VIN No : KNDJA7237W5 [REDACTED]

In Service Date:
Model . . . 42442
Series . SPORTAGE

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
8/03/98	W	81088	W137171	01	FRONT BUMPER, BRUSH		I

Bottom

F3-Exit

F11-Summary/Detail

**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]	KNDJA7237Y5[REDACTED]	K323295	41,424
Worcester MA			Dealer: MA015 Ragsdale Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/09/2004 06:37 AM JCook

Customer Stated:

- 1.Says he bought this vehicle used originally with 31,000 miles.
- 2.Says recently he had a problem with a **GAS TANK** leak.
- 3.Says they noticed a gas smell and took it to the dealer who told them that the **GAS TANK** had rusted out on the top near the muffler.
- 4.Says he had to pay \$896 because he is out of his manf. warranty, and his ext. warranty that he purchased does not cover the **GAS TANK**.
- 5.Says he and his wife could have been seriously hurt from this problem, and he feels that this should have been covered, and does not understand why the car manf. would not pay for this.

—Writer advised customer:

- 1.Apologized for situation.
- 2.Advised that the warranty start date on his vehicle is 2/29/00.
- 3.Advised that this vehicle still has the remainder of the 5yr/60k ptw, but the 3yr/36k flow has expired on the vehicle which would have covered the **GAS TANK**.
- 4.Advised that we have nothing to do with his ext. warranty coverage.
- 5.Advised that we have no idea what was done to the vehicle before he owned it, and the warranty has expired and it also does not cover the vehicle from rust.
- 6.Advised that regardless of the problem, if he is out of warranty, KMA is not obligated to cover this.
- 7.Verified that there are no open recalls.
- 8.Advised that we will document his concern on file.
- 9.Updated file with all new owner info.

*** CASE CLOSE 06/09/2004 06:37 AM JCook

2/27/06
13:43:28
wsd079
VIN No : KNDJA7237Y5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 2/29/00

Model . . . 42442
Series . . . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
5/01/03	W	MA015	55411	1 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	32784
10/30/02	W	MA015	58361	1 01		BATTERY-SPG 99-02	27503
10/30/02	W	MA015	58361	2 01		BATTERY-SPG 99-02	33067
9/16/02	W	MA015	56470	1 02	Trunk Lid/Tailgate L	KEY SUBSET-B/DOOR	32740
9/09/02	W	MA015	56129	1 02	Wire Repair Kit	CABLE-BATTERY	32730
6/28/02	W	MA015	53529	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	32130
6/28/02	W	MA015	53529	2 01	Muffler Gasket, R&R	SILENCER ASSY-MAIN	32130
2/27/02	W	MA015	49117	1 01	Fuel Tank Cap Assy,	CAP-FILLER	17418
1/25/02	W	MA015	47970	1 02	KNUCKLE/HUB ASS'Y R&	FREE WHEEL HUB-VACUJ	16485
11/14/00	W	MA015	32320	1 01	High Mounted Stop La	BULB	5264
11/24/99	R	B108W	0313011	01		PANEL ASSY-CTR	1
11/17/99	W	B108W	C014551	01	INTERIOR VEHICLE DET		1

Bottom

F3-Exit

F11-Summary/Detail

Kia Motors America
Consumer Affairs Department

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Last Name	First Name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X [REDACTED]	K25736	9,044
Vero Beach FL			Dealer: FL076 Kia of Vero Beach	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/09/2001 03:18 PM US Mountain Standard Time ALee

CUSTOMER STATED:

1. VEH HAS BEEN TAKEN TO DLR 3X FOR THE SAME CEL PROBLEM.
2. WAS ADVISED BY KENNETH & PATTY @ DLR TO CALL 800# FOR LEMON LAW/REPURCHASE INFO.
3. DLR INFORMED CUST IF YOU CALL 800# THEY WILL HELP GET YOUR VEH REPURCHASED.
4. DLR ADVISED CUST VEH WAS SAFE TO DRIVE W/CEL ON.
5. PURCHASED NEW VEH & DIDN'T EXPECT VEH TO HAVE THIS MANY PROBLEMS.
6. REQUESTING INFO ON HOW TO FILE LEMON LAW.
7. IS FRUSTRATED W/PERFORMANCE OF VEH.
8. CEL COMES ON PERIODICALLY.
9. VEH HAS POOR ACCELERATION.
10. DLR ADVISED CUST GAS FUMES IS LEAKING FROM **GAS TANK** WHICH IS CAUSING CEL TO GO OFF.
11. DLR HAS HAD VEH SINCE 8/7/01.
12. NEEDS VEH TO GET TO & FROM WORK.
13. W/OUT VEH CUST CAN'T WORK TO SUPPORT HER FAMILY.
14. HOW IS KIA GOING TO HELP MY SITUATION.

WRITER STATED:

1. APOLOGIZED FOR THE INCONVENIENCE.
2. NOT SURE WHAT THE RESULTS OF THE DIAGNOSTIC STATES.
3. DLR IS CURRENTLY CLOSED.
4. WTR WILL CONTACT DLR IN THE MORNING.
5. WAS UNABLE TO GIVE CUST INFO ABOUT LEMON LAWS.
6. ADVISED CUST LEMON LAWS VARY FROM STATE TO STATE.
7. CUST WILL HAVE TO RESEARCH INFO ON HER OWN.
8. WILL UPDATE CUST W/INFO TOMORROW AFTER SPEAKING TO DLR.

*** PHONE LOG 08/10/2001 09:28 AM US Mountain Standard Time ALee Action Type:Outgoing call

WRITER CALLED DLR & RAY (SVC ADV) STATED:

1. REPAIRS ON VEH ARE COMPLETED.
2. VEH TAKEN TO DLR FOR CEL.
3. DLR FOUND PROBLEM DUE TO P0442 CODE.
4. DLR FOUND LEAK IN THE EVAP SYSTEM.
5. CHANGED THE EVAP SYSTEM & CODE CLEARED.
6. CUST HAS PICKED UP VEH.

WRITER STATED:

1. WILL DOCUMENT COMMENTS.
2. CUST HAS PICKED UP VEH.

*** NOTES 08/10/2001 09:30 AM US Mountain Standard Time ALee Action Type:Manager review

WRITER FOWARDING CASE TO REGION REGARDING CUST REPURCHASE REQUEST.
F.Y.I WAS ADVISED BY DLR TO CALL 800# FOR REPURCHASE OF VEH.

*** NOTES 08/21/2001 06:54 AM US Mountain Standard Time DStevens Action Type:Manager review

(DSTEVENS) DPSM phoned GEORGE CROWLEY, SVC. MGR and reviewed notes. SVC. MGR. indicated vehicle has been to dealer on two occasions 453 and 1175 miles for CEL. On 08/07/01 the canister close valve was replaced in response to a P0442 evap emissions leak, test driven and returned to the customer. DPSM asked SVC. MGR. to do a follow-up call to customer to verify vehicle has been repaired. If not repaired, SVC. MGR. to notify DPSM.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X15	K25736	9,044
Vero Beach FL 32966			Dealer: FL076 Kia of Vero Beach	

*** NOTES 08/28/2001 09:50 AM US Mountain Standard Time AJones Action Type:Manager review
Per DPSM notes above - Svc. Mgr. & DPSM are aware of cust. concerns & are working together to resolve cust. concerns.
Repairs have been completed. SM to contact DPSM w/any further cust. concerns. Closed file.

*** CASE CLOSE 08/28/2001 09:51 AM US Mountain Standard Time AJones

*** PHONE LOG 10/29/2001 09:42 AM US Mountain Standard Time TAnderson Action Type:Incoming call
CUSTOMER STATES:

1. Have not heard from any one about this since picked auto up
2. Some problems have continued since purchase & since last time of repair
3. Now have more concerns in back windows, and airconditioning
4. Need to speak with whom ever was handling this before

WRITER STATES:

1. Gave customer [REDACTED]

*** CASE CLOSE 10/29/2001 09:42 AM US Mountain Standard Time TAnderson

*** PHONE LOG 01/02/2002 12:21 PM US Mountain Standard Time TShamburger Action Type:Incoming call
Customer called back:

1. complaining that her car is broken again.
2. AC is broken again, cust states she just had a blower motor installed and that didn't work.
3. now dealer just ordered a new compressor for the AC unit and that should be in Thurs or Friday.
4. the window's are broken again in the back.
5. cust said, this time she is going to file for the Lemon law in the state.
6. cust said, she called regional office before and couldn't get anyone to talk to in the past.

Wrt states:

1. will document complaint
2. and will forward to the regional office.
3. regional will review your concerns

WARRANTY REPAIR HISTORY*****

12/27/01	W FL076	59394	1	DOOR POWER WINDOW RE REG.ASSY-WINDOW,LH	9044
12/27/01	W FL076	59394	2	REAR DOOR STRIKER, A STRIKER-R/D	9044
12/27/01	W FL076	59394	3	EXHAUST PIPE BRACKET BAND-TAIL PIPE	9044
11/28/01	W FL076	58262	1	BLOWER MOTOR (FRONT BLOWER MOTOR ASSY	7608
11/28/01	W FL076	58262	2	MOTOR ASS'Y-REAR POW REG.ASSY-WINDOW,LH	7608
11/28/01	W FL076	58262	3	MOTOR ASS'Y-REAR POW REG.ASSY-WINDOW,RH	7608
9/14/01	F FL076	55264	1	OIL BYPASS/FILTER,	3455
8/08/01	W FL076	53728	1	CHECK AND/OR CUT VAL.CANISTER CLOSE VALVE	1175
7/23/01	W FL076	53128	1	FUEL TANK CAP ASS'Y, CAP-FILLER	453

*** NOTES 01/02/2002 05:32 PM US Mountain Standard Time DStevens Action Type:Manager review
(DETREVEWS TRSM) TRSM received service history and notes vehicle has been to dealer a total of five times, one of

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X1[REDACTED]	K25736	9,044
Vero Beach FL			Dealer: FL076 Kia of Vero Beach	

which was a Free oil change, a maintenance item. Customer is requesting repurchase under the terms of the Florida Lemon Law.

DPSM notes

*** NOTES 01/02/2002 05:35 PM US Mountain Standard Time DStevens Action Type:Manager review
Kia has not yet received a Florida Motor Vehicle Defect Notification. It is believed the customer is experiencing inoperative rear windows and that an air conditioning compressor has been ordered for her vehicle. The dealer will repair all verifiable defects under the terms of the new vehicle warranty.

*** PHONE LOG 01/07/2002 02:15 PM US Mountain Standard Time AJones Action Type:Outgoing call
Attempted to contact cust, # has been disconnected. Writer sending letter to cust. Closed file.

*** CASE CLOSE 01/07/2002 02:18 PM US Mountain Standard Time AJones

*** NOTES 01/07/2002 04:50 PM US Mountain Standard Time SMarino Action Type:Manager review
RECEIVED MOTOR VEHICLE DEFECT NOTIFICATION

CASE DISPATCH - NOTICE FORWARD TO THE SOUTHERN REGION FOR HANDLING

*** PRIORITY CHANGE 01/07/2002 03:51:20 PM SMarino

*** EMAIL OUT 01/14/2002 12:31 PM US Mountain Standard Time BLusane Action Type:External email
Send to:[dstevens@kiausa.com]
Kimberly Davidson/FL076
SRCA rec'd FL MVDN
Customer Alleges:
1. AC has been replaced
2. Rear window motors have been replaced - 3x
Scheduled final repair on January 30, 2002 @9:00am
Notified DPSM Stevens via fax & vmail. FedEx to customer. Fax to dealer. Close File.

*** CASE CLOSE 01/14/2002 12:32 PM US Mountain Standard Time BLusane

*** NOTES 01/17/2002 02:27 PM US Mountain Standard Time BLusane Action Type:Manager review
SRCA rec'd original on January 09, 2002. Close File.

2/27/06
13:43:42
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAH
KIAPROD
7/18/01

VIN No : KNDJB723X19 [REDACTED]

Model . . 42222
Series . SPORTAGE

In Service Date:

7/18/01

<u>Repair Date</u>	<u>W Dlx T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/09/02	W FL076	59906	1 01	Compressor Assy, R&R	COMPRESSOR ASSY	9385
1/09/02	W FL076	59906	2 01	Door Window Regulato	REG.ASSY-PWR WIN,RH	9385
1/09/02	W FL076	59906	3 01	Door Window Regulato	REG.POWER WINDOW,LH	9385
12/27/01	W FL076	59394	1 01	Door Power Window Re	REG.POWER WINDOW,LH	9044
12/27/01	W FL076	59394	2 01	Rear Door Striker, A	STRIKER-B/D	9044
12/27/01	W FL076	59394	3 01	Exhaust Pipe Bracket	BAND-TAIL PIPE	9044
11/28/01	W FL076	58262	1 01	Blower Motor (Front)	BLOWER MOTOR ASSY	7608
11/28/01	W FL076	58262	2 01	Power Window Regulat	REG.POWER WINDOW,LH	7608
11/28/01	W FL076	58262	3 01	Power Window Regulat	REG.ASSY-PWR WIN,RH	7608
9/14/01	F FL076	55264	1 01	OIL BYPASS FILTER AS		3455
8/08/01	W FL076	53728	1 01	Check and/or Cut Val	CANISTER CLOSE VALVE	1175
7/25/01	W FL076	53128	1 01	Scan Tool Operation	CAP-FILLER	453

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:43:42
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
7/18/01

VIN No : KNDJB723X1 [REDACTED]

Model . . 42222
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
5/11/01	W 8104W	47704	1 01	Wire Repair Time (Ma		1
5/11/01	W 8104W	47704	1 01		WHEEL-DISC, ALUMI.	1
5/11/01	P 8104W	47704	2 01	Spot Repair		1

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F3=Exit

F11=Summary/Detail

Kia Motors America
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Last name	First name	VIN of 1997 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XV5 [REDACTED]	K1016085	0
WACKETTSTOWN NJ			Dealer: NJ029 Salerno Duane Kia	

Case History

Complaint Other

*** PHONE LOG 09/20/2005 08:00 AM US Mountain Standard Time ELeon
CUSTOMER STATES:

1. I HAVE A LEAK IN MY **GAS TANK**.
2. THE DEALER SAID I SHOULD CALL YOU TO FIND OUT IF THERE IS A RECALL FOR THIS **GAS TANK**.
3. ITS BEEN LEAKING AND I FEEL UNSAFE TO DRIVE IT.
4. HAS THERE BEEN ANY OTHER CASE WITH THIS **GAS TANK** LEAK WITH MY YEAR AND MODEL VECH?
5. CAN KIA PAY FOR THE **FUEL TANK**?

WRITER STATES:

1. I AM SORRY YOUR HAVING PROBLEMS WITH THE **FUEL TANK**.
2. I HAVENT HEAR OF PROBLEMS WITH ANY **FUEL TANK** LEAK ON THE KIA MODELS.
3. YOUR VECH IS OUT OF WARRANTY.
4. KIA WILL NOT PAY FOR THE REPLACEMENT OF THE TANK BECAUSE THE VECH IS OUT OF WARRANTY.
5. THERE ARE NO RECALLS FOR YOUR VECH.
6. I SUGGEST YOU CALL THE DEALER AND SCHEDULE AN APPOINTMENT WITH THEM.
7. IF YOU FELT UNSAFE DRIVING YOUR VECH, YOU SHOULD CALL FOR ROADSIDE ASSISTANTS.
8. I CAN FILE A COMPLAINT ON YOUR BEHALF REGARDING THERE IS NO RECALLS FOR THIS **GAS TANK** PROBLEM.

CUSTOMER STATES:

1. PLEASE FILE THE COMPLAINT BECAUSE IF THERE ARE MORE CALLS WITH THIS PROBLEM MAYBE THERE WILL BE SOME SORT OF RECALL FOR THIS VECH AND I COULD GET REINBURST.
2. I WILL CALL BACK IN 6 MONTHS AND SEE IF THERE IS A RECALL ON THIS **GAS TANK**.
3. I WILL CALL AAA TO TOW IT TO THE DEALER.
4. THANK YOU.

*** CASE CLOSED 09/20/2005 08:00 AM US Mountain Standard Time ELeon

2/27/06
13:49:12
wsd079
VIN No : KNDJA723XV5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 4/10/98

Model . . 42421
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
8/02/04	R PA005	13356	2 01		BELT-A FRT, LH	71901
8/02/04	R PA005	13356	4 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	71901
6/20/00	W MA017	86404	B 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	26775
6/06/00	W MA017	85804	B 01	ABS Control Module A	CONT.UNIT-A.B.S	26110
7/01/98	W NJ015	37985	A 01	AIR BAG DIAGN. UNIT,	MODULE-AIRBAG, DRIVER	4837
7/01/98	W NJ015	37985	B 01	EGR CONTROL VALVE (D	EGR VALVE KIT	4837
7/01/98	W NJ015	37985	C 01	BRAKE SHOE(S), ADJUS	BRK SHOE SET-REAR	4837
6/11/98	F NJ015	37386	A 01	ENGINE OIL, CHANGE	FILTER, OIL	2853
2/11/98	R NJ015	34547	A 01	SC006 REAR HATCH DOO	KEY SUBSET-B/DOOR	10
9/05/97	W 8108W	R107941	01	INTERIOR VEHICLE DET		1
9/01/97	W 8108B	WP22401	01	REAR BUMPER BRUSH TO		1

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Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2001 SPORTAGE EX 4X4 KNDJA723615 [REDACTED]	Case Number K77819	Mileage 17,000
ALLIANCE NE			Dealer:	

Case History

Complaint Quality

*** PHONE LOG 04/29/2002 02:44 PM US Mountain Standard Time JProkopp

Customer states:

1. I just had my vehicle repaired at Jacob's Motors.
2. I had to pay \$195 to get the vehicle towed back to me when they were done.
3. Right when the vehicle came off the truck, the CEL was on.
4. I had my local mechanic hook it up to his machine.
5. The O2 sensor is bad.
6. I called Jacobs Motors and they said that I should not drive it.
7. I now need to get it towed back.
8. I cannot be without a vehicle.
9. I cannot afford to have it towed back when it is finished.

Writer states:

1. I suggest you contact roadside assistance and have them tow it to the nearest dealer.
2. Jacob's Motors is a secondary repair location.
3. A dealership is going to be better equipped to take care of your concerns.
4. Rental vehicles and reunites are not a provision of the Kia warranty.
5. Once you have taken it in to a dealership, you may call me.
6. I can look into possible assistance from Kia.
7. However, I cannot make any guarantees.
8. Transferred customer to roadside assistance.

See case K76681 for ASL tech assist.

*** NOTES 04/29/2002 02:45 PM US Mountain Standard Time JProkopp Action Type:Manager review

Writer sending history to JSchmitt as an FYI.

*** SEND CASE HISTORY 04/29/2002 02:15:40 PM JProkopp

Case details sent to JSchmitt@kiausa.com.

*** CASE CLOSE 04/29/2002 02:46 PM US Mountain Standard Time JProkopp

Case closed pending customer call back.

*** PHONE LOG 05/08/2002 06:58 AM US Mountain Standard Time ERobinson Action Type:Incoming call

CUST STATES:

1. OWN 2001 Sportage EX 4x4 W/ 17K.
2. TOOK THE VEHICLE TO JACOB MOTORS (ASL) AND THEY DIAGNOSE:
 - A. CADILLAC CONVERTER
 - B. BAD SENSOR.
 - C. LEAK FUEL IN **GAS TANK**
3. CEL IS ON AND THE VEHICLE HAS NO POWER.
4. R/A TOW THE VEHICLE TO JACOB MOTOR AT NO COST.
5. PAID FOR THE TOW FROM JACOB MOTOR BACK TO MY HOME.
6. VEHICLE STILL HAS A CEL THAT IS STILL ON.
 - A. VERY UPSET ABOUT THE SITUATION.
7. PAID \$195.00 FOR THE RETURN TOW.
8. R/A TOW VEHICLE TO CO017 Greeley Kia.
9. GREELEY KIA STATES:
 - A. THE WIRING IS ALL TWISTED UP.

**Kia Motors America
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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723615 [REDACTED]	K77819	17,000
ALLIANCE NE [REDACTED]			Dealer:	

- B. CHECK THE CADILLAC CONVERTER
- C. REPLACE SENSOR
- D. DIAGNOSE THE FUEL LEAK.
- 10. THE CEL IS OFF.
- 11. HAD TO TOW THE VEHICLE FROM GREELEY KIA CO017 BACK TO MY HOME AND PAID FOR THE SERVICE AGAIN.
- 12. SHOULD NOT BE RESPONSIBLE FOR PAYMENT FOR TOW FROM DEALERSHIP BACK TO MY HOME.

WRT STATES:

- 1. APOLOGIZE ABOUT ANY INCONVENIENCE
- 2. 5/60K BASIC LIMITED WARRANTY, 10/100K POWER TRAIN
- 3. KIA WILL HONOR THE PRODUCT AND HONOR THE WARRANTY
- 4. THE SERVICES PERFORM FOR THE DIAGNOSTIC AND THE REPAIR OF THE VEHICLE IS AT NO COST FOR CUST.
- 5. PARTS AND COMPONENTS FALLS UNDER THE MANUFACTURE WARRANTY.
- 6. APOLOGIZE ABOUT THE MISS DIAGNOSTIC FROM JACOB MOTORS.
- 7. CERTIFIED KIA DEALERSHIP HAS THE RESOURCE, TOOL AND KNOWLEDGE TO ASSIST CUST W/ A CEL.
- 8. KIA WILL COVER THE COST FOR THE TOW FROM THE DISABLE LOCATION TO THE CLOSEST DEALERSHIP.
- 9. KIA DOES NOT HAVE REUNITE PROGRAM.
- 10. ALL TOWS FROM THE DEALERSHIP OR ASL TO CUST'S HOME WILL BE AT CUST'S OWN EXPENSE.
- 11. CUST CAN SEND THE RECEIPT FOR EVALUATION OF REIMBURSEMENT PERTAINING TO R/A.
- 12. WRT WILL DOCUMENT CUST'S CONCERNS.

*** CASE CLOSE 05/08/2002 06:59 AM US Mountain Standard Time ERobinson
PROVIDED CUST W/ INFO.

2/27/06
13:49:23
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
7/24/01

VIN No : KNDJA723615

In Service Date:
Model . . 42441
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/30/04	W CO022	70147	A 01		W/REG.POWER-FRT.,LH	32421
7/08/03	W CO017	83080	A 01		SPARK PLUG	27927
7/08/03	W CO017	83080	B 01	Door Switch Assy, R&	RUBBER	27927
7/08/03	W CO017	83080	C 01		BRG-FRT, WHEEL, IN.	27927
8/12/02	W CO017	78428	A 01	Power Window Regulat	REG.POWER WINDOW,LH	20647
8/12/02	W CO017	78428	B 01		STOPPER ASSY	20647
12/03/01	W WY001	78521	A 01	Ignition Coil Assy,	COIL-IGNITION	10867
12/03/01	W WY001	78521	B 01	Door Glass (Rear), R	REG.POWER WINDOW,LH	10867
12/03/01	W WY001	78521	C 01	Front Door, Adjustme	FREE WHEEL HUB-VACUU	10867
6/29/01	R 8110W	P5325	1 01		SPORTAGE OWNERS MNL	1

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F3=Exit

F11=Summary/Detail

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LAST NAME	FIRST NAME	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72311 [REDACTED]	K61409	19,000
Palm Springs FL [REDACTED]		Dealer: FL073 Tanner West Palm Beach		

Case History

Complaint Repurchase

*** EMAIL OUT 01/18/2002 12:59 PM US Mountain Standard Time BLusane Action Type:External email

Send to:[dstevens@kiausa.com]

Jenripha Domingos/FL073

SRCA rec'd HBB CCF.....KIA0231854

Customer Alleges:

1. Rear power windows are not working - Current - 10x.
2. Squeaking noise coming from engine - Current.
3. Trans. is slipping - Current
4. Hatch cover is broken - Current - 1x .
5. Seat belt warning light comes on - Current
6. Latch on hatch was broken - Not Current
7. Clicking noise in steering wheel w/making turns - Not Current

Resolution sought: The customer would like to repurchase the vehicle and refund their money so she can repurchase another car.
Notified DP5M Stevens vmail. Open file.

If you could please give me a response by January 28, 2002 or prior. Thanks.

*** NOTES 01/23/2002 06:11 AM US Mountain Standard Time BLusane Action Type:Manager review
Bezilla left vmail as a reminder for a response by January 28, 2002 or prior.

*** NOTES 02/04/2002 09:44 AM US Mountain Standard Time BLusane Action Type:Manager review
Bezilla left vmail as a reminder for a response ASAP, response date was for January 28, 2002.

*** CASE CLOSE 02/04/2002 09:44 AM US Mountain Standard Time BLusane

*** NOTES 02/04/2002 12:00 PM US Mountain Standard Time DStevens Action Type:Manager review
(DSTEVENS, DP5M) This vehicle has been serviced exclusively by WEST PALM BEACH AUTOMART KIA, FL073. A review of the repair orders indicates the vehicle has been presented for service a total of 6 times.

1. Rear power windows are not working - current - 10 x. The rear windows have been ordered once 02/15/01 and replaced four times 03/24/01, 04/17/01, 04/25/01 and 08/13/01. The vehicle has not been back to the dealer since the last occurrence.
2. Squeaking noise coming from engine - Current. This concern has never been brought to the dealer's attention by the customer on any repair order.
3. Trans is slipping - Current. This concern has never been brought to the dealer's attention by the customer on any repair order.
4. Hatch cover is broken - Current - 1x. This concern has never been brought to the dealer's attention by the customer on any repair order.
5. Seat belt warning light comes on - Current. This concern has never been brought to the dealer's attention by the customer on any repair order.
6. Latch on hatch was broken - Not Current.
7. Clicking noise in steering wheel w/making turns - Not Current. This concern has never been brought to the dealer's attention by the customer on any repair order.

DP5M discussed concerns with JEFF SHERIDAN, SVC. MGR. WEST PALM AUTOMART KIA, and recommended he contact customer to inspect the above concerns 02/04/2002.

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Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723115 [REDACTED]	K61409	19,000
Palm Springs FL		Dealer: FL073 Tanner West Palm Beach		

*** NOTES 02/04/2002 12:09 PM US Mountain Standard Time DStevens Action Type:Manager review (DSTEVENS, DPSM) After reviewing this matter with JEFF SHERIDAN, SVC. MGR. DPSM believes, with the exception of the rear windows inop, none of these concerns qualifies this vehicle as a Lemon under the Florida Lemon Law. The repair history indicates 2 claims for left side and 2 claims for right side rear window regulators. All other concerns do not meet the "reasonable number of attempts" standard. DPSM recommends the customer present the vehicle to an authorized Kia repair facility for inspection and if necessary correction.

*** EMAIL OUT 02/20/2002 08:37 AM US Mountain Standard Time BLusane Action Type:External email
Send to:[dstevens@kiausa.com]
CC List:[dstevens@kiausa.com]
Jennipha Domingos/FL073
SRCA rec'd BBB Terms of Settlement.....KIA0231854
The customer agreed to allow a final attempt. Customer will send the MVDN. Notified DPSM Stevens vmail. Close File.

*** EMAIL OUT 02/20/2002 11:35 AM US Mountain Standard Time BLusane Action Type:External email
Send to:[dstevens@kiausa.com]
CC List:[dstevens@kiausa.com]
Jennipha Domingos/FL073
SRCA rec'd Letter from the customer for final repair.
Customer alleges:
1. Power windows
2. Check engine light
3. **GAS TANK** leak
4. Click in steering wheel
5. Back hatch latch
6. Hatch cover
7. Transmission slipping
Scheduled a final repair on March 19, 2002 @9:00am
Notified DPSM Stevens via fax & vmail. Fedex to customer. Fax to dealer. Open File.

If the Service Manager could please send the ROs on this customer within 48 hours, Kia would need for you to please send the information overnight, attention Bezilia Lusane.

*** NOTES 02/20/2002 01:29 PM US Mountain Standard Time BLusane Action Type:Manager review
DPSM Stevens fax line busy constantly, made copy of MVDN package put in box. Open File.

*** NOTES 02/20/2002 01:33 PM US Mountain Standard Time BLusane Action Type:Manager review
MRF sent on 02-20-02. Open File.

*** NOTES 02/22/2002 12:18 PM US Mountain Standard Time BLusane Action Type:Manager review
SRCA rec'd original on February 15, 2002. Open File.

*** NOTES 03/01/2002 08:26 AM US Mountain Standard Time BLusane Action Type:Manager review
Mr. Raines left vmail on 02-26-02 for DPSM Stevens to inform him that the region have not received the ROs.

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723115	K61409	19,000
Palm Springs FL			Dealer: FL073 Tanner West Palm Beach	

*** NOTES 03/06/2002 06:13 AM US Mountain Standard Time BLusane Action Type:Manager review
Bezilia left vmail for DPSM Stevens to inform him that the region have not received the ROs.

*** NOTES 03/06/2002 10:24 AM US Mountain Standard Time BLusane Action Type:Manager review
SRCA rec'd ROs and RO Recap from DPSM Stevens. Close File.

*** NOTES 03/07/2002 09:08 AM US Mountain Standard Time BLusane Action Type:Manager review
File to June. Close File.

*** PHONE LOG 03/08/2002 01:27 PM US Mountain Standard Time JSifford Action Type:Outgoing call
Writer LM at work # requesting customer call back

*** NOTES 04/22/2002 02:56 PM US Mountain Standard Time DStevens Action Type:Manager review
(DSTEVENS, DPSM), DPSM notes vehicle has complaints of rear windows inop, (1 SOP & 5 replacements). Vehicle was presented 03/19/2002 for final repair attempt at which time all current concerns were corrected.

*** CASE CLOSE 04/22/2002 02:57 PM US Mountain Standard Time DStevens
Final repair attempt 03/19/2002 corrected current concerns.

*** NOTES 04/30/2002 12:22 PM US Mountain Standard Time JSifford Action Type:Manager review
Per review of Warranty history and discussion with Svc. Mgr. Jeff Sheridan
The vehicle has not been back to the dealer for any concerns since the final repair.

*** PHONE LOG 04/30/2002 12:32 PM US Mountain Standard Time JSifford Action Type:Outgoing call
Writer contacted customer to review final repair and request if there are any current concerns with the vehicle.
Customer Alleges

1. the squeak is still in the engine
2. vehicle feels like the transmission is slipping and does not go into gear properly
3. not sure when she will be able to get the vehicle in for inspection
4. brakes squeak

Writer requested customer contact me when she is able to schedule appt
Writer will do the following

1. contact DPSM
 2. contact Dealer to inform of customer situation
 3. requested customer send print coupon or finance agreement for review and possible goodwill
 4. provided customer with name, phone & fax--requested customer contact me for any questions or concerns she may have
- [<For Internal Use Only
review for goodwill settlement
provide rental when customer schedules appt for inspection>!]

*** PHONE LOG 05/06/2002 12:27 PM US Mountain Standard Time JSifford Action Type:Outgoing call
Writer contacted Tanner W. Palm Bch to request copy of customer sales docs for review and possible goodwill
Dealer will be done

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723115 [REDACTED]	K61409	19,000
Palm Springs FL		Dealer: FL073 Turner West Palm Beach		

*** NOTES 05/20/2002 08:48 AM US Mountain Standard Time JSifford Action Type: Manager review
Write sent a goodwill offer to the customer @ 304 Riverdale Rd. Palm Springs, FL 33461 on 5/6/02
To date writer has not received a response
Goodwill offer to
1. reimburse payments in the amount of \$1,298.76 and new regulator parts after 6/15/02
File closed pending customer response.

*** CASE CLOSE 05/20/2002 08:48 AM US Mountain Standard Time JSifford

*** NOTES 07/01/2002 07:46 AM US Mountain Standard Time BLuzanne Action Type: Manager review
Jennipha Domingos/FL073

SRCA rec'd BBB CCF.....KIA0248138

Customer Alleges:

1. Right rear power window is not working - Current
2. Squeaking noise coming from engine - Current
3. Trans. is slipping - Current
4. Hatch cover is broken - Not Current
5. Seat belt warning light comes on intermittently - Current
6. Latch on hatch was broken - Not Current
7. Clicking noise in steering wheel w/making turns - Not Current

Resolution sought: Customer completed a final repair but still having problems. Agreed to allow a technical inspection and BBB has sent out have this done. Customer is seeking repurchase only. Notified DPSM Stevens via fax & vmail. Open File.

If you could please give me a response by July 03, 2002. Open File.

*** NOTES 07/01/2002 10:47 AM US Mountain Standard Time DStevens Action Type: Manager review
(DSTEVENS, DPSM) Re the above concerns:

1. Right rear power window is not working. - Current - DPSM notes replacement regulators became available in June, 2002. Identified as "ball type" on motor.
2. Squeaking noise coming from engine - Current - DPSM believes the customer has had this explained as belt noise in the morning, a result of condensation between the pulley and the belt. NOT a defect, merely an operating characteristic.
3. Trans is slipping - Current - DPSM notes this concern has not been presented for correction through 03/19/2002. Consequently, has not been evaluated by Kia.
4. Hatch cover is broken - Not Current - Concern has been corrected.
5. Seat belt warning light comes on intermittently. Current - DPSM notes this concern has not been presented for correction through 03/19/2002. Consequently, has not been evaluated by Kia.
6. Latch on hatch was broken - Not Current - Concern has been corrected.
7. Clickin noise in steering wheel w/making turns - Not Current - Concern has been corrected.

DPSM believes this vehicle would benefit from installation of "ball type" rear window regulators. There have been 6 complaints of rear window regulators—(1 Special Order Part and 5 repairs.) There have been no reported failures for the "ball type" rear window regulators.

The engine squeaking noise is being caused in the mornings by moisture between the pulley and the belt.

There is no record of any transmission slipping or intermittent seatbelt warning light illumination in the vehicle service history. DPSM recommends customer reconsider Kia's GOODWILL Offer noted above.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723115 [REDACTED]	K61409	19,000
Wilton Springs FL			Dealer: FL073 Turner West Palm Beach	

DPSM is still waiting to view the Technical Expert's Report.

*** NOTES 07/01/2002 10:53 AM US Mountain Standard Time BLusane Action Type:Manager review

[REDACTED] FL073
SRCA rec'd BBB TA Report.....KIA0248138

Findings:

1. Right rear power window not working - Yes - Wiring, relay and/or right rear window motor
 2. Squeaking noise coming from engine - Engine - No Transmission - Yes - Suspect internal transmission problem.
- Notified DPSM Stevens via fax & vmail. Open File.

*** NOTES 07/01/2002 10:59 AM US Mountain Standard Time BLusane Action Type:Manager review

Final of the TA Report:

Findings:

3. Transmission slipping - Slipping - No Whining - Yes - Suspect internal transmission problem
 4. Seat belt warning light comes on intermittently - No.
- Open File.

*** NOTES 07/08/2002 11:50 AM US Mountain Standard Time BLusane Action Type:Manager review
SRCA sent MRF along with Goodwill offer. Close File.

*** CASE CLOSE 07/08/2002 11:51 AM US Mountain Standard Time BLusane

*** NOTES 07/11/2002 10:53 AM US Mountain Standard Time BLusane Action Type:Manager review

[REDACTED] FL073
SRCA rec'd BBB ATA.....KIA0248138
Arbitrator: Robert Schurf

Date: July 17, 2002 @1:00pm

Place: West Palm Beach FL

Manufacturer: In person

Notified DPSM Stevens via fax & vmail. If you could please send the package prior to the hearing. Close file.

*** CASE CLOSE 07/11/2002 10:54 AM US Mountain Standard Time BLusane

*** NOTES 07/24/2002 06:04 AM US Mountain Standard Time BLusane Action Type:Manager review
Writer left vmail for DPSM Stevens as a reminder for the in writing position today. Close File.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72311[REDACTED]	K61409	19,000
[REDACTED] Palm Springs FL			Dealer: FL073 Tanner West Palm Beach	

*** NOTES 08/01/2002 11:59 AM US Mountain Standard Time BLusane Action Type:Manager review
[REDACTED] FL073

SRCA rec'd BBB Decision & Reason.....KIA0248138

The decision is a repurchase. Notified DPSM Stevens via fax & vmail. File to Phyllis. Close File.

*** NOTES 08/01/2002 12:07 PM US Mountain Standard Time BLusane Action Type:Manager review
Writer sent Loan Authorization and Earn Interest documents to customer by certified mail. File to Phyllis. Close File.

*** CASE CLOSE 08/01/2002 12:07 PM US Mountain Standard Time BLusane

*** NOTES 08/09/2002 07:53 AM US Mountain Standard Time BLusane Action Type:Manager review
[REDACTED] FL073

SRCA rec'd BBB Acceptance/Rejection Form.....KIA0248138

The customer accept the arbitration decision. Notified DPSM Stevens vmail. File to Phyllis. Close File.

2/27/06
13:49:36
wsd079
VIN No : KNDJB723115

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
1/12/01

In Service Date:

Model . . 42222
Series . SPORTRAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
12/09/02	W FL077	20062	A 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	25354
9/11/02	W FL073	9595	1 01	Door Power Window Re	REG.ASSY-WINDOW,RH	22340
9/11/02	W FL073	9595	2 01	Wire Harness Assy (R	WIRING ASSY-REAR NO.	22340
6/04/02	W FL073	7796	1 01	Door Window Regulato	W/REG.POWER-FRT.,LH	19043
3/19/02	W FL073	6570	1 01		SENSOR-OXYGEN	16664
3/19/02	W FL073	6570	2 01	Door Power Window Re	REG.ASSY-PWR WIN,RH	16664
3/19/02	W FL073	6570	4 01		CLIP-A.PILLAR TRIM	16664
3/19/02	G FL073	6570	6 01		DISC-PLATE	16664
8/13/01	W FL073	3133	2 01		CANISTER CLOSE VALVE	8890
8/13/01	W FL073	3133	4 01	Power Window Regulat	REG.ASSY-PWR WIN,RH	8890
8/13/01	W FL073	3133	2 02		CANISTER CLOSE VALVE	8890
4/25/01	W FL073	1431	1 01	Door Window Regulato	REG.POWER WINDOW,LH	4572

More...

F3=Exit

F11=Summary/Detail

2/27/06

13:49:36

wsd079

VIN No : KNDJB723115 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

1/12/01

Model . . 42222

Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
4/25/01	W FL073	1431	2 01		HOLDER-CUP	4572
4/17/01	W FL073	1271	1 01	Scan Tool Operation	CAP-FILLER	4273
4/17/01	W FL073	1271	2 01	Power Window Switch	SWITCH-P/W,MAIN	4273
3/14/01	W FL073	970	1 01	Door Power Window Re	REG.POWER WINDOW,LH	2738
3/14/01	W FL073	970	2 01	Door Power Window Re	REG.ASSY-PWR WIN,RH	2738
3/14/01	W FL073	970	3 01	Tailgate Latch Assy,	LOCK ASSY-BACK DOOR	2738
12/20/00	W 8104W	89046	1 01	Wire Repair Time (Ma		1
12/20/00	W 8104W	89046	1 01		WHEEL-DISC,ALUMI.	1
12/20/00	W 8104W	89046	2 01		HEAD LAMP,RH	1
12/20/00	P 8104W	89046	3 01	Spot Repair		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237W [REDACTED]	K102673	61,000
MULTON MC [REDACTED]		Dealer: MO007 Head Motor Company		

Case History

Inquiry Parts

*** PHONE LOG 08/22/2002 02:53 PM US Mountain Standard Time ERobinson Action Type:Incoming call
CUST STATES:

1. I OWN A 1998 Sportage 4x4 W/ 61K.
2. MY WARRANTY HAS RUN OUT.
3. I DO NOT HAVE MY VIN.
4. MY **GAS TANK** WAS LEAKING GAS.
5. THE DEALERSHIP MO007 Head Motor Company INFORMED THAT MY WARRANTY RAN OUT AND THE PART WILL BE AT MY OWN EXPENSE.
6. I TOOK THE VEHICLE TO AN ALTERNATE SHOP AND THEY DIAGNOSE THE VEHICLE AND STATED THAT THE **GAS TANK** IS A MANUFACTURE DEFECT.
7. TOOK THE VEHICLE BACK TO MO007 HEAD MOTOR CO. BECAUSE THEY WERE GOING TO GOOD WILL THE REPAIR OF THE **GAS TANK**.
8. BUT NOW THEY MIGHT NOT GOOD WILL THE SERVICE BECAUSE THERE ARE DENTS ON THE **GAS TANK**.

WRT STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE
2. CONCUR W/ CUST THAT BOTH WARRANTY HAS EXPIRED 3/36K BASIC LIMITED WARRANTY HAS EXPIRED, 5/60K POWER TRAIN HAS EXPIRED
3. CALL THE DEALERSHIP AND TALK TO SHAWN SRV MNGT AND SHAWN STATES:
 - A. THE **GAS TANK** HAD A LEAK.
 - B. WE TOOK OFF THE SHIELD AND FOUND DENTS ON THE **GAS TANK**.
 - C. THERE ARE ALSO MINOR SCRATCHES ON THE TANK.
 - D. I TALK TO DPSPM CARL WEBSTER AND HE INFORMED ME THAT HE WILL GOODWILL THE PART IF THERE ARE NOT MAJOR DENTS ON THE VEHICLE
 - E. THAT IS WHERE WE ARE AT
 - F. I WILL CALL DPSPM AND HE WILL MAKE THE FINAL DECISION ON THIS VEHICLE.
4. WRT THANK SHAWN AND INFORM CUST OF THE STATUS PER SRV MNGT SHAWN.
5. REFERRED CUST BACK TO SHAWN AND DPSPM WILL MAKE THE FINAL DECISION ON CUST' VEHICLE.
6. WRT WILL DOCUMENT CUST'S CONCERNS.

2/27/06
13:50:07
wsd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
10/20/98

KNDJA7237W

Model . . 42421
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
17/17/03	W MO007	33125	A 01	Exhaust Manifold Ass	GASKET ASSY-CAT.	69233
1/17/03	R MO007	33125	B 01		BELT A-FRT, LH	69233
1/17/03	G MO007	33125	A 02	Exhaust Manifold Ass	GASKET ASSY-CAT.	69233
8/22/02	G MO007	30912	A 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	61939
11/29/01	G MO007	26747	A 01		BRG-FRT, WHEEL, IN.	47556
12/08/00	W MO007	21793	A 01		RELAY-N.O 30A	34344
12/01/00	W MO007	21685	A 02		BLOWER MOTOR ASSY	34186
10/30/00	W MO007	21252	A 01		TENSION PULLEY ASSY	33222
10/30/00	W MO007	21252	B 01		BAND	33222
10/17/00	W MO007	21087	A 01		WTHSTP-TAIL GATE	32869
9/05/00	W MO007	20475	A 01	Center Channel & Gla	WTHSTP-R.DOOR QTR, LH	31354
9/05/00	W MO007	20475	B 01	Center Channel & Gla	WTHSTP-QTR, RH	31354

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:50:07
wad079
VIN No : KNDJA7237W5

Warranty Service Department
WARRANTY HISTORY INQUIRY
Model . . 42421
Series . SPORTAGE

In Service Date: 10/20/98

NAKANURAB
KIAPROD

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order# Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/05/00	W MO007	20475 C 01	Front Muffler Assy (SILENCER ASSY-MAIN	31354
7/17/00	W MO007	19789 A 01		SCREW	27788
7/17/00	W MO007	19789 B 03		SILENCER ASSY-MAIN	27788
4/24/00	R MO007	18485 A 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	24319
4/24/00	W MO007	18485 B 01	Clutch Pedal, Adjust	PEDAL-ACCEL	24319
4/24/00	W MO007	18485 C 01	Brake Disc Plate (Fr	DISC-PLATE	24319
12/09/99	W MO007	16585 A 01	GASKET(Exhaust Pipe)	CAT.CONV-MANIFOLD	18285
11/17/99	R MO007	16293 A 01	SC009 KNUCKLE/HUB AS	SEAL-OIL	17279
11/17/99	R MO007	16293 B 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	17279
8/27/99	W MO007	15035 A 01	SURGE TANK,R&R	WIRING ASSY-INJECTOR	13732
7/15/99	W MO007	14259 A 01	ADJUST FUEL FILLER L	CAP-FILLER	12884
12/27/98	W MO007	11246 A 01	ADJUST FUEL FILLER L	CAP-FILLER	2456

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:50:07
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 10/20/98

VIN No : KNDJA7237W [REDACTED]

Model . . 42421
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
11/27/98	R MOU07	11191	A 01	SC007	CHECK BRK LINE PIPE-BRAKE,R.	2456
8/05/98	W IL014	PDI2891	01		CLEAN CAR PDI	1
2/25/98	W 8103W	D092171	01		INTERIOR VEHICLE DET	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2000 SPORTAGE EX 4X4 KNDJA7239Y5 [REDACTED]	Case Number K205339	Mileage 41,927
Coming NY [REDACTED]			Dealer:	

Case History

Complaint Quality

*** PHONE LOG 08/18/2003 01:58 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY **GAS TANK** WAS LEAKING.
2. WE HAD TO STOP AND GET THE CAR TO THE NEAREST PLACE.
3. THE MECHANIC SAID THAT SHOULD NOT HAVE HAPPENED.
4. WHAT IS KIA GOING TO DO ABOUT IT.
5. I WANT MY MONEY BACK

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. WHAT I WILL DO IS DOCUMENT THE CONCERNS.
3. THE VEHICLE IS OUT OF WARRANTY
4. I DO NOT THINK THE **GAS TANK** SHOULD HAVE FAILED EITHER BUT SOMETIMES THESE THINGS HAPPEN.
5. I WILL DOCUMENT THE CONCERN,
6. WE CANNOT REIMBURSE SINCE THE VEHICLE IS OUT OF WARRANTY

*** CASE CLOSE 08/18/2003 01:58 PM US Mountain Standard Time SLarez

2/27/06

13:50:23

wsd079

VIN No : KNDJA7239Y5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

1/24/00

Model . . 42442

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
17/14/02	W NY025	04266	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	31666
1/09/01	W NY025	86494	1 01		INSULATOR ASSY-EXH.	1701
2/24/00	F NY025	72581	1 01	ENGINE OIL, CHANGE	FILTER, OIL	1285
8/27/99	W 8108B	W605181	01	DOOR, BUFFING		1
8/27/99	R 8108W	0280341	01	PUP69/AFFIX OBD INFO	OBD II INFO LABEL	1
7/19/99	W 8108W	R813281	01	COMPLETE VEHICLE DET		1

Bottom

F3=Exit

F11=Summary/Detail

Kia Motors America
Consumer Affairs Department

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Last Name	First Name	VIN of 2000 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y5 [REDACTED]	K36229	27,000
Kansas City KS [REDACTED]			Dealer: KS004 Olathe Kia	

Case History

Complaint Repurchase

**** PHONE LOG10/08/01 02:40:16 PM CBarrera

**** PHONE LOG10/08/01 02:45:06 PM CBarrera

cust states:

1. I want Kia to buy this car back from me
2. dealer told me to call you
3. I do not want car
4. current problems are: fumes in car, rusted exhaust
5. previous problems: paint, electrical 5x, exhaust 2x, windshield wipers 2x
6. I know about lemon law
7. I will pursue this

writer advised:

1. Kia will stand behind warranty and repair veh
2. we ask she allow dealer opportunity to repair it
3. she must research lemon law locally
4. Kia does not have a buyback policy

Customer got disconnected...

**** PHONE LOG10/09/01 06:04:51 AM CBarrera

cust states:

1. I will be getting lawyer
2. I do not want car
3. I want appt. with [REDACTED] to discuss buyback
4. my son has asthma and the gas fumes are bad for his health
5. I do not want car
6. you have to buy it back under lemon law

writer advised:

1. [REDACTED] is available for assistance in getting veh repaired
2. but Kia does not have a buyback policy
3. it is not something he can arrange
4. for lemon law she must research locally
5. Kia will offer repair assistance

will queue to region since cust insisting on buyback....

**** PHONE LOG10/09/01 08:23:57 AM DWhite

WTR LVM FOR CUST THIS DATE REQING C/B

**** PHONE LOG10/09/01 09:13:59 AM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE

SVM ROSS ADVISED:

1. CUST CONCERNS INCLUDE:

- A. PANEL LIGHTS GOING OUT - FOUND WIRING SHORT IN F/L DORR CAUSING PROBLEM - FIXED CONCERN
- B. RUST ON FILLER TANK - NORMAL, CAUSED BY GAS DRIP WHEN TAKING NOZZLE OUT OF TANK

**Kia Motors America
Consumer Affairs Department**

Page 2 of 12

Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Miles
[REDACTED]	[REDACTED]	KNDJA6236Y5 [REDACTED]	K36229	27,000
Kansas City KS [REDACTED]		Dealer: KS004 Olathe Kia		

C. EXHUAST/FUEL ODOR - CANNOT SMELL, CUST CANNOT SMELL - CUST'S YOUNG CHILD TOLD HER THERE WAS A SMELL

2. PROVIDED RENTAL FOR CUSTOM ON LAST REPAIR
3. CUST INFORMED THE VEH WAS REPAIRED, BUT AFTER PICKING IT UP - CUST STARTED TALKING ABOUT A BUY BACK
4. DPSM BRYAN JENKS HAS BEEN MADE AWARE
5. WILL FWRD DOCS TODAY

WTR STATES:

1. THANKS FOR UPDATE
2. PROVIDED FAX #

**** PHONE LOG10/10/01 09:22:48 AM DWhite

WTR SPOKE W/CUST THIS DATE

CUST ADVISED:

1. SINCE PURCHASING VEH, CONCERNS ARE INCLUSIVE OF:

- A. PAINT CHIPS
- B. MUFFLER REPLACED 2X
- C. DASH LIGHT INOPS - 4X
- D. WIPERS INOP - 2X
- E. GAS FILLER SPOUT IS RUSTED
- F. HAS GAS/FUME SMELL

2. YOUNG SON WAS THE FIRST TO SMELL GAS, BUT CUST CANNOT
3. PICKED UP VEH ON FRIDAY, & WAS TOLD THE FILLER RUST WAS DO TO THE GAS WHICH WAS USED
4. HAVE SPOKEN W/ATTNY BUT HAVE NOT RETAINED
5. WOULD LIKE VEH REPURCHASED

WTR STATES:

1. ONCE DOCS ARE RCVD, WILL C/B W/ADD
2. INFORMED OF 10 BUSINESS DAY LEAD W/ADD

**** NOTES10/10/01 10:46:25 AM MRivasAction Type:Correspondence rec.

CRCA RCVD FROM DPSM/JENKS VIA INTEROFFICE:

1. RO'S & SALES DOCS
- HARD FILE CREATED AND FWRD TO DWV FOR HANDLING.

**** PHONE LOG10/15/01 09:24:50 AM DWhite

WTR LM W/FEMALE FOR CUST ADVISING OF ADDD 10/25

**** PHONE LOG10/25/01 08:16:41 AM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE:

WTR ADVISED:

1. PLS FWRD MISSING RO'S FOR CUST

SVM ROSS STATES:

1. WILL DO TODAY

**** NOTES10/25/01 09:46:32 AM MRivasAction Type:Facsimile rec.

CRCA RCVD FROM DLR VIA FAX:

1. RO'S

INFO ADDED TO FILE AND FWRD TO DWV FOR HANDLING.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 12

Last name	First name	VIN of 2000 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236YS [REDACTED]	K36229	27,000
Kansas City KS			Dealer: KS004 Olathe Kia	

**** PHONE LOG10/25/01 02:07:06 PM DWhite

WTR SPOKE W/CUST THIS DATE

WTR ADVISED:

1. REVIEWED RECAP
2. OFFERED REIMBURSEMENT OF 1 CAR PAYMENT W/SIGNED RELEASE

CUST STATES:

1. REJECTS OFFER
2. WOULD LIKE VEH REPURCHASED OR REPLACED

WTR STATES:

1. VEH DOES NOT QUALIFY FOR LL REPURCHASE
2. REITERATED OFFER

CUST DENIES

**** PHONE LOG10/25/01 03:59:36 PM LAnderson

—cust [REDACTED] states:

1. I need to speak to the owner of [REDACTED]
2. His name is [REDACTED]

**** PHONE LOG10/25/01 04:48:35 PM LAnderson

cont...

3. I have been speaking to Darren White/central region about a repurchase request.
4. I would like the opportunity to dispute his decision.
5. Can you tell me how to go about this?

writer states:

1. I can only advise you to resend a certified letter to the corporate office disputing the decision.
2. address given.

**** PHONE LOG10/26/01 08:57:27 AM DWhite

WTR RCVD VM FROM SVM MARK ROSS @ KS004 REQING C/B

**** PHONE LOG10/26/01 08:58:26 AM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE

SVM ROSS STATES:

1. SPOKE W/CUST TODAY.
2. CUST WAS NOT PLEASED W/OFFER THAT WAS MADE
3. DR'S HAVE TOLD HER THAT THE FUMES ARE PROBABLY CAUSING HER SON'S ASTHMAS ATTACKS
4. CUST HAS A 2 DOOR SOFT TOP SPORTAGE
5. CUST WANTS OUT OF VEH

WTR STATES:

1. WILL REVIEW FILE & CALL CUST

**** PHONE LOG10/26/01 01:53:27 PM DWhite

WTR SPOKE W/CUST THIS DATE

WTR ADVISED:

1. RCVD VM REQING C/B
2. INQUIRED ON HOW CUST GOT RCAM WILLIAMS NAME

CUST STATES:

1. WANTS VEH REPURCHASED
2. GOT RCAM WILLIAMS NAME FROM KCC
3. OFFER IS NOT SUFFICIENT
4. HAVE PAID MORE MONEY ON SON'S DR'S BILL THAN ON VEH

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y [REDACTED]	K36229	27,000
Kansas City KS			Dealer: KS004 Olathe Kia	

5. WANT REPURCHASED, BUT WILL NOT PAY MONEY TO GET OUT OF VEH
6. HAVE PAINTED "KIA IS A LEMON" ON THE SIDE OF VEH
7. WOULD LIKE WTR TO RE-THINK OFFER

WTR STATES:

1. WILL RETHINK & C/B

**** NOTES10/26/01 02:20:46 PM DWhiteAction Type:Meeting

WTR REVIEWED FILE W/RCAM WILLIAMS.....RCAM WILLIAMS CONCURRED W/WTR ON DECISION

**** PHONE LOG10/26/01 02:23:39 PM DWhite

WTR SPOKE W/CUST THIS DATE

WTR ADVISED:

1. REVIEWED CASE W/RCAM WILLIAMS
2. REITERATED OFFER OF 1 CAR PAYMENT & FTR VISIT

CUST STATES:

1. DO NOT ACCEPT OFFER
2. WILL BE @ DLR - KS004 TONIGHT FOR BAD ADVERTISEMENT

WTR STATES:

1. WILL CALL KS004 & INFORM & HAVE TECH RIDE W/CUST FOR POSS REPAIRS

**** PHONE LOG10/26/01 02:37:51 PM DWhite

WTR SPOKE W/DPSM BRYAN JENKS THIS DATE

WTR ADVISED DPSM JENKS ON CASE

DPSM JENKS STATES:

1. RCVD VM FROM CUST
2. AGREE W/OFFER MADE BY WTR
3. PLS KEEP DPSM UPDATED

**** PHONE LOG10/26/01 02:39:08 PM DWhite

WTR LYM FOR MARK ROSS @ KS004 REQING C/B

**** PHONE LOG10/26/01 03:20:26 PM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE

WTR ADVISED:

1. CUST IS COMING IN TONIGHT
2. PLS RIDE W/CUST TO VERIFY CONCERNS

SVM ROSS STATES:

1. WILL RIDE W/CUST, BUT NOT IF CUST HAS "KIA IS A LEMON" WRITTEN ON IT
2. WILL CALL CUST & ADVISE
3. WILL KEEP WTR UPDATED

**** PHONE LOG10/26/01 03:34:16 PM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE

SVM ROSS ADVISED:

1. SPOKE W/CUST
2. INFORMED CUST THAT SVM IS WILLING TO RIDE W/CUST, BUT WRITTING WILL HAVE TO BE TAKEN OFF
3. CUST CANT MAKE IT TO DLR UNTIL AFTER 6 PM, AFTER DLR CLOSES
4. CUST REFUSES TO TAKE WRITING OFF OF VEH
5. OFFERED TO RIDE W/ CUST TOMORROW, EVENTHOUGH DLR IS CLOSED
6. CUST ACCEPTS & WILL CALL SVM ON CELL PHONE TO MEET @ DLR

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Consumer Affairs Department

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y5 [REDACTED]	K36229	27,000
Kansas City KS [REDACTED]			Dealer: KS004 Olathe Kia	

7. CUST IS NOT COMING TO DLR TONIGHT
WTR THANKED FOR UPDATE

*** PHONE LOG10/29/01 10:28:20 AM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE
SVM ROSS STATES:

1. RODE W/CUST ON SATURDAY, AFTER WRITINGS WERE REMOVED
2. SMELL WAS CURRENT, LIKE A CARBON FIBER TYPE SMELL - NOT EXHAUST
3. SMELL IS INTERMIT. & CAN SMELL MORE WHEN @ HWY SPEEDS
4. HAVE SMELLED ODOR IN OTHER SPORTAGES BEFORE
5. WOULD LIKE TO HAVE DPSM BRYAN JENKS TO RIDE IN THE VEH & VERIFY IF SMELL IS NORMAL VEH OPER.
6. WILL PROBABLY PUT A NEW **GAS TANK** IN FOR CUST, FOR CUST SATISFACTION
7. WILL CONTACT DPSM JENKS TO FIND OUT WHEN DPSM CAN BE HERE & THEN SET UP AN APPT W/THE CUST
8. WILL KEEP WTR UPDATED

*** NOTES10/30/01 09:33:12 AM DWhiteAction Type:Meeting
PER RCAM MARIA WILLIAMS

RCAM WILLIAMS RCVD VM FROM CUST REQING C/B @ 913-432-5559 EXT. 10 OR 913-485-7511

*** PHONE LOG10/30/01 09:54:48 AM DWhite
WTR SPOKE W/DPSM BRYAN JENKS THIS DATE
WTR ADVISED:

1. WOULD LIKE TO HAVE DPSM JENKS MEET W/CUST & RIDE IN CUST'S VEH TO DETERMINE IF SMELL IS NORMAL VEH OPER.

DPSM JENKS STATES:

1. WILL BE @ KS004 NEXT WEEK & HAVE NO PROBLEM DOING THAT

*** PHONE LOG10/30/01 10:11:20 AM DWhite
WTR SPOKE W/CUST THIS DATE

WTR ADVISED:

1. WOULD LIKE HAVE DPSM BRYAN JENKS RIDE IN VEH TO DETERMINE IF SMELL IS NORMAL VEH OPER
2. IF SMELL IS NOT NORMAL, THEN REPAIRS WILL BE MADE

CUST STATES:

1. WANTS OUT OF VEH
2. FEELS THAT VEH IS A HEALTH HAZARD & IS THE CAUSE OF HER SON'S ASTHMA ATTACKS
3. DR. HAS TOLD CUST THAT HER SON SHOULD NOT RIDE IN VEH ANYMORE DUE TO SMELL
4. SON'S ASTHMA IS ONLY WORSE WHEN HE RIDES IN VEH
5. WILL NOT PAY ANY MONEY TO GET OUT OF VEH
6. IN THE PROCESS OF OBTAINING MEDICAL RECORDS WHICH STATE THAT VEH IS CAUSE OF SON'S ASTHMA

WTR STATES:

1. WILL SEND LOAN PAYOFF DOC TO CUST SO WTR CAN RUN TAPES FOR REPURCHASE

CUST STATES:

1. FAX # 913-831-0402
2. IF VEH IS NOT REPURCHASED, THEN CUST WILL CONTACT MEDIA IF NECESSARY

*** NOTES10/30/01 10:59:03 AM DWhiteAction Type:Facsimile sent
WTR FAXED LOAN PAYOFF DOC TO CUST THIS DATE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6Z36Y [REDACTED]	K36229	27,000
[REDACTED] Kansas City KS			Dealer: KS004 Olathe Kia	

**** PHONE LOG 11/01/01 02:10:12 PM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004 THIS DATE

SVM ROSS ADVISED:

1. RCVD CALL FROM LOCAL NEWS ABOUT CUST'S CONCERNS
2. TOLD REPORTER THAT KMA IS WORKING TO GET REP DOWN TO RIDE W/ CUST NEXT WEEK TO VERIFY CONCERNS

WTR STATES:

1. WILL CONTACT CUST & GIVE UPDATE
2. FTR FRANK BRAISKE WILL BE IN THE AREA NEXT WEEK, SO HE MAY BE ABLE TO RIDE W/CUST INSTEAD OF DPSM JENKS
3. WILL KEEP SVM INFORMED

**** PHONE LOG 11/02/01 09:23:36 AM DWhite

WTR SPOKE W/DPSM BRYAN JENKS THIS DATE

WTR ADVISED:

1. INQUIRED ON WHEN DPSM WOULD BE AVAIL TO RIDE W/CUST

DPSM JENKS STATES:

1. CAN RIDE W/CUST ON WEDNESDAY 11/07 @ 8 AM
2. SPEAK W/RCAM WILLIAMS OR CRCAS JSS IN REGARDS TO THE MEDIA CONTACT & WHAT SHOULD DPSM DO IF MEDIA IS PRESENT

WTR STATES:

1. WILL SPEAK W/CRCAS JSS & C/B

**** NOTES 11/02/01 01:45:52 PM DWhite Action Type: Meeting

WTR SPOKE W/CRCAS JSS RE: MEDIA & DPSM JENKS

JSS ADVISED:

1. DPSM JENKS SHOULD NOT ADDRESS MEDIA
2. IF HE HAS TO, THEN ALL MEDIA QUESTIONS SHOULD BE FORWARDED TO THE PR DEPT @ CORP

**** PHONE LOG 11/02/01 01:48:02 PM DWhite

WTR SPOKE W/DPSM JENKS & RELAYED CONVERS. BTWN WTR & CRCAS JSS

**** PHONE LOG 11/02/01 03:35:07 PM DWhite

WTR SPOKE W/SVM MARK ROSS @ KS004

SVM ROSS ADVISED:

1. CUST CAME IN FOR COPIES OF ALL RO'S

WTR STATES:

1. DPSM BRYAN JENKS TO BE @ DLR ON WED @ 8AM TO RIDE W.CUST

**** PHONE LOG 11/02/01 04:14:47 PM DWhite

**** PHONE LOG 11/02/01 04:15:15 PM DWhite

WTR SPOKE W/CUST THIS DATE

WTR ADVISED:

1. DPSM BRYAN JENKS WILL BE @ DLR KS004 ON WED. 11/07 @ 8AM
 2. INFORMED CUST THAT WTR WILL GENERATE LETTER IN REGARDS TO REPURCHASE FOR VEH
- CUST STATES:
1. DOES NOT THINK THAT CUST SHOULD HAVE TO PAY KMA TO GET OUT OF VEH
 2. WANTS VEH REPURCHASE AS CUST SATISFACTION & WILL CONTACT WHOMEVER NEEDS TO BE CONTACTED IN ORDER TO GET VEH REPURCHASED
 3. BELIEVES KMA SHOULD REPURCHASE VEH & COMPENSATE FOR SON'S MEDICAL EXPENSES

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2000 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y5 [REDACTED]	K36229	27,000
Kansas City KS [REDACTED]			Dealer: KS004 Olathe Kia	

4. WILL TAKE FURTHER ACTION IF NEEDED TO GET OUT OF VEH

**** PHONE LOG 11/02/01 04:33:46 PM DWhite

***** ADDITION TO PREVIOUS NOTES *****

WTR WILL SEND OFFER LETTER TO CUST @ FAX # 913-831-0402

**** NOTES 11/02/01 05:00:31 PM DWhite Action Type: Facsimile sent

WTR FAXED 2 OPTION LETTER TO CUST THIS DATE

**** NOTES 11/02/01 05:12:07 PM DWhite Action Type: Correspondence sent

CRCA SENT FEDEX OF ABOVE TO CUST THIS DATE VIA FEDEX PRIORITY OVERNIGHT W/TRACKING # 827666366467

**** PHONE LOG 11/07/01 07:56:50 AM DWhite

WTR RCVD VM FROM CUST ON 11/05 ADVISING:

1. CANNOT MAKE 8:00AM APPT @ KSO04 W/ DPSM JENKS
2. WILL HAVE TO RESCHEDULE TO 10:30 AM

**** PHONE LOG 11/07/01 07:58:01 AM DWhite

WTR SPOKE W/DPSM JENKS THIS DATE

DPSM JENKS STATES:

1. LOCAL NEWS ACTION REPORTER GOES LIVE @ 10:00
2. NEW TEAM WILL POSSIBLY BE @ DLR - K9004 DURING TEST DRIVE @ 10:30
3. PLS ADVISE IF NEWS TEAM IS PRESENT

WTR STATES:

1. DPSM SHOULD NOT ADDRESS MEDIA
2. IF NEEDED, ALL QUESTIONS SHOULD BE RELAYED TO PR IN CORP

**** PHONE LOG 11/07/01 12:35:44 PM DWhite

WTR SPOKE W/DPSM BRYAN JENKS THIS DATE

DPSM JENKS STATES:

1. AT INITIAL DRIVING OF VEH, THERE WAS A SMELL, BUT AFTER ADJUSTING THE CIRCULATION BUTTONS & DRIVING ABOUT 22 MILES, THE SMELL WAS GONE
 2. RUST IS ONLY ON THE FILLER NECK PART OF THE TANK, WHICH IS DUE TO MOISTURE EXPOSURE & NOT MANUFAC. DEFECT
 3. NO REPAIRS ARE TO BE MADE AT ALL
 4. CUST INFORMED THAT SHE IS DISSATISFIED W/OFFER MADE BY WTR & W/ DPSM'S DETERMINATION
 5. CUST HAS CONTACTED AN ATTNY BUT HAS NOT RETAINED
 6. CUST WILL OBTAIN DOCS FROM DOCTOR STATING THE VEH IS A HEALTH HAZARD FOR HER SON
- WTR THANKED FOR UPDATE

**** PHONE LOG 11/07/01 12:52:54 PM DWhite

WTR SPOKE W/DPSM BRYAN JENKS

DPSM JENKS ADVISED:

1. AFTER LEAVING, CUST WROTE "LEMON" BACK ON THE VEH
2. CUST PLANS ON CONTACTING THE NEWS TODAY

**** NOTES 11/08/01 01:51:40 PM DWhite Action Type: Correspondence rec.

CRCA RCVD FROM DPSM BRYAN JENKS VIA FEDEX

1. DISKS - CONTAINING PICTURES OF CUST'S VEH
- INFO ADDED TO FILE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y [REDACTED]	K36229	27,000
Kansas City KS		Dealer: KS004 Olathe Kia		

**** PHONE LOG11/08/01 02:33:09 PM DWhite
WTR CALLED CUST THIS DATE
CUST REQ'D C/B....RIDING W/A TECH RIGHT NOW

**** PHONE LOG11/15/01 11:03:24 AM DWhite
WTR SPOKE W/CUST THIS DATE
WTR REVIEWED OFFER LETTER W/CUST & OFFERED FAX #
WTR INFORMED CUST THAT REPURCHASE WAS BASED OFF OF NON LL PARAMETERS
CUST STATES:
1. WILL SEND WTR DOCTORS RECORDS
2. NON KIA TECH INSPECTED VEH & SAID THE SMELL WAS DUE TO MANUF. DEFECT
3. HAVE CONTACTED KS004 SEVERAL TIME ABOUT CONCERN, BUT DID NOT TAKE THE VEH IN TO BE INSPECTED ALL THE TIME
4. DOES NOT AGREE WITH OFFER LETTER SENT BY WTR
5. WILL CONTACT LOCAL NEWS, AG'S OFFICE, OR WHOMEVER TO GET OUT OF VEH
6. WILL NOT PAY KMA TO GET OUT OF VEH & BE CARLESS
7. WANTS KMA TO NOT JUST BUY BACK VEH & CALL IT EVEN
WTR STATES:
1. OFFER REMAINS & STANDS AS IT IS
CUST STATES:
1. WILL HAVE TO TAK OTHER AVENUES FOR REPURCHASE & DOES NOT FEEL THAT TALKING W/WTR IS EFFICIENT

**** NOTES11/15/01 12:21:08 PM MRivasAction Type:Facsimile rec.
CRCA RCVD FROM CUST, VIA FAX:
1. COPY OF CUST LTR RE:PROBLEM W/SMELL IN VEH
2. RO'S
3. COPY OF MEDICAL NOTES FOR SON: AUSTIN
4. COPY OF KMA PREV OFFER LTR TO CUST
INFO ADDED TO FILE AND FWRD TO DWW FOR HANDLING.

**** NOTES11/19/01 01:35:12 PM DWhiteAction Type:Correspondence sent
WTR SENT RESPONSE LETTER TO CUST THIS DATE

**** PHONE LOG11/19/01 03:26:47 PM Airby
CRCA SENT FEDEX OF ABOVE TO CUST. THIS DATE PRIORITY OVERNIGHT W/TRACKING #454049369632.

**** EMAIL OUT11/27/01 11:22:53 AM AMERICA/OU=CORPORATE/CN=RECIPIENTS/CN=MRIVASSent to:emailclerk
CRCA RCVD BBB FAX FILE #KIA0182806 WHICH INCLUDES:
1. CLOSE LETTER W/FOLLOWING PARAMETERS:
A. CLAIM IS INELIGIBLE BECAUSE ALL THE REMEDIES CUST SEEKS ARE NOT WITHIN THE PRECOMMITMENT OF THE MANUFACTURER
INFO ADDED TO FILE.

Maria Rivas
Central Region Consumer Affairs Analyst
630.932.8500 ext. 116

**** NOTES12/10/01 04:17:24 PM DWhiteAction Type:Facsimile rec.
CRCA RCVD FROM DLR VIA FAX:

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y5 [REDACTED]	K36229	27,000
Kansas City KS [REDACTED]			Dealer: KS004 Olathe Kia	

1. COPY OF KANSAS AG'S LETTER TO DLR
INFO ADDED TO FILE

**** CASE CLOSE 12/10/01 04:24:31 PM
NO ASSISTANCE NEEDED FROM CRCA

**** NOTES 02/11/02 02:57:13 PM MRivas Action Type: Correspondence rec.
CRCA RCVD, VIA MAIL:

1. LTR FROM STATE OF KS AG OFFICE DATED 02/08/02 REQ RESPONSE W/IN 2 WEEKS
2. CONSUMER COMPLAINT FORM STATING:
 - A. PURCHASED THE VEH NEW AND THERE WAS A SMELL WHICH I WAS TOLD IT WOULD GO AWAY
 - B. SMELL GOT WORSE THE MORE I DROVE IT
 - C. MUFFLER HAD TO BE REPLACED
 - D. VEH IN 3 - 4 TIMES IN SHOP FOR ELECTRICAL PROBLEMS, WHICH WAS FINALLY FXED
 - E. WINDSHIELD WIPERS HAD BEEN WORKED ON 3 X
 - F. THE PAINT CAME OFF THE BUMPER WHEN VEH WASHED
 - G. **GAS TANK** IS RUSTING FROM INSIDE-OUT & VEH STILL SMELLS

3. COPY OF CUST LTR

4. RO'S

INFO ADDED TO FILE AND FWRD TO MEP FOR HANDLING.

*** PRIORITY CHANGE 02/14/02 05:37:36 PM MPashoff

*** NOTES 02/14/2002 05:02 PM US Mountain Standard Time MPashoff Action Type: Correspondence sent
WTR SENT RESPONSE LTR TO ATINY GENERAL ADVISING:

1. OLATHE KIA IN THE PROCESS OF REPAIRING CUST VEH
2. GW OFFER GENERATED & SENT TO CUST ON 11/2/02
3. KMA TO HONOR VEH WARRANTY;
4. AND ASSIST IN MAKING SERVICE APPT
CC OF LTR IN FILE

*** PHONE LOG 02/15/2002 02:45 PM US Mountain Standard Time MPashoff Action Type: Outgoing call
WTR CONTACTED CUST, DONATA, & ADVISED:

1. RECD ABOVE REFERENCED AG LTR
2. ASKED FOR CURRENT CONCERNS;
3. CALLING TO OFFER ASSISTANCE
CUST ADVISED:

1. THANKED WTR FOR CALL HOWEVER, THIS IS NOT A CONVENIENT TIME TO TALK
2. WILL C/B WTR LATER THIS DATE

WTR ADVISED:

1. PROVIDED CUST W/ NAME, C/B #, & CASE FILE # FOR REFERENCE

*** PHONE LOG 02/21/2002 05:50 PM US Mountain Standard Time MPashoff Action Type: Incoming call

*****NOTES FROM PHONE CALL W/ CUST ON 2/15/02*****

WTR RECD C/B FROM CUST, WHO ADVISED:

1. CUST CURRENT CONCERNS INCLUDE:

- A. **GAS TANK** RUSTED OUT
- B. FUME ISSUES - BAD SMELL

**Kia Motors America
Consumer Affairs Department**

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Last Name [REDACTED]	First Name [REDACTED]	VIN of 2000 2DR SPORTAGE 4X KNDIA6236Y5 [REDACTED]	Case Number K36229	Mileage 27,000
Home City KS [REDACTED]			Dealer: KS004 Olathe Kia	

- C. CAN NO LONGER TAKE CHILD IN CAR - HAS NOTE FROM PHYSICIAN
 - D. FAN BELT SQUEAKS
 - 2. CUST REC'D GW OFFER IN NOV. 2001
 - 3. HAD TEST DRIVE W/ DPSM, BRYAN JENKS (CUST STATED DPSM WAS RUDE)
 - 4. CUST DISSATISFIED W/ GW OFFER
 - 5. REPURCHASE WAS NOT AN OPTION, AS THERE WAS TOO MUCH OUT OF POCKET
 - 6. LOOKING FOR REPAIR OR REPLACEMENT
 - 7. DOES NOT FEEL SAFE
 - 8. DLR HAS ALREADY TRIED TO PUT HER INTO ANOTHER CAR
- WTR ADVISED:
- 1. WILL PROVIDE CALL BACK NEXT WEEK W/ DETERMINATION

*** PHONE LOG 02/21/2002 05:51 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR CONTACTED CUST, DONATA, @ HM # & LM ON ANS MACH REQ'ING C/B... LEFT NAME, PH #, & CASE FILE #

*** PHONE LOG 02/22/2002 03:12 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR CONTACTED CUST, DONATA, @ WK # & ADVISED:

- 1. CUST HAD 2 OPTIONS, WHICH INCLUDE:
 - A. DLR HAS ALREADY TRIED & IS STILL WILLING TO GET CUST INTO A NEW VEH W/ SOME OUT OF POCKET \$\$ FROM CUST
 - B. GW OFFER OF 3 CAR PMTS FROM 11/02/01 IS STILL AVAIL TO CUST
- 2. REPURCHASE IS UNFORTUNATELY NOT AN OPTION

CUST ADVISED:

- 1. DECLINED ALL OFFERS SHORT OF A REPURCHASE

WTR ADVISED:

- 1. CUST CAN C/B WTR IF SHE CHANGES HER MIND & ACCEPTS GW

CUST ADVISED:

- 1. WILL BE RETAINING ATTORNEY

CALL CONCLUDED

*** CASE CLOSE 02/25/2002 12:57 PM US Mountain Standard Time MPashoff
FILE CLOSED, AS NO OTHER ASSISTANCE REQUIRED BY CRCA

*** PHONE LOG 07/23/2002 05:36 PM US Mountain Standard Time MPashoff Action Type:Incoming call
WTR SPOKE W/ CUST, DONATA, WHO STATED:

- 1. WOULD LIKE TO ACCEPT ORIG MONETARY GW OFFER OF 3 CAR PMTS TALLING \$1,061.79 MADE ON 11/02/01
- 2. WANTS TO UTILIZE MONEY TO TRADE OUT OF VEH
- 3. REQ WTR SEND RELEASE TO WORK ADDRESS
- 4. WILL SIGN & SEND BACK W/ SIGNED OFFER LTR PREVIOUSLY REC'D FROM CRCA
- 5. THANKED WTR FOR ASSISTANCE

WTR STATED:

- 1. WILL SEND RELEASE VIA FEDEX PRIORITY OVERNIGHT MAIL FOR RECEIPT BY 7/24/02
- 2. REQ CUST SIGN BOTH RELEASE & OFFER LTR & RETURN TO WTR
- 3. UPON RECEIPT, ALLOW 15 BUSINESS DAYS TO PROCESS CHECK
- 4. REQ C/B IF ANY QUESTIONS

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6236Y5 [REDACTED]	K36229	27,000
Kansas City KS [REDACTED]			Dealer: KS004 Olathe Kia	

*** NOTES 07/26/2002 09:21 AM US Mountain Standard Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM CUST, VIA FEDEX:
1. ORIGINAL SIGNED OFFER LETTER
2. ORIGINAL SIGNED RELEASE
INFO ADDED TO FILE AND FWRD TO MEP FOR HANDLING.

*** NOTES 07/29/2002 04:07 PM US Mountain Standard Time MPashoff Action Type:Correspondence sent
WTR PROCESSED & SENT GW REQ. RO RECAP, RO'S & EVIDENCE OF CAR PMT TO PB @ NCA

*** NOTES 08/01/2002 05:06 PM US Mountain Standard Time PBayless Action Type:Manager review
REC'D GOODWILL REQUEST (\$1061.79) FROM CRCA.

*** CASE CLOSE 08/08/2002 06:34 AM US Mountain Standard Time MPashoff
FILE CLOSED & REOPENED PENDING RECEIPT OF GW CHECK FROM NCA

*** PHONE LOG 08/08/2002 12:00 PM US Mountain Standard Time MPashoff Action Type:Incoming call
WTR REC'D VM FROM CUST REQ'ING C/B @ WK OR CELL PH #

*** PHONE LOG 08/08/2002 12:07 PM US Mountain Standard Time MPashoff Action Type:Outgoing call
WTR SPOKE W/ CUST SPOUSE, DONATA, & STATED:
1. CONFIRMED RECEIPT OF SIGNED RELEASE & OFFER LETTER FROM CUSTOMER
2. ALLOW 15 BUSINESS DAYS FROM 7/29/02 FOR CHECK TO BE PROCESSED
3. WILL SEND TO CUST WORK ADDRESS, UPON RECEIPT
CUST STATED:
1. ASKED IF WTR REC'D SIGNED DOCUMENTS
2. ASKED WHEN CUST SHOULD EXPECT CHECK
3. REQ WTR SEND CHECK TO FOLLOWING WORK ADDRESS:
8901 W 74TH ST, STE 225
SHAWNEE MISSION, KS 66204
4. THANKED WTR FOR CALLING BACK

*** NOTES 08/14/2002 10:46 AM US Mountain Standard Time AlexLee Action Type:Manager review
SENT GW CHECK (\$1061.79 TO CUST) TO CRCA.

*** PHONE LOG 08/15/2002 10:58 AM US Mountain Standard Time Abby Action Type:Incoming call
CRCA RECVD GW CHECK #169965 IN THE AMOUNT OF \$1,061.79 PAYABLE TO CUST .

CRCA SENT FED EX OF ABOVE TO CUST THIS DATE PRIORITY OVERNIGHT W/TRACKING #454049402896

*** CASE CLOSE 08/15/2002 11:49 AM US Mountain Standard Time MPashoff
WTR SENT GW CHECK TO CUST THIS DATE

2/27/06
13:50:36
wsd079
VIN No : KNDJA6236Y9

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/24/00

In Service Date:

Model . . 42411
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
10/22/02	R	KS004	25647	A 01		LABEL-V.E.C.1	38106
10/04/01	W	KS004	17485	A 01		WIRING ASSY-DOOR,DRI	25992
9/19/01	W	KS004	17239	A 01	Wiper Motor Assy, R&	MOTOR&BRKT-F.WIPER	25319
9/19/01	W	KS004	17239	B 01	Multifunction Switch	SWITCH-COMB.	25319
9/19/01	W	KS004	17239	C 04	Panel Light Resistor	SWITCH-RESISTOR	25319
9/04/01	W	KS004	17045	B 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	24678
9/04/01	W	KS004	17045	C 01	Panel Light Resistor	RESISTOR ASSY	24678
5/22/01	W	KS004	15627	A 01		SILENCER ASSY-MAIN	19395
5/22/01	W	KS004	15627	B 01		MOTOR ASSY-WIPER	19395
7/12/00	W	KS004	11967	A 04		FACE-F. BUMPER	3273
6/07/00	F	KS004	11921	1 01	OIL BYPASS FILTER AS		2964
3/03/00	W	8103W	A0034	1 02	Wire Repair Time (Ma		1

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:50:36
wsd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/24/00

In Service Date:

KNDJA6236YS [REDACTED]

Model . . 42411
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/02/00	P B103W	60440	1	DI		1
3/02/00	P B103W	60440	2	01		1

Bottom

F3-Exit

F11-Summary/Detail

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K457338	74,000
PRINCEDALE MS			Dealer: ME002 Bill Dodge Kia	

Case History

Complaint Quality

*** PHONE LOG 04/29/2005 12:25 PM SLarez

CUSTOMER STATES.

1. I BOUGHT THE CAR USED LAST FEB. AND HAD ABOUT 6K MILES OF THE WARRANTY LEFT.
2. I HAVE A GAS LEAK NOW AND MY FRIEND LOOKED AT THE CAR AND HE STATED THE **GAS TANK** IS RUSTED
3. I NEED TO HAVE IT REPLACED AND I DO NOT FEEL I SHOULD HAVE TO REPLACE IT AT MY EXPENSE BECAUSE I FEEL THERE IS A PART DEFECT

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THE WARRANTY COVERS DEFECTS IN MATERIAL AND WORKMANSHIP AND THIS WARRANTY IS EXPIRED EVEN IF IT IS A DEFECT.
3. WHAT CAN I DO IS CALL THE KIA REP WHEN THE CAR IS DIAGNOSED BY A KIA DEALERSHIP AND SEE WHAT HE IS WILLING TO CONSIDER IF ANYTHING.

CUSTOMER STATES.

1. I AM NOT GOING TO PAY \$75.00 FOR A DIAGNOSTIC WHEN I KNOW WHAT IS WRONG.
2. BEFORE I TAKE IT TO A KIA DEALERSHIP I WANT KIA TO PROMISE ME THEY WILL COVER IT.

WRITER STATES.

1. I CANNOT DO THAT, THE CAR IS OUT OF WARRANTY AND AS IT STANDS RIGHT NOW YOU ARE RESPONSIBLE FOR ANY REPAIR COST, I CAN CALL THE KIA REP ONCE A DIAGNOSES IS MADE BY A KIA DEALERSHIP
2. IF A KIA DEALERSHIP IS NOT INVOLVED WITH THE DIAGNOSES WE CANNOT CONSIDER ANY ASSISTANCE.

CUSTOMER STATES.

1. I WOULD LIKE TO SPEAK TO SOMEONE ELSE.

WRITER STATES.

1. YOU CAN SPEAK TO SOMEONE ELSE BUT YOU ARE GOING TO GET THE SAME ANSWER
2. GET THE CAR TO THE DEALERSHIP, CALL ME WHEN IT IS THERE, AND WE WILL SEE WHAT OUR KIA REP IS WILLING TO CONSIDER IF ANYTHING

CUSTOMER STATES.

1. I WANT TO SPEAK TO SOMEONE ELSE.

WRITER STATES.

1. PLEASE HOLD.

WRITER TRANSFERRED TO W. NOONAN PER CUSTOMERS REQUEST.

*** PHONE LOG 04/29/2005 12:31 PM WNoonan Action Type:Incoming call

WRITER SPOKE WITH SABRINA FLEMENG.**SUP CALL**

WRITER STATED:

1. STEVE ADVISED ME THAT YOU WERE HAVING PROBLEMS WITH RUST ON THE **GAS TANK**.
2. YOU ARE AWARE THAT THE 5/60 BLW THAT COVERS THIS IS EXPIRED.

CUSTOMER STATED:

1. YES, BUT BECAUSE THE VEHICLE IS ONLY 4 YEARS OLD I FEEL THAT KIA SHOULD STAND BEHIND

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of	Case Number	Mileage
SPRINGDALE ME			K457338	74,000
			Dealer: ME002 Bill Dodge Kia	

THE WARRANTY AND COVER THIS.

2. I DO NOT FEEL THAT I SHOULD HAVE TO TAKE THE VEHICLE TO THE DEALER FOR A DIAGNOSTIC, I FEEL THAT KIA SHOULD TELL THE DEALER THAT THEY WILL COVER IT WITHOUT A DIAGNOSTIC.

WRITER STATED:

1. FOR ONE, THE WARRANTY FOR THE PART IS EXPIRED.
2. WE ARE TELLING YOU IT IS NOT COVERED.
3. IF YOU FEEL THAT WE SHOULD OFFER YOU ASSISTANCE, WE WILL NEED TO HAVE A KIA DEALER INSPECT THE VEHICLE AND THEY WILL NEED TO CALL THEIR DPSM FOR ASSISTANCE OUTSIDE THE WARRANTY.
4. IF YOU DO NOT DO MAINTENANCE AT THE DEALER, THERE MAY NOT BE MUCH THAT THE DEALER OR KIA IS WILLING TO OFFER.
5. WRITER CAN PROVIDE YOU WITH A CASE NUMBER IF YOU'D LIKE TO CALL US BACK WHEN YOU HAVE AN APPOINTMENT.

CUSTOMER STATED:

1. I AM NOT TAKING THE VEHICLE IN TO THE DEALER AND I AM NOT CALLING BACK.

WRITER STATED:

1. THEN WE HAVE NOTHING FURTHER TO DISCUSS.

CUSTOMER DISCONNECTED ON WRITER.

*** CASE CLOSE 05/02/2005 05:58 AM SLarez

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237X [REDACTED]	K326931	55,000
CAMBRIA HEIGHTS NY [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 06/17/2004 12:59 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY **GAS TANK** IS LEAKING.
2. I HAVE HAD IT FIXED BEFORE BY AN AFTER MARKET PLACE BUT IT IS LEAKING AGAIN.
3. THEY TOLD ME IT WOULD BE COVERED UNDER THE WARRANTY

WRITER STATES.

1. I AM SORRY BUT THE WARRANTY ON THE CAR IS EXPIRED FOR THE **GAS TANK**.
2. IF YOU DO NEED TO HAVE IT REPAIRED YOU WOULD HAVE TO PAY FOR IT.

CUSTOMER STATES.

1. I HAVE NEVER HEARD OF THIS BEFORE.

WRITER STATES.

1. IT CAN HAPPEN BUT IF IT DOES THIS VEHICLE DOES NOT HAVE A WARRANTY ON IT.

2/27/06
13:50:59
wsd079
VIN No : KNDJA7237X5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 6/30/99

Model . . 42442
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dir T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/26/03	W NY036	15354	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	28257
3/26/03	D NY036	15354	2 02	Timing Belt, R&R	BELT-TIMING	28257
3/26/03	W NY036	15354	1 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	28257
9/19/02	R NY036	00031	1 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	18134
9/19/00	W NY009	26955	1 01		WIRING ASSY-DASH	8116
8/07/00	W NY009	19471	1 01	Brake Disc Plate (Fr	DISC-PLATE	6946
5/30/00	W NY009	07167	1 01	Battery Assy, R&R	BATTERY-SPG 99-02	5435
3/31/00	R NY009	96008	1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	4666
3/31/00	R NY009	96008	2 01	SC007 CK AND ADJUST	PIPE-BRAKE,R.	4666
12/27/99	R NY009	3795171	01	SC009 KNUCKLE/HUB AS	SEAL-OIL	3503
4/12/99	R 8108W	0184051	01	PUP63 GREASE SP TIRE	RELEASE CABLE	1
12/02/98	W 8108W	RS11421	01	COMPLETE VEHICLE DET		1

Bottom

F3-Exit

F11=Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723415	K1049122	0

Windsor VA [REDACTED] Dealer: VA006 Greenbrier Kia

Case History

Complaint Reimbursement

*** PHONE LOG 12/13/2005 04:23 PM Pacific Daylight Time CFurumoto
NCA RECEIVED LETTER FROM CUSTOMER.

1. CUSTOMER'S VEHICLE HAD PIN POINT HOLE ON BOTTOM OF **GAS TANK**.
2. REQUESTING REIMBURSEMENT FOR **GAS TANK** REPLACEMENT.

SCANNED AND DISPATCHED TO REGION FOR FURTHER HANDLING.

*** NOTES 01/03/2006 09:18 AM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:

1. WRITER HAS REVIEWED CUST LETTER REGARDING A REIMBURSEMENT
2. VEH IS OUT OF WARRANTY, 2ND OWNER
3. NO REIMBURSEMENT TO THE CUST
4. LETTER SENT OUT TO THE CUSTOMER

2/27/06
13:51:12
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
6/27/00

VIN No : KNDJB723415

Model . . 42222
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/10/03	W VA006	11928	A 01		WIRING ASSY-ENGINE	49705
10/10/03	W VA006	11928	E 02	Wheel Hub Cap Assy,	BRKT-CTR CAP	49705
9/10/01	W VA006	26871	A 01	Door Switch Assy, R&	SWITCH-DOOR	12688
9/07/01	W VA006	26804	A 01		STRIKER-DOOR	12412
8/02/01	W VA006	24546	A 01	Door Window Regulato	REG.POWER WINDOW,LE	11348
11/08/00	W 82000	72564	1 01		WIRING ASSY-DASH	8343
9/14/00	W 82000	11722	1 01		MODE S/W ASSY	4674
7/03/00	W 8101W	51602	1 01	Wire Repair Time (Ma		1
7/03/00	W 8101W	51602	2 01	Accelerator Cable, A	CABLE-ACCEL.	1
7/03/00	P 8101W	51602	3 01			1
7/03/00	P 8101W	51602	4 01	Spot Repair		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72301[REDACTED]	K276957	54,000
[REDACTED]	KY		Dealer: KY001 Montgomery Kia	

Case History

Complaint Survey

SURVEY DATE : 02/03/2004
SERVICE DATE : 01/21/2004

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

0 CUSTOEMR STATED THAT THERE IS EITHER AN EXHAUST OR A **GAS TANK** SMELL. Q003: Dealership said that they could not find the problem I described

Case created and dispatched to Kia Consumer Assistance Center for customer contact and assistance.

*** PHONE LOG 03/23/2004 08:23 AM US Mountain Standard Time DUnderwood Action Type: Incoming call

WTR STATED:

1. PHONED LINDA GATES
2. LEFT VM
3. FOLLOWING UP ON SURVEY CONCERNS
4. PROVIDED 800-333-4542 / 46253

*** PHONE LOG 03/26/2004 08:16 AM US Mountain Standard Time DUnderwood Action Type: Incoming call

WTR STATED:

1. PHONED LINDA GATES
2. LEFT VM
3. FOLLOWING UP ON SURVEY CONCERNS
4. PROVIDED 800-333-4542 / 46253

*** PHONE LOG 03/29/2004 08:52 AM US Mountain Standard Time DUnderwood Action Type: Outgoing call

WTR STATED:

1. PHONED LINDA GATES
2. LEFT VM
3. FOLLOWING UP ON SURVEY CONCERNS
4. PROVIDED 800-333-4542 / 46253

*** CASE CLOSE 03/29/2004 08:53 AM US Mountain Standard Time DUnderwood
CLOSED PENDING CALL BACK

*** PHONE LOG 03/30/2004 06:11 AM US Mountain Standard Time DUnderwood Action Type: Incoming call

LINDA GATES STATED:

1. LEFT VM
2. SORRY I COULD NOT CALL YOU BACK UNTIL NOW
3. WORK # 270-769-6410

*** PHONE LOG 03/30/2004 08:02 AM US Mountain Standard Time DUnderwood Action Type: Incoming call

WTR STATED:

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723015 [REDACTED]	K276957	54,000
ELIZABETHTOWN KY [REDACTED]			Dealer: KY001 Montgomery Kia	

LINDA GATES STATED:

1. CEL CAME ON
2. FUEL PUMP WENT OUT
3. BUT GAS SMELL IS STILL THERE

WTR STATED:

1. SORRY TO HEAR ISSUE IS STILL THERE
2. WOULD LIKE CHANCE TO FOLLOW UP ON NEXT APPOINTMENT
3. PROVIDED 800-333-4542 / EXT 46253 AND CASE #

*** CASE CLOSE 03/30/2004 08:03 AM US Mountain Standard Time DUnderwood

2/27/06
13:51:25
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAS
KIAPROD

VIN No : KNDJB723015 [REDACTED]

Model . . 42222
Series . SPORTAGE

In Service Date: 12/21/00

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/04/04	W	KY001	89298	1 01	Fuel Pump Assy and/O	PUMP ASSY-FUEL	53680
1/21/04	W	KY001	88458	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	51183
12/24/03	W	KY001	87958	1 01		BAND-TAIL PIPE	49637
12/24/03	W	KY001	87958	2 01	Blower Motor (Front)	BLOWER MOTOR ASSY	49637
9/02/03	W	KY001	85630	1 01	Brake Disc Plate (Fr	DISC-PLATE	41523
10/22/02	W	KY001	79170	1 01	CUP HOLDER, R&R	HOLDER-CUP	31898
10/22/02	W	KY001	79170	2 01	Exhaust Manifold Ass	GSKT.ASSY-EXH.MANIF.	31898
8/19/02	W	KY001	77822	1 01	Door Power Window Re	REG.ASSY-WINDOW,RH	29182
8/19/02	W	KY001	77822	2 01	Door Power Window Re	REG.POWER WINDOW,LH	29182
12/05/01	W	KY001	72357	1 01	Door Power Window Re	REG.ASSY-PWR WIN,RH	19377
12/05/01	W	KY001	72357	2 01	Door Power Window Re	REG.POWER WINDOW,LH	19377
8/31/01	W	KY001	70379	1 02	Door Power Window Re	REG.POWER WINDOW,LH	15508

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:51:25
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
12/21/00

In Service Date:

VIN No : KNDJB72301

Model . . 42222
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/23/01	W KY001	69519	1 01	Door Power Window Re	REG. POWER WINDOW, LH	13603
7/23/01	W KY001	69519	2 01		STRIKER-B/D	13603
12/21/00	R 8104W	J0691	1 01		DOOR ASSY-FRT, LH	1
12/18/00	W 8104W	88759	I 01	Wire Repair Time (Ma		1
12/18/00	W 8104W	88759	1 01		WHEEL-DISC, ALUMI.	1
12/18/00	P 8104W	88759	2 01	Spot Repair		1
12/18/00	W 8104W	88759	3 01	Parking Brake Lever	SCREW-ADJUST	1

Bottom

F3=Exit

F11=Summary/Detail

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Consumer Affairs Department

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234YS [REDACTED]	K117938	18,000
St James NY			Dealer: NY050 Smith Haven Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/30/2002 08:00 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Current concern: Starting
2. After you drive the car for a while and stop the car will not restart.
3. The dealer has my car now three times.
4. They do not give me a better car.
5. What can be done.

Writer Stated:

1. Sorry that you have been experiencing this.
2. I can follow up with the dealer as to the repairs of the car.
3. Customer agreed.

Bob Stated:

1. We are working on the car now.
2. The customer want somewhere else to buy this car.
3. The tech is checking the car now.
4. We will have a handle on this one in a little while here.

*** CASE CLOSE 10/30/2002 08:01 AM US Mountain Standard Time CDiaz

Dealer is taking car of the repair of this car.

*** PHONE LOG 12/16/2002 07:15 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called and left a VM for writer.

1. I have dropped my car off for the third time now.
2. Car is at the dealer.
3. I need you to call me back.
4. The dealer tells me that the car is fixed and then it does the same thing.

*** PHONE LOG 12/16/2002 07:28 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Writer Stated:

1. I called the dealer and spoke to Bob.

Bob Stated:

1. I busy today.
2. The customer just brought the car in 30 seconds ago.
3. Customer says the CEL is back on.

Writer Stated:

1. Bob stated that they will look at the car today.
2. Asked Bob if he could call me once the car has been looked at.
3. Bob gladly took writers info. and said they will call immediately once the car has been looked at.
4. Will wait to hear from Bob and then call the customer with info.

*** PHONE LOG 12/17/2002 08:40 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Writer Stated:

1. Called Bob at the dealer to get an update on the car.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234Y5 [REDACTED]	K117938	18,000
St James NY	[REDACTED]		Dealer: NY050 Smith Haven Kia	

2. Bob said they have ordered parts for the car but did not know what parts they were.
3. Bob did not know when they will get the car done but stated he would call me back once he had info. on the car.

*** PHONE LOG 12/17/2002 09:43 AM US Mountain Standard Time PMazar Action Type:Incoming call
WRITER STATES (CHRISTIAN NOT AVAILABLE)

1. CHRISTIAN IS WAITING FOR CALL BACK FROM SM ON PARTS ORDERED
2. HE ASKED ME TO GET A CURRENT NUMBER FOR CALL BACK
3. SORRY ABOUT SITUATION

CUSTOMER STATES:

1. THIS IS CAUSING ME A LOT OF STRESS
2. CALL BACK NUMBER IS 631-360-3502

*** PHONE LOG 12/19/2002 08:24 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer Stated:

1. Called Bob back at the dealer. NY050

Bob Stated:

1. We ordered the wrong parts.
2. We have the correct parts now and are working on the car now.
3. Will know what is going on around 11am today.
4. Will give you a call once we have some info on the car.

*** PHONE LOG 12/19/2002 01:21 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Bob from the dealer called back:

1. **GAS TANK** had a vacuum leak where the fuel pump goes.
2. We have replaced the **GAS TANK** and the car is good to go.
3. I have called the customer but his is not there and does not have a answering machine.

Writer Stated:

1. Thanked Bob for the call back and info.
2. I called the customer at # listed and got his answering machine.
3. Left all info on the case and advised that I will close the case at this time.

*** CASE CLOSE 12/19/2002 01:22 PM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** PHONE LOG 12/19/2002 02:16 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called back:

1. I don't want you to close the case.
2. The car, I'm sure will do the same thing again.
3. I have not picked up the car yet.

Writer Stated:

1. The dealer has repaired the car so that is why I will close the case.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234Y [REDACTED]	K117938	18,000
[REDACTED] St James NY [REDACTED]			Dealer: NY050 Smith Haven Kia	

*** CASE CLOSE 12/19/2002 02:16 PM US Mountain Standard Time CDiaz

customer will call back if needed.

*** PHONE LOG 01/07/2003 09:19 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. Still having the starting problem.
2. The car will not start at all.
3. Can I have the car taken to Huntington Kia?
4. They are just as far as the other dealer I took the car to but they do better work at Huntington Kia.

Writer Stated:

1. R/A will tow the car to the nearest dealer but I do not see a problem towing the car to Huntington Kia if they are just as far as the nearest in the other direction.
2. I can trans you to R/A for service if you would like. (customer agreed)
3. Advised the customer of my extension to call me back when the car is at the dealer.
4. Customer agreed.
5. Trans to R/A for towing assistance.

*** CASE CLOSE 01/07/2003 09:19 AM US Mountain Standard Time CDiaz

Customer will call back if needed.

*** NOTES 01/09/2003 06:57 AM US Mountain Standard Time DNeslis Action Type:Manager review

RECD CCF FROM THE BBB WHICH STATES:

1. CAR DIES OUT/ WONT RESTART 3X
2. CHECK ENGINE LIGHT 3X

RESOLUTION SOUGHT:

1. REPLACEMENT OR REPURCHASED

*** PHONE LOG 01/10/2003 07:29 AM US Mountain Standard Time MDougherty Action Type:Incoming call

1. writer called customer.
2. writer asked customer the status of the vehicle.
3. customer states that the vehicle is currently at NY042 because it would not start.
4. customer states he took it to NY042 because they are strictly a Kia dealer and after speaking with the SM, he felt that they may have a better chance of getting this problem resolved than the previous dlr (NY050—they also handle Dodge, Isuzu, etc)
5. writer asked customer if he has the previous ro's?
6. customer says no, he gave them to SM Charlie at NY042 so he would know exactly what has been done before.
7. writer said ok.
8. writer advised that we will contact the SM and then get back to him.
9. customer said ok.

*** PHONE LOG 01/10/2003 01:52 PM US Mountain Standard Time MDougherty Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234Y [REDACTED]	K117938	18,000
t James NY			Dealer: NY050 Smith Haven Kia	

1. writer called SM--he was out to lunch
 2. writer rec'd call back from SM at NY042
 3. Charlie states that the vehicle was towed and it started the very first time with no problems after that
 4. Charlie states the vehicle did not stall at all either
 5. SM states the CEL was not on and no codes were stored either
 6. SM states he could not reproduce his condition
 7. SM states the only thing noted on the RO is that the vehicle has a NON-Factory alarm system and it has been suggested to remove it.
 8. SM states that he just spoke with the customer and provided this info to him.
 9. customer was ok with this.
- writer will follow up with customer in a few days.

*** PHONE LOG 01/14/2003 12:17 PM US Mountain Standard Time MDougherty Action Type:Outgoing call

1. WRITER CALLED customer.
2. writer advised customer that we have been in contact with the dealer and they could not reproduce the problem.
3. writer asked customer, "How is the vehicle operating?"
4. customer states that he has not been driving it too much since he picked it up from the dealer, he is too afraid of getting stuck somewhere.
5. customer states that he considered mailing the ro's to the BBB.
6. writer advised that he may mail them to us for review, however it is very difficult to do anything for a problem that the dealer cannot duplicate.
7. writer advised customer if his No Start condition continues, we can attempt to have a rep from Kia inspect it.
8. customer said ok.
9. writer made a comment regarding the alarm system.
10. customer states that the alarm was on the vehicle when it was purchased and the vehicle was purchased new.
11. writer provided customer with the region's phone and fax number.
13. file closed pending further contact from customer.

*** CASE CLOSE 01/14/2003 12:17 PM US Mountain Standard Time MDougherty

*** NOTES 01/21/2003 12:50 PM US Mountain Standard Time DNealis Action Type:Manager review

REC'D SUMMARY FROM BBB WHICH STATES:

1. THE BBB HAS CLOSED THIS CASE BECAUSE THE CUST. CLAIM IS INELIGIBLE FOR ARBITRATION BECAUSE THE AGE EXCEEDS THE REQUIREMENTS.

*** NOTES 01/21/2003 12:50 PM US Mountain Standard Time DNealis Action Type:Manager review
CC MEL D. & DAN P.

*** CASE CLOSE 01/21/2003 12:50 PM US Mountain Standard Time DNealis

*** PHONE LOG 03/24/2003 11:26 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I HAVE A MAJOR PROBLEM W/ THIS VEHICLE.
2. EVER SINCE THE LAST TIME I TALKED TO KIA, I HAD THE TRANSMISSION REPLACED AND THE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234Y[REDACTED]	K117938	18,000
James NY			Dealer: NY050 Smith Haven Kia	

AXLES REPLACED.

3. RIGHT NOW THE VEHICLE IS GOING BACK TO THE DEALER AGAIN.
4. I NEED SOME HELP W/ MY CAR.
5. I OWNED MANY DIFFERENT VEHICLES FOR THE LAST 15 YEARS AND NEVER HAD SO MANY PROBLEM LIKE I DO W/ THIS ONE.
6. I NEED TO KNOW IF KIA IS GOING TO HELP ME.
7. IF KIA DOES NOT HELP ME, THEN I AM GOING TO GO TO THE MEDIA.

*****WRITER STATED*****

1. CASE DETAILS WILL BE FORWARD BACK TO THE APPROPRIATE PERSONAL FOR REVIEW.
 2. CASE # WAS PROVIDED.
 3. CASE WILL BE FORWARD TO REGIONAL OFFICE FOR REVIEW AND POSSIBLE FOLLOW UP.
 4. PER AS-400. YEAR '03 WARRANTY REPAIR HISTORY
- | | | |
|-------------------------|---|------|
| 3/11/03 W NY050 32725 A | AXLE KNUCKLE(FRONT), KNKLE & SHAFT W/OABS | 1848 |
| 2/26/03 W NY050 32412 A | TRANSFER ASS'Y, R&R SUB ASSY-T/F | 1836 |
| 2/26/03 W NY050 32412 B | AUTO TRANSMISSION AS TRANS ASSY-SHIPING | 1836 |

***** FORWARD 03/25/2003 11:57 AM Pacific Daylight Time TBeam**

***** PHONE LOG 03/27/2003 09:53 AM Eastern Daylight Time MDougherty Action Type:incoming call**
1. Writer called customer at main #- writer left vm for customer to contact me at the region.

***** PHONE LOG 03/27/2003 11:19 AM Eastern Daylight Time MDougherty Action Type:incoming call**
1. Writer rec'd a call a from customer.
2. Customer states that he is so upset regarding all these repairs, he just had a trans and an axle installed and it is back in the shop again.
3. Customer states he does not know what to do.
4. Writer advised that we certainly want the vehicle to be operating as designed.
5. Writer suggested that customer wait for repairs to be completed, send us a short letter advising the status of the repairs, and include all ro's for review.
6. Writer said ok, he will mail this info.
file closed pending documents from customer

***** CASE CLOSE 03/27/2003 11:20 AM Eastern Daylight Time MDougherty**

***** PHONE LOG 04/23/2003 02:07 PM Eastern Daylight Time MDougherty Action Type:incoming call**
1. Writer rec'd repair orders from customer and reviewed them.
2. writer called customer at main #.
3. writer asked how his vehicle is operating?
4. customer states that it has been okay, but he has not driven it much.
5. writer asked if he has had any problem starting it?
6. Customer states that it has been starting, but he is still afraid to take it too far for fear that it will not start.
7. Writer explained that on the last ro indicating that there was a starting issue, the dealer referred him to the alarm installer for possible issue with alarm. Writer asked if he has taken it there?
8. Customer states that he has not because it is not very close to his home.
9. Writer asked if the CEL has been on?

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA7234Y [REDACTED]	K117938	18,000
St James NY [REDACTED]			Dealer: NY050 Smith Haven Kia	

10. Customer says no but advises that he feels there have been too many problems with this NEW veh: transmission issues, no starting, CEL, 4WD, etc.
11. Customer asks if there is any way that Kia can help him get into an upgraded model?
12. Writer told him that he would qualify for owner loyalty \$1,000.00 because he is a current Kia owner, if he trades in his vehicle for another
Kia--this would be in addition to any rebates that may be offered.
13. Customer asks if there is anything else that can be done?
14. Writer advised that should he have further issues with the vehicle, he can contact writer and we can try to get the FTR or DPSM involved
15. Customer says ok, he still has writer's number.

*** CASE CLOSE 04/23/2003 02:08 PM Eastern Daylight Time MDougherty

2/27/06
13:51:39
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD

VIN No : KNDJA7234Y

Model . . 42422
Series . SPORTAGE

In Service Date: 10/26/0

Repair Date	W Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Miles
10/18/05	W NY050	56515	A 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	345
8/31/05	R NY050	56024	A 01		BELT-A FRT, LH	341
8/31/05	W NY050	56024	B 01	Auto Transmission 01	CYL.ASSY-TANDEM MA.	341
8/31/05	W NY050	56024	C 01	Drive Airbag Module	MODULE-AIRBAG, DRIVER	341
3/24/03	W NY050	33068	A 01		SWITCH	186
3/11/03	W NY050	32725	A 01	Steering Knuckle (Fr	KNKLE & SHAFT W/OABS	184
2/26/03	W NY050	32412	A 01	Transfer Assy, R&R	SUB ASSY-T/F	183
2/26/03	W NY050	32412	B 01	Auto Transmission (A	TRANS ASSY-SHIPPING	183
12/16/02	W NY050	30820	A 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	173
12/10/02	W NY050	30690	A 01	Solenoid Valve Assy,	VALVE ASSY-SOL.	172
12/03/02	W NY050	30546	A 01		HOSE-EVAPO	172
10/29/02	W NY050	29667	A 01	Fuel Pump Assy and/o	PUMP ASSY-FUEL	166

More...

F3-Exit

F11-Summary/Detail