

PE06-002
HYUNDAI
3/16/2006
TAB 1
(TAB 1 PART 2 OF 4)
PART 2 OF 7

2/27/06
13:51:39
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

VIN No : KNDJA7234Y5667265

Model . . 42422
Series . SPORTAGE

In Service Date: 10/26/00

<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>
10/29/02	W NY050	29667	B 01	EGR Control Unit, R&	UNIT ASSY-CONT. EGR	16682
10/29/02	W NY050	29667	C 01	Crankshaft Position	SENSOR-CRANK ANGLE	16682
10/29/02	W NY050	29667	D 02		WIRING ASSY-ENG	16682
10/16/02	W NY050	29339	A 01	Idle Speed Actuator	ACTUATOR-IDLE SPEED	16621
7/09/02	W NY042	57097	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	14166
7/09/02	W NY042	57097	2 01	Compressor Assy, R&R	COMPRESSOR ASSY	14166
3/08/00	W 8108W	C1406	1 02	Wire Repair Time (Ma		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 2001 SPORTAGE EX 4X4 KNDJA72321 [REDACTED]	Case Number K507313	Mileage 47,157
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Location PA [REDACTED]

Dealer:

Case History

Inquiry Repair

***** PHONE LOG 07/07/2005 08:23 AM Pacific Daylight Time JArboleda**
NCA RECEIVED LETTER FROM CUSTOMER -CUSTOMER STATES:

1. REQUESTING REIMBURSEMENT FOR REPAIRS DONE ON VEHICLE WHILE CUSTOMER WAS DRIVING
2. CUSTOMER TOOK VEHICLE TO NON KIA DEALER
3. CUSTOMER CLAIMS THAT VEHICLE COULD NOT BE TOWED TO KIA DEALER

-WRITER TO SCAN AND SEND TO REGION FOR FURTHER HANDLING

***** NOTES 07/12/2005 01:36 PM Pacific Daylight Time SMarino Action Type:Manager review**

Reviewed customer letter - Sent customer a denial letter. Advised all warranty repairs must be done at an authorized Kia dealer

Note: the repair shop where the customer had the repairs done was approximately within 20 miles of three Kia dealers -
Monroeville Kia, 10 miles - White Oak Kia, 16 miles and Bieri Kia, 18 miles. *** Also note the customer stated there was a hole
in the **GAS TANK**, unknown if the cause of hole is a warranty concern or if the cause of the hole was caused by road hazard.

***** CASE CLOSE 07/12/2005 01:58 PM Pacific Daylight Time SMarino**

2/27/06

13:51:52

wgd079

VIN No : KNDJA723215 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

2/07/01

Model . . 42442

Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
3/02/04	W	PA039	86825	A 01		WIRING ASSY-ENGINE	37250
1/05/04	W	PA039	86456	A 01	EGI Control Unit, R&	CONTROL UNIT-EGI	37063
10/28/03	W	PA039	86019	A 01	Blower Motor (Front)	BLOWER MOTOR ASSY	34870
10/28/03	W	PA039	86019	B 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	34870
11/22/00	W	8108W	E6286	1 01		PANEL ASSY-CTR	1
11/22/00	P	8108W	E6286	2 01	Spot Repair		1
11/15/00	W	8108W	E4581	1 01	Wire Repair Time (Ma		1
11/15/00	W	8108W	E4581	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKE	1
11/01/00	R	8108W	P0729	2 01		DOOR ASSY-FRT,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]	KNDJA7230Y5 [REDACTED]	K357557	52,845
Uniontown PA			Dealer:	

Case History

Complaint Quality

*** NOTES 08/26/2004 02:24 PM Eastern Daylight Time SHubbs Action Type:Manager review

Customer called writer

Per Customer

1. I purchased a 2000 Kia Sportage used w/ 50,000 miles on it
 2. I purchased vehicle at an independent dealership- Day Centennial
 3. I had to have the 4WD fixed a while back
 4. Then I had a problem with the braking system
 5. Now I have a problem with a leak in the **GAS TANK**
 6. I think Kia should take responsibility and pay for this repair
 7. I have already paid about \$500 for repairs
- Cust. provided all contact information to writer

Per Writer

1. Unfortunately, ma'am, the only warranty that is still applicable for your vehicle is the powertrain warranty, which is 5 Years/60,000 miles
2. Your gas leak is not under the powertrain warranty
3. This is a customer pay issue
4. There is nothing I can do to assist you in the repair of your **GAS TANK**
5. You purchased a used vehicle w/ 50,000 miles and have had it serviced at an independent garage
6. KMA has no way of knowing what the previous owner has done to this vehicle
7. There are 2 open recalls on your vehicle (SC017 & SC039)
8. I would recommend having vehicle repaired & taking veh to Kia dealership to perform these recalls

Per Customer

1. So there is nothing you can do for me then
2. I think you need to take responsibility for these repairs
3. This is a safety hazard
4. I want the address to KMA

- Wtr. provided address to KMA National Headquarters

5. Thank you anyway
6. I will just write to KMA and seek assistance

Writer is closing case pending further contact from customer.

*** CASE CLOSE 08/26/2004 02:25 PM Eastern Daylight Time SHubbs

*** NOTES 10/06/2004 07:48 AM Pacific Daylight Time WSpencer Action Type:Manager review

NCA received letter from the Pennsylvania Office of the Atty General stating

1. customer bought the car used
2. has had ongoing concerns with the vehicle
3. is asking assistance from KMA

nca to forward letter to the region
and dispatch case to the region

*** PRIORITY CHANGE 10/06/2004 07:49 AM WSpencer

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7230YS	K357557	52,845
Uniontown PA			Dealer:	

*** FORWARD 10/07/2004 09:17 AM Pacific Daylight Time DNealis

*** FORWARD 10/08/2004 04:58 AM Pacific Daylight Time KDavenport

*** NOTES 10/08/2004 10:43 AM Eastern Daylight Time SHubbs Action TypeManager review

Writer is sending a response to PA Atty General Office

1. Vehicle is out of BLW
2. Customer repairs are not covered under warranty
3. Therefore, this is customer pay issue

Writer is closing case pending further contact from customer.

2/27/06

13:52:05

wsd079

VIN No : KNDJA7230Y5

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKANURAB

KIAPROD

6/27/00

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>
2/13/06	R PA024	37366	1 01		BELT-A FRT, LH	59869
2/13/06	R PA024	37366	2 01		SPORTAGE OWNERS MANL	59869
6/04/04	W PA024	77464	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	52845
2/05/03	D PA021	19847	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	39200
11/14/02	E PA021	18676	1 01	Front Muffler Assy (CAT.CONV-MANIFOLD	36485
6/06/02	W PA021	15834	1 01		WIRING ASSY-ENG	28316
3/08/01	W PA021	08304	1 01	Free Wheel Hub, R&R,	FREE WHEEL HUB-AUTO	5464
11/24/99	W 8108W	Z013231	01	OTHER PROCEDURES FOR	LEVER ASSY-P/BRAKR	1
11/24/99	W 8108B	B013521	01	REAR BUMPER BUFFING		1
11/23/99	W 8108W	C200461	01	INTERIOR VEHICLE DET		1
11/23/99	R 8108W	0312501	01		PANEL ASSY-CTR	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 2001 SPORTAGE 4X2 LT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72371 [REDACTED]	K416622	77,045
BIRMINGHAM HILL MI		Dealer: M1001 Glassman Kia		

Care History

Complaint Repair Assistance

*** PHONE LOG 01/21/2005 12:29 PM HReynolds

CUSTOMER STATES:

1. HAD IT IN YEAR AGO FOR GAS SMELL
2. TOOK IT BACK IN LESS THEN 6 MONTH AGO AND TALKED TO THE OWNER COUPLE TIME
3. EACH TIME DEALER TOLD ME NOTHING WRONG WITH MY CAR
4. ONE DAY, I COULDN'T PUT THE GAS
5. THE CAR **GAS TANK** HAD COMPLETELY ERODED OUT
6. CEL COMING ON AND OFF AGAIN
7. IT COST ME ANOTHER \$600 TO REPAIR
8. I'M UP SET WITH DEALER THAT THEY DIDN'T FIND THE PROBLEM SOONER
9. THEY ALWAYS CHARGED ME SOMETHING EACH TIME
10. I WANT MY MONEY BACK

WRITER STATES:

1. APOLOGY FOR SITUATION
2. UPDATED/ NO OPEN RECALL
3. ADVISED, DEALERS ARE OWN AND OPERATE BY INDEPENDENT BUSINESS
4. REFERRED CUSTOMER TO GM, OR OWNER OF THE KIA DEALER TO RESOLVE THE ISSUE
5. PROVIDED CUSTOMER NAME OF THE DEALER PRINCIPAL AND E -MAIL ADDRESS

*** CASE CLOSE 01/21/2005 12:29 PM HReynolds

2/27/06
13:52:32
wsd079
VIN No : KNDJB723715

Warranty Service Department
WARRANTY HISTORY INQUIRY
Model . . 42262
Series . SPORTAGE

In Service Date:

NAKAMURAB
KIAPROD
7/13/01

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
12/16/03	W	MI001	43583	A 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	57421
7/26/02	W	MI001	06069	A 01	Engine Coolant Tempe	SEN.-W.TEMP	23410
7/26/02	W	MI001	06069	B 01	Thermostat Assy, R&R	THERMOSTAT ASSY	23410
7/26/02	W	MI001	06069	C 01	Sunvisor Assy, R&R,	SUNVISOR ASSY,RH	23410
7/26/02	W	MI001	06069	D 01	Lower Crash Pad Cent	PANEL ASSY-CTR	23410
5/21/02	W	MI001	01204	A 01	Sunvisor Assy, R&R,	SUNVISOR ASSY,LH	19464
3/01/02	W	MI001	95332	A 01	Thermostat Assy, R&R	THERMOSTAT SET	15007
3/01/02	W	MI001	95332	B 01		HOLDER-CUP	15007
3/01/02	W	MI001	95332	C 01	Windshield Wiper Arm	ARM-FRT WIPER	15007
3/01/02	W	MI001	95332	D 01	Door Power Window Re	REG.POWER WINDOW,LH	15007
3/01/02	W	MI001	95332	A 02	Thermostat Assy, R&R	THERMOSTAT SET	15007
6/26/01	W	8103W	A15BF	2 01	Side Protector No.1,	PROTECTOR-NO.1, RH	1

More...

F3-Exit

F11-Summary/Detail

2/27/06
13:52:32
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
7/13/01

VIN No : KNDJB723715

Model . . 42262
Series . SPORTAGE

In Service Date:

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
6/06/01	W	B103W	A15BF	1	01	Wire Repair Time (Ma	

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**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7238X5 [REDACTED]	K1005866	17,163
[REDACTED] Edison City NJ			Dealer: NJ023 DiFao Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/26/2005 05:14 AM US Mountain Standard Time ERuiz

CALLER STATED

1. THE **GAS TANK** IS LEAKING FROM THE SEAM.
2. IS THIS NORMAL?
3. I HAD SO MANY THINGS HAPPENING TO MY UNDER CARRIAGE OF MY CAR.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THIS IS OBVIOUSLY NOT A NORMAL CONDITION.
3. VEHICLE IS OUT OF WARRANTY.
4. THE VEHICLE'S REPAIR WILL NOT BE COVER UNDER WARRANTY.
5. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 08/26/2005 05:14 AM US Mountain Standard Time ERuiz

2/27/06

13:52:45

wsd079

VIN No : KNDJB7238X5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

5/24/99

Model . . 42222

Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
5/26/05	R	NJ023	38381	A 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	1561
5/26/05	R	NJ023	38381	B 01		BELT-A FRT, LH	1561
8/14/02	W	NJ023	17814	A 01		CASE ASSY-LWR	784
4/25/02	W	NJ023	13760	A 01		PIPE ASSY-FRT	711
1/09/02	R	NJ023	29936	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	641
5/04/99	W	8108W	R718131	01	COMPLETE VEHICLE DET		

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F11-Summary/Detail

Kia Motors America
Consumer Affairs Department

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Last name [REDACTED]	First name [REDACTED]	VIN of 1998 SPORTAGE 4X4 KNDJA7239W5 [REDACTED]	Case Number K383560	Mileage 74,000
WEST CARROLLTON OH			Dealer: OH029 Matt Castrucci Kia	

Case History

Complaint Warranty

*** PHONE LOG 10/25/2004 12:52 PM HReynolds
CUSTOMER STATES(MR. OWENS - BOY FRIEND):

1. HAVE LEAKING **GAS TANK**
2. SHOULD COVERED UNDER WARRANTY
3. WILL START TO FILE FOR ARBITRATION
4. RECALL WILL BE TAKE CARE OF ON THURSDAY
5. WHAT IS NAME OF THE KIA AREA REP
6. WILL TRY TO CONTACT THE AREA REP

WRITER STATES:

1. UPDATED CUSTOMER INFO
2. APOLOGY FOR SITUATION
3. ADVISED CUSTOMER WARRANTY FOR THIS VEHICLE IS EXPIRED THROUGH KIA
4. REPAIR WILL BE CUSTOMER'S RESPONSIBILITY
5. 2 OPEN RECALL (SCO10, SCO27)
6. PROVIDED CUSTOMER NAME OF KIA DISTRICT MANAGER (DON BAUER)
7. # FOR KIA AREA REP IS NOT AVAILABLE TO PUBLIC

*** CASE CLOSE 10/25/2004 02:09 PM HReynolds

2/27/06
13:52:58
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

In Service Date: 9/12/98

VIN No : KNDJA7239W5

Model . . 42421
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>
11/01/04	G	OH029	29721	1 01		TANK ASSY-FUEL	75015
10/28/04	R	OH029	29443	1 02		BELT-A FRT, LH	74819
8/30/00	W	OH029	24695	1 01	Release Cable (Spare	RELEASE CABLE	35188
6/21/00	W	OH029	20464	1 02		SILENCER ASSY-MAIN	31817
3/06/00	W	OH029	13658	2 01	Heater Blower Motor,	BLOWER MOTOR ASSY	26442
3/06/00	R	OH029	13658	1 03	SC014/C123/C124 CONN	WIRING ASSY-INJ	26442
12/06/99	W	OH029	2081861	01	GASKET(Exhaust Pipe)	CAT.CONV-MANIFOLD	22996
11/17/99	R	OH029	2070801	01	SC009 KNUCKLE/HUB AS	SEAL-OIL	22214
7/14/99	W	OH029	1987021	01	OTHER PROCEDURES FOR	HOSE-WASHER	15674
6/28/99	W	OH029	1976731	01	OTHER PROCEDURES FOR	TANK-WASHER	15138
3/23/99	W	OH008	1913261	01	DISC PLATE, R&R, BOTH	DISC-PLATE	9783
11/04/98	R	OH008	1831241	01	SC007 CK AND ADJUST	PIPE-BRAKE, R.	3000

More...

F3-Exit

F11=Summary/Detail

2/27/06
13:52:58
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
9/12/98

VIN No : KNDJA7239W5 [REDACTED]

In Service Date:
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>
2/20/98	W 8103W	D092831	01	INTERIOR VEHICLE DET		1
2/20/98	W 8103W	D092832	01	ADJUST IDLE SPEED		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 1999 SPORTAGE EX 4X4	Case Number	Mileage
BETHLAHEM PA		KNDJA7235X5	K1005921	36,430

Dealer: PA023 Keystone Kia

Case History

Inquiry Warranty Info

*** PHONE LOG 08/26/2005 06:34 AM US Mountain Standard Time MLefebvre
CUSTO JOHN PA023 KEYSTONE KIA SERVICE STATES:

1. THE **GAS TANK** ON THIS CUSTOMER'S VEHICLE IS RUSTED THROUGH AND LEAKING GASOLINE.
2. THE CUSTOMER IS UPSET THAT THIS PREOWNED VEHICLE IS OUT OF WARRANTY.
3. CUSTOMER FEELD THIS TANK IS DEFECTIVE AND REPLACEMENT SHOULD BE COVERED
4. I HAVE CALLED THE DPSM AND LEFT A MESSAGE
5. IM CALLING YOU TO CREATE A FILE.

*** NOTES 08/26/2005 06:43 AM US Mountain Standard Time MLefebvre Action Type:Manager review
WRITER STATED:

1. I SEE THE WARRANTY COVERAGE ON THIS PREOWNED VEHICLE ENDED 9/8/2004.
2. COVERAGE UNLIKELY 1 YEAR OUT OF WARRANTY BUT I CAN FORWARD TO DPSM FOR REVIEW.
3. PROVIDED REQUESTED FILE# TO SVC MGR.

SVC MGR JOHN LAMBERT STATED:

1. THANK YOU.
2. THE **FUEL TANK** WILL COST \$216 LABOR WILL BE APRX \$134 FOR A TOTAL REPAIR COST OF \$350.
3. I THINK THE CUSTOMER MIGHT AUTHORIZE THE REPAIR AND PAY FOR IT AT THIS TIME BECAUSE HE NEEDS THE VEHICLE.
4. I WAS HOPING THE DPSM COULD AUTHORIZE REIMBURSEMENT.

WRITER STATED:

1. I WILL FORWARD THIS REQUEST AND SEND AN EMAIL MESSAGE WITH FILE HISTORY TO THE DPSM.

*** PHONE LOG 08/26/2005 06:53 AM US Mountain Standard Time MLefebvre Action Type:Outgoing call
WRITER CALLED DPSM C RALPH STATED:

1. SVC MANAGER JOHN LAMBERT CALLED KCC REQUESTING FILE CREATED AND REQUEST FOR GOODWILL REIMBURSEMENT FOR **FUEL TANK** REPLACEMENT AT PA023.
2. THE **FUEL TANK** WILL COST \$216 LABOR WILL BE APRX \$134 FOR A TOTAL REPAIR COST OF \$350.
3. PREOWNED VEHICLE IS APRX 1 YEAR OUT OF 5 YR WARRANTY COVERAGE THAT ENDED 9/8/04.
4. DIAGNOSIS SHOWED **FUEL TANK** HAS RUSTED THROUGH CAUSING GAS LEAKAGE.
5. REPAIR HAS NOT STARTED YET BUT CUST MIGHT AUTHORIZE REPAIR AND PAY FOR TANK REPLACEMENT W/ REQUEST FOR SOME REIMBURSEMENT.
6. PLEASE CALL ME BACK. (PROVIDED FILE# AND WRITER DIRECT EXT)

*** EMAIL OUT MLefebvre Action Type:External email

Send to:[CRalph@kiausa.com]

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

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

<<File Attachment: \\copubs\Clarify\OB\CA_Attachments\SendHistory\Case_K1005921_MLefebvre_08-26-2005\75259.doc>>

*** PHONE LOG 08/30/2005 07:25 AM US Mountain Standard Time MLefebvre Action Type:Incoming call
WRITER CALLED SVC MGR JOHN LAMBERT TO CHECK ON FILE# 45789844 ATTACHED WITH FILE#

**Kia Motors America
Consumer Affairs Department**

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Last NAME	First NAME	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA7235X	K1005921	36,430
ETHLAHEM PA 18018			Dealer: PA023 Keystone Kia	

PA023 SVC MGR JOHN STATED:

1. THE DFPM CALLED ME AND AUTHORIZED GOODWILL COVERAGE FOR THE \$216 COST OF THE **FUEL TANK**.
2. THE CUSTOMER PAID FOR THE \$134 LABOR FOR INSTALLATION.
3. THIS WORKED WELL AND THE CUSTOMER IS SATISFIED WITH THE OUTCOME.

2/27/06
13:53:13
wsd079
VIN No : KNDJA7235X5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 9/08/99

Model . . 42441
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
8/26/05	G	PA023	17573	1 01		TANK ASSY-FUEL	36430
1/17/02	W	PA023	77971	1 01	Free Wheel Hub, R&R,	FREE WHEEL HUB-VACUU	20258
1/16/02	W	PA023	77923	1 02	KNUCKLE/HUB ASS'Y R&	KNKLE & SHAFT W/OABS	20258
11/08/01	R	PA023	76101	1 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	19325
11/08/01	R	PA023	76101	2 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	19325
8/17/00	W	PA023	63871	1 01		CHAN-GLASS RUN-CTR	10674
3/15/00	R	PA023	58690	1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	6461
12/13/99	F	PA023	55740	1 01	ENGINE OIL CHANGE (1	FILTER,OIL	3133
12/13/99	W	PA023	55740	3 01	OTHER PROCEDURES FOR	STRIKER-DOOR LOCK	3133
12/13/99	W	PA023	55470	2 01	CLEAN LUG NUTS	LOCK-S/TIRE CARRIER	3133
12/13/99	W	PA023	55470	4 01		FACE-RR BUMPER	3133
6/07/99	W	PA023	49948	1 01	BATTERY, R&R	BATTERY-SPG 99-02	17

More...

F3=Exit

F11=Summary/Detail

2/27/06
13:53:13
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
9/08/99

VIN No : KNDJA7235X5 [REDACTED]

Model . . 42441
Series . SPORTAGE

In Service Date:

<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>
5/05/99	W 8108W	R756321	01	PARKING BRAKE,CHECK	LEVER ASSY-P/BRAKR	1
5/06/99	W 8108W	R756322	01	CLEAN LUG NUTS	NUT-HUB,RH	1
5/04/99	R 8108W	0204401	01	PUP68 REPLACE STEERI	SEAL-OIL	1
3/29/99	R 8108W	0146201	01	PUP63 GREASE SP TIRE	RELEASE CABLE	1
11/18/98	W 8108W	R507601	01	COMPLETE VEHICLE DET		1
11/18/98	W 8108W	R507602	01	PARKING BRAKE,CHECK	LEVER ASSY-P/BRAKR	1
11/18/98	W 8108B	W234341	01	FRONT BUMPER, BUFFIN		1
11/18/98	R 8108W	0094401	01	BRAKE LINE & INTERME	PIPE-BRAKE,R.	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]	KNDJA7232YS [REDACTED]	K370821	93,500
Scota IA			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/30/2004 03:59 PM HReynolds

CUSTOMER STATES:

1. HAVE LEAKING **FUEL TANK**
2. WOULD LIKE TO KNOW IF IT COVERS UNDER WARRANTY
3. WE HAVE EXTENDED WARRANTY
4. WHAT IS RECALL
5. CAN I STILL HAVE RSA- BENEFIT
6. THANKS FOR INFO

WRITER STATES:

1. UPDATED CUSTOMER INFO
2. APOLOGY FOR SITUATION
3. ADVISED CUSTOMER **GAS TANK** WILL FALLS UNDER BLW
4. BLW FOR THIS VEHICLE IS EXPIRED THROUGH KIA
5. ADVISED CUSTOMER TO CONTACT EXTENDED WARRANTY COMPANY FOR COVERAGE
6. 2 OPEN RECALL (SCO17, SCO39)
7. RECALL CAN BE DONE AT ANY KIA DEALER
8. CUSTOMER'S VEHICLE STILL HAS RSA - BENEFIT
9. CUSTOMER CAN TOW VEHICLE TO KIA DEALER IF IT'S NOT A DRIVE ABLE

*** CASE CLOSE 09/30/2004 03:59 PM HReynolds

2/27/06

13:53:26

wd079

VIN No : KNDJA7232Y5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

9/20/00

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>
10/04/04	R IA007	53239	2 01		BELT-A FRT, LH	93328
4/19/04	W IA007	40493	6 01	KNUCKLE/HUB ASS'Y R&	SUB HUB KIT#2-W/OABS	83031
8/30/00	W MO007	20405	A 01		WIRING ASSY-INST.	1
12/13/99	W 8103W	H160931	01	INTERIOR VEHICLE DET		1

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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]	KNDJA7235Y [REDACTED]	K594505	69,000

Jugar Grove PA [REDACTED] Dealer: [REDACTED]

Case History

Complaint Quality

*** NOTES 08/06/2005 04:15 PM clarify Action Type: Manager review
*** Performed by contact: Joseph Harenda, 8144897718
2nd notification without reply from KIA

*** NOTES 08/06/2005 04:17 PM clarify Action Type: Manager review
*** Performed by contact: Joseph Harenda, 8144897718
This complaint is concerning my 2000 Kia Sportage.
I have recently had the vehicle in for repair of a gasoline leak.

It was determined that the leak was caused by a rusted sender unit which resulted in the complete replacement of the **FUEL TANK**, pump and sender unit due to the corrosion.
The bill was \$800 - not a good thing for an unemployed engineer

I have 2 issues with this latest problem

1. The vehicle is only 5 years old! The rusting out should not occur on this type of part unless inferior equipment or finishes were used. I have driven many vehicles and have never encountered this issue with mileage and age much greater than that of the Sportage. I have a garage where all of my vehicles are stored to prevent extreme exposure
2. This is a **SAFETY ISSUE - MY SAFETY**. I was returning for a 500 mile trip and noticed the gas smell towards the end of the trip. Just one spark could have resulted in quite the fiery display, not to mention my own personal well being. This should never happen in the fuel area!

In addition, in March of 2005 I had the same vehicle in for a simple rear license bulb replacement. So simple yet no one in my town could get off the bulb lens cover because they were rusted on and so corroded that the entire bulb/socket package had to be replaced.
Another \$100 down the drain.

I am an electroplating engineer and have seen corrosion-protection failures. These incidents indicate either a poor material used in design or improper finishes applied to the components

Earlier in the vehicle life (38000 miles), the driver side view mirror motor quit - I chose not to replace
Also at that time it was reported that the spare tire frame latch was rusted and sticking so that the frame would not open locked, thus hampering the proper opening of the rear hatch. Again I chose not to replace. WD 40 lubricates the rusty latch enough to get it to move. Soon I fear it will rot off. Again a poor corrosion protection system - and only at 38000 miles!

I have worked in the automotive parts manufacturing and for every defect we were required to supply an 8D Corrective Action Report. I should be demanding the same from KIA.

When I did call KIA customer service all I got was the "I'm sorry, your vehicle is out of warranty" reply. And that's it.

What a piece of junk! And you dare to tout the new Sportage as a safe vehicle to drive? What will happen in 5 years? I don't think I can recommend this vehicle to anyone.

What do I expect from KIA?

Well for a company that brags that "Every Mile Counts", I would at least want an admission that the old Sportage was a poor design or that some material used was not up to standard.
It would be nice if KIA would cover the costs of my repairs.

Please do not just throw this letter into the circular file. If whoever reads this cannot give me a satisfactory response, pass it on up the ladder and get someone who can.

I will not stop sending these complaints until I am heard. I don't care if I have to talk to someone in KOREA!

Thank you for your time and consideration

Joe Harenda

**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]	KNDJA7235YS [REDACTED]	K594505	69,000
Sugar Grove PA [REDACTED]		Dealer:		

Harada@msdbs.com

*** PHONE LOG 08/10/2005 07:24 AM US Mountain Standard Time YLaharca Action Type:Outgoing call
WRITER CLD CUST AND LEFT VM MSG
WRITER STATES
1 ADV THAT WILL DOCUMENT CONCERN
2 ADV THAT NOTHING THAT WE CAN COVER REGARDING REPAIRS OUT OF WARRANTY
3 ADV TO CL US BK IF NEED FURTHER INFO
4 ADV OF KCC NUMBER AND CASE NUMBER

*** CASE CLOSE 08/10/2005 07:24 AM US Mountain Standard Time YLaharca



KIA MOTORS

Printed By: BNeikamura

Consumer Assistance Center Case Report

Case Number - K612482

03/03/2006 01:48:28 PM

Case Details

Title: fuel system-Haronda

VIN: KNDJA7238Y5 [REDACTED]

Mileage: 21800

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Not Applicable

Owner: Jason Cook

Owner Email: JCook@crosscountry-auto.com

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Sugar Grove

State: PA

Zip: [REDACTED]

Dealer Details

Code: NY037

Name: Lake County Kia

Case History

*** PHONE LOG 07/15/2006 01:00:37 PM (Local Time) ATalaya Action Type:

- [REDACTED] stated:

1. Smelled gasoline and took to dir and have to replace the gas tank, the gas pump and the fuel lines going into it
2. Gas is just spewing out and I consider that safety
3. I repeat that the pump and the tank rusted and wants Kia to buy the fuel tank
4. Dir NY037 says it will cost over \$700 for repairing the veh.

-Writer stated:

1. apologized for inconvenience and advised Kia can assist with repair although it would be at owner's expense
2. veh has been out of warranty for quite some time.

*** CASE CLOSE 07/15/2006 01:00:37 PM (Local Time) ATalaya Resolution Code = Information Given.

*** CASE REOPENED 10/21/2006 07:46:37 AM (Local Time) JCook with Condition of Open and Status of Working.

*** NOTES 10/21/2006 07:46:03 AM (Local Time) JCook Action Type: Manager review

*** NOTES 07/24/2006 06:24 PM clarity Action Type: Manager review

*** Performed by contact: Joseph Haronda, 6144887718

This complaint is concerning my 2006 Kia Sportage.

I have recently had the vehicle in for repair of a gasoline leak.

It was determined that the leak was caused by a rusted sender unit which resulted in the complete replacement of the fuel tank, pump and sender unit due to the corrosion.

The bill was \$800 - not a good thing for an unemployed engineer.

I have 2 issues with this latest problem.

1. The vehicle is only 5 years old! The rusting out should not occur on this type of part unless inferior equipment or finishes were used. I have driven many vehicles and have never encountered this issue with mileage and age much greater than that of this Sportage. I have a garage where all of my vehicles are stored to prevent extreme exposure.
2. This is a SAFETY ISSUE - MY SAFETY. I was returning for a 500 mile trip and noticed the gas smell towards the end of the trip. Just one spark could have resulted in quite the fiery display, not to mention my own personal well being. This should never happen in the fuel area!

In addition, in March of 2005 I had the same vehicle in for a simple rear license bulb replacement. So simple yet no one in my town could get off the bulb lens cover because they were rusted on and so corroded that the entire bulb/socket package had to be replaced. Another \$100 down the drain.

I am an electroplating engineer and have seen corrosion protection failures. These incidents indicate either a poor material used in design or improper finishes applied to the components.

Earlier in the vehicle life (38000 miles), the driver side view mirror motor quit - I chose not to replace.

Also at that time it was reported that the spare tire frame brack was rusted and sticking so that the frame would not open locked, thus hampering the

Case History

proper opening of the rear hatch. Again I chose not to replace. WD 40 lubricate the rusty latch enough to get it to move. Soon I fear it will rot off. Again a poor corrosion protection system - and only at 28000 miles!

I have worked in the automotive parts manufacturing and for every defect we were required to supply an 8D Corrective Action Report. I should be demanding the same from KIA.

When I did call KIA customer service all I got was the "I'm sorry, your vehicle is out of warranty" reply. And that's it.

What a piece of junk. And you dare to tout the new Sportage as a safe vehicle to drive? What will happen in 5 years? I don't think I can recommend this vehicle to anyone.

What do I expect from KIA?

Well for a company that brags that "Every Mile Counts", I would at least want an admission that the old Sportage was a poor design or that some material used was not up to standard.

It would be nice if KIA would cover the costs of my repairs.

Please do not just throw this letter into the circular file. If whoever reads this cannot give me a satisfactory response, pass it on up the ladder and get someone who can.

I will not stop sending these complaints until I am heard. I don't care if I have to talk to someone in KOREA!

Thank you for your time and consideration

Joe Herende

herende@madbbs.com

*** PHONE LOG 07/26/2005 11:50 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Walter return call to customer:

1. called phone # & was advised that there is not anyone at the number by this name.

*** CASE CLOSE 07/26/2005 11:51 AM US Mountain Standard Time DLyons

*** CASE CLOSE 10/21/2005 07:47:29 AM (Local Time) JCook Resolution Code = Auto Closed.
TREAD REVIEW DONE

*****End Case Report K512852 *****



KIA MOTORS

Consumer Assistance Center Case Report

Printed By: BNakamura

Case Number - K518843

03/03/2006 01:46:39 PM

Case Details

Title: [REDACTED] Complaint Quality

VIN: KNDJA7235Y [REDACTED]

Mileage: 70908

Priority: Non-Priority

Severity: Medium

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Not Applicable

Owner: Jason Cook

Owner Email: JCook@crosscountry-auto.com

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

All Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Super Grove

State: PA

Zip: [REDACTED]

Dealer Details

Code:

Name:

Case History

--- NOTES 07/24/2005 08:24:58 PM (Local Time) clarify Action Type: Manager review

--- Performed by contact: Joseph Heredia, 8144897718

This complaint is concerning my 2000 Kia Sportage.

I have recently had the vehicle in for repair of a gasoline leak.

It was determined that the leak was caused by a rusted sender unit which resulted in the complete replacement of the fuel tank, pump and sender unit due to the corrosion.

The bill was \$800 - not a good thing for an unemployed engineer.

I have 2 issues with this latest problem.

1. The vehicle is only 5 years old. The rusting out should not occur on this type of part unless inferior equipment or finishes were used. I have driven many vehicles and have never encountered this issue with mileage and age much greater than that of the Sportage. I have a garage where all of my vehicles are stored to prevent extreme exposure.

2. This is a SAFETY ISSUE - MY SAFETY. I was returning for a 600 mile trip and noticed the gas smell towards the end of the trip. Just one spark could have resulted in quite the fiery display, not to mention my own personal well being. This should never happen in the fuel area!

In addition, in March of 2005 I had the same vehicle in for a simple rear license bulb replacement. So simple yet no one in my town could get off the bulb lens cover because they were rusted on and so corroded that the entire bulb/socket package had to be replaced.

Another \$100 down the drain.

I am an electroplating engineer and have seen corrosion protection failures. These incidents indicate either a poor material used in design or improper finishes applied to the components.

Earlier in the vehicle life (38000 miles), the driver side view mirror motor quit - I chose not to replace.

Also at that time it was reported that the spare tire frame latch was rusted and sticking so that the frame would not open locked, thus hampering the proper opening of the rear hatch. Again I chose not to replace. WD-40 lubricates the rusty latch enough to get it to move. Soon I fear it will rot off. Again a poor corrosion protection system - and only at 38000 miles!

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When I did call KIA customer service all I got was the "I'm sorry, your vehicle is out of warranty" reply. And that's it.

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It would be nice if KIA would cover the costs of my repairs.

Please do not just throw this letter into the circular file. If whoever reads this cannot give me a satisfactory response, pass it on up the ladder and get

Case History

someone who can.

I will not stop sending these complaints until I am heard. I don't care if I have to talk to someone in KOREA!

Thank you for your time and consideration

Joe Heranda

heranda@macbb.com

*** CASE DISPATCHED 07/24/2005 09:28:08 PM (Local Time) charty
from WIP default to Queue eWebSupport.

*** CASE ACCEPTED 07/25/2005 09:04:01 AM (Local Time) JCook
from Queue eWebSupport to WIP default.

*** PHONE LOG 07/26/2005 12:50:55 PM (Local Time) DLyons Action Type: Outgoing call
Writer return call to customer:

1. called phone # & was advised that there is not anyone at the number by this name.

*** CASE CLOSE 07/28/2005 12:51:13 PM (Local Time) DLyons Resolution Code = Information Taken.

*** CASE REOPENED 10/21/2005 07:45:09 AM (Local Time) JCook
with Condition of Open and Status of Working.

*** CASE CLOSE 10/21/2005 07:45:54 AM (Local Time) JCook Resolution Code = Auto Closed.

TREAD REVIEW—DUPLICATE CASE—SEE CASE K512682—DO NOT REOPEN

*****End Case Report K518543 *****

2/27/06
14:12:47
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD

VIN No : KNDJA7235Y5 [REDACTED]

Model . . 42442
Series . SPORTAGE

In Service Date: 6/02/00

<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>
3/11/05	R NY037	49149	A 01		BELT-A FRNT, LH	66852
3/11/05	R NY037	49149	B 01		SPORTAGE OWNERS MANL	66852
12/11/02	D NY037	26825	A 01	Solenoid Valve Assy,	VALVE-SOL.	38728
8/02/01	W NY037	13651	A 01		SILENCER ASSY-MAIN	21558
6/07/01	W NY037	12065	A 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	18703
8/16/00	F NY037	93777	A 01	OIL BYPASS FILTER AS		4361
9/27/99	W NY037	84536	A 01	BATTERY, R&R	BATTERY-SPG 99-02	31
9/02/99	R 8108W	0286371	01		OBD II INFO LABEL	1
8/31/99	W 8108W	R928871	01	PARKING BRAKE, CHECK	LEVER ASSY-P/BRAKR	1
8/31/99	W 8108B	W610161	01	FRONT BUMPER, BUFFIN		1
8/04/99	W 8108W	R844851	01	INTERIOR VEHICLE DET		1

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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
[REDACTED]	[REDACTED]	KNDJA7232W5 [REDACTED]	K61237	0
Dealer NC [REDACTED]			Dealer: NC004 Paramount Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 01/17/2002 01:54 PM US Mountain Standard Time SMarino
Received letter - Customer states

1. Corroded Screws @ Pump Flange on **GAS TANK**
2. The plating on the screws was evidently inadequate or otherwise defective, 5 screws broke on retaining ring allowing gasoline to escape between the flange and tank
3. screws couldn't be drilled
4. This repair needs to be paid for by the manufacturer since this is a design and poor quality problem

CASE DISPATCH - LETTER FORWARD TO THE SOUTHERN REGION FOR HANDLING

*** NOTES 01/17/2002 02:10 PM US Mountain Standard Time BStricklen Action Type:Manager review
DPSM HAS REVIEWED FILE. VEH IS OVER 3 YRS OLD. MILEAGE IS UNKNOWN @ THIS TIME. DPSM FEELS THAT IF THIS WERE MFG DEFECT, IT WOULD HAVE SURFACED BEFORE NOW. WITH INFO PROVIDED, DPSM WOULD DECLINE GOODWILL @ THIS TIME.

*** NOTES 01/21/2002 03:23 AM US Mountain Standard Time BStricklen Action Type:Manager review
DPSM SPOKE W/ SER MGR(TIM SETTLEMYER) @ NC004 ON 1/18/02 WHO STATED THAT ABOVE VEH. HAD 82,000 MILES ON IT & HAD ALREADY BEEN REPAIRED & PICKED UP BY CUST. DPSM DECLINES GOODWILL ASSIST. @ THIS TIME & REQUESTS SRCA TO ADVISE CUST OF SAME. PLEASE LET DPSM KNOW IF FURTHER INFO OR ASSISTANCE IS REQUIRED. THANK YOU.

*** NOTES 01/22/2002 06:15 AM US Mountain Standard Time MMyers Action Type:Manager review
SRCA reviewed DPSM comments and sent letter stating that we could not offer any assistance with this matter.

*** CASE CLOSE 01/22/2002 06:15 AM US Mountain Standard Time MMyers

2/27/06
14:13:27
wsd079
VIN No : KNDJA7232W5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 10/24/98

Model . . 42441
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order# Ver	Repair Labor Code	Causal Part	Mileage
12/07/01	W NC004	23711 1 01	Catalytic Converter	CONV.ASSY-CAT	72684
9/05/00	R NC004	98453 1 01		CAT.CONV-MANIFOLD	46747
9/05/00	G NC004	98453 2 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	46747
9/05/00	G NC004	98453 4 02		FRT.GARNISH ASSY, RH	46747
9/05/00	R NC004	98453 1 02		CAT.CONV-MANIFOLD	46747
9/05/00	G NC004	98453 4 03		FRT.GARNISH ASSY, RH	46747
9/05/00	R NC004	98453 1 03			46747
4/24/00	R NC004	91056 1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	39704
11/16/99	R NC004	82924 1 01	SC009 KNUCKLE/HUB AS	SEAL-OIL	29154
6/05/99	W NC004	73779 1 01	OTHER PROCEDURES FOR	CAP NUT-FLANGE	16494
5/18/99	W NC004	72802 2 01	SPARE TIRE CARRIER A	STRIKER-S/T, CA	15334
1/20/99	W NC004	66973 1 01	CLEAN LUG NUTS	STOPPER	8897

More...

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2/27/06
14:13:27
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAS
KIAPROD

VIN No : KNDJA7232W5 [REDACTED]

Model . . 42441
Series . SPORTAGE

In Service Date: 10/24/98

<u>Repair Date</u>	<u>W</u>	<u>Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/24/98	F	NC004	65734	1 01	ENGINE OIL, CHANGE	FILTER, OIL	5769
12/24/98	W	NC004	65734	3 01	DOOR LOCK ASSEMBLY, R	LOCK ASSY-BACK DOOR	5769
10/27/98	W	NC004	62796	1 01	INSTALL LICENSE PLAT	GRILLE ASSY-RADIATOR	178
10/27/98	R	NC004	62796	2 01	SC007 CK AND ADJUST	PIPE-BRAKE, R.	178
10/26/98	W	NC004	62722	2 01	BATTERY, R&R	BATTERY-SPG 95-98	170
6/17/98	W	8104W	149172G	01	INTERIOR VEHICLE DET		1
6/17/98	W	8104W	1491721	01	OTHER PROCEDURES FOR	SHORT ENGINE	1

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**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2001 2DR SPORTAGE 4X KNDJB623219 [REDACTED]	Case Number K1039501	Mileage 17,000
ATASKALA OH			Dealer: OH034 Chescrown Kia of Newark	
Case History			Complaint Repurchase	

*** NOTES 11/16/2005 05:02 PM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KLA0998833 WHICH INCLUDES:

1. CCF - DATED 11/16/05

A. **GAS TANK** WAS LEAKING - CURRENT NO - 1 X

B. TRANS FAILED - REPLACED - STILL NOT WORKING PROPERLY - CURRENT YES - ? X

C. GEAR SHIFT PROBLEMS - CURRENT YES - ? X

RESOLUTION SOUGHT:

1. REPURCHASE.

HARD FILE CREATED AND FWRD TO JLT FOR HANDLING.

*** NOTES 11/16/2005 05:10 PM Central Daylight Time MRivas Action Type:Correspondence sent
CCF LTR SENT TO CUST, VIA MAIL.

*** PHONE LOG 11/17/2005 08:30 AM Central Daylight Time JTurnage Action Type:Outgoing call

WTR SPOKE TO WARRANT ADMINISTRATOR LINDA MOATS

1. CAN YOU FAX ALL ROS AND SALES DOCS: BUYERS ORDER, FINANCE AGREEMENT, CANCELLED CHECK IF NO LOAN, DEALER DEAL RECAP SHEET, CUSTOMER CLAIM FORM, AND APPLICATION FOR TITLE

WTR TO F/U W/WA LINDA ON 11/18/05 IF ROS AND SALES DOCS NOT REC'D YET

*** PHONE LOG 11/17/2005 08:41 AM Central Daylight Time JTurnage Action Type:Outgoing call

WTR LVM FOR CUST STATING:

1. PLEASE CALL WTR @ EARLIEST CONVENIENCE @ 800 AND EXT

2. CALLING IN REGARDS TO THE YEAR OF YOUR VEH

WTR TO F/U W/CUST ON 11/18 IF CALL BACK NOT REC'D YET

*** PRIORITY CHANGE 11/17/2005 01:49:31 PM MRivas

*** CASE CLOSE 11/17/2005 01:51 PM Central Daylight Time MRivas

*** FILE OPENED IN ERROR - REFER FURTHER UPDATES TO FILE# k1037836 ***

2/27/06
14:13:42
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 11/27/00

VIN No : KNDJB623215 [REDACTED]

Model . . 42212
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>
1/24/05	W OH034	20075	A 02	Catalytic Converter	CONV. ASSY-CAT.	35848
11/11/04	W OH034	17664	A 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	31763
6/22/04	W OH034	12442	A 01	Engine Control Modul	UNIT ASSY-CONT.EGI	26335
5/10/04	W OH034	04276	A 01	Heated Oxygen Sensor	SENSOR-OXYGEN	25836
5/05/04	W OH034	04139	A 01	Fuel Tank Assy, R&R	PUMP ASSY-FUEL	25737
5/05/04	W OH034	04139	B 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	25737
8/04/00	W 8103W	A0BVT	1 01	Wire Repair Time (Ma		1

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**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723415 [REDACTED]	K464466	51,000
Miramar FL		Dealer: FL024 Maroon: Kia of		

Case History

Complaint Diagnostic Fee

*** PHONE LOG 05/13/2005 08:16 AM WNoonan
WRITER SPOKE WITH ORLANDO IRIZARRY
CUSTOMER STATED:

1. I HAVE TAKEN THE VEHICLE TO THE DEALER FOR A CEL.
2. THE DEALER SAID THAT THEY COULD NOT FIND ANYTHING WRONG.
3. THEY SAID THAT THE GAS CAP MIGHT BE LOOSE.
4. THEY RESET THE CODES AND NOW THEY ARE TRYING TO CHARGE BE \$90 FOR A DIAGNOSTIC FEE.
5. I HAVE TAKEN THE VEHICLE TO THE DEALER 4 TIMES FOR THIS SAME CONCERN.
6. I HAD MY 30K MAINTENANCE DONE AT GUNTHER KIA.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL LOOK INTO THIS AND CALL THE DEALER.
3. THE DIAGNOSTIC FEE IS WHAT YOU WOULD BE RESPONSIBLE FOR IF THE REPAIR IS NOT COVERED UNDER WARRANTY.
4. WRITER WILL CALL YOU BACK.

*** PHONE LOG 05/13/2005 08:23 AM WNoonan Action Type:Outgoing call
WRITER PHONED Maroon: Kia of Hollywood AND SPOKE WITH DIANNE, SERVICE ADVISOR.
DIANNE STATED:

1. THE SERVICE MANAGER IS IN A MEETING.
2. I AM THE PERSON WORKING WITH THIS CUSTOMER.
3. WE FOUND A SMALL EVAP LEAK IN THE **GAS TANK**.
4. THE GAS CAP WAS NOT ON TIGHT ENOUGH AND IT THREW A CODE AND CAUSE THE CEL TO COME ON.
5. THERE WERE NO REPAIRS NECESSARY BECAUSE THE GAS CAP WAS LOOSE.
6. WE CLEARED THE CODES AND RESET THE SYSTEM.

WRITER STATED:

1. THANKS.

*** PHONE LOG 05/13/2005 08:44 AM WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND STATED:

1. HAVE BEEN IN TROUGH WITH THE DEALER AND THEY SAID THE CEL CAME ON BECAUSE THE GAS CAP WAS LOOSE.
2. THE WARRANTY DOES NOT COVER THIS SO THE DIAGNOSTIC FEE IS AT YOUR EXPENSE.

CUSTOMER STATED:

1. I JUST THINK THAT THEY ARE TRYING TO MAKE MONEY.
2. I THINK THERE IS ANOTHER PROBLEM.

WRITER STATED:

1. IF THE LIGHT COMES BACK ON AGAIN WE CAN REVIEW IT AGAIN WITH THE DEALER.
2. WE STAND BY THE DEALERS DIAGNOSTIC.

*** CASE CLOSE 05/13/2005 08:45 AM WNoonan
INFO GIVEN.

2/27/06

14:13:59

wnd079

VIN No : KNDJB723415 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

10/08/01

Model . . 42242

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>
1/27/06	W FL025	05115	B 01	Socket & Bulb, R&R	BULB	49226
1/27/06	W FL025	05115	C 01	Door Courtery Lamp a	MOTOR & PUMP ASSY	49226
7/30/05	W FL025	92290	A 01	Fuel Tank Cap Assy,	CAP-FILLER	45787
7/30/05	W FL025	92290	D 01	Sunvisor Assy, R&R,	SUNVISOR, RH	45787
3/07/05	W FL024	81434	A 01	Door Power Window Re	W/REG.POWER-FRT., LH	42869
1/14/05	W FL024	72847	A 01	Fuel Tank Gauge Unit	FUEL GAUGE	41559
12/29/04	W FL024	70356	B 01	Water Pump Sub Assy,	SHAFT ASSY-PROP.	41275
12/29/04	W FL024	70356	C 01	Sunvisor Assy, R&R,	ADAPTER-CTR	41275
10/15/04	W FL024	57871	A 01	Solenoid Valve Assy,	VALVE-SOL.	39456
6/18/04	W FL025	61853	C 01	Shift Lever, R&R	ASSY-CONTROL LEVER	37419
3/02/04	W FL024	11088	F 01	Release Cable (Spare	RELEASE CABLE	34029
9/08/03	W FL025	41302	1 01		PIPE ASSY TAIL	31938

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:13:59
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
10/08/01

VIN No : KNDJB723415 [REDACTED]

Model . . 42242
Series . SPORTAGE

In Service Date:

10/08/01

<u>Repair Date</u>	<u>W Dir</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/08/03	W	FL025	41302	2 01		SWITCH.P-RANGE	31938
8/29/03	W	FL015	72624	1 01	Sunvisor Assy, R&R,	SUNVISOR, LH	31581
8/29/03	W	FL015	72624	2 01	Sunvisor Assy, R&R,	SUNVISOR ASSY,RH	31581
6/28/03	W	FL015	66184	4 01	Lower Crash Pad Asht	HOLDER-CUP	28674
1/09/03	W	FL025	25251	1 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	20976
10/14/02	W	FL025	19593	1 01	Solenoid Valve Assy,	VALVE-C.CLOSE	17112
9/23/02	W	FL025	18248	1 01	Door Power Window Re	REG.POWER WINDOW,LH	16414
9/23/02	W	FL025	18248	2 01	Door Power Window Re	REG.ASSY-WINDOW,RH	16414
9/23/02	W	FL025	18248	3 01		HARNES-FRT DOOR WIR	16414
9/23/02	W	FL025	18248	4 01		WIRING ASSY-DOOR,DRI	16414
9/23/02	W	FL025	18248	5 01	Fuse, R&R, One	FUSE-MINI 15A	16414
4/08/02	W	FL025	06175	1 01	Heated Oxygen Sensor	SENSOR-OXYGEN	9856

More...

F3=Exit

F11=Summary/Detail

3/27/06

14:13:59

wsd079

VIN No : KNDJB723415 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

10/08/01

Model . . 42242

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>
1721/02	W FL025	00670	1 01	Door Window Regulate	REG.POWER WINDOW,LH	5745
1/21/02	W FL025	00670	2 01	Door Window Regulate	REG.ASSY-PWR WIN,RH	5745

Bottom

F3-Exit

F11-Summary/Detail

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 1997 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7232V5 [REDACTED]	K170146	78,000
JOHNSTOWN PA 1 [REDACTED]			Dealer: PA021 Alvin's Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/27/2003 06:39 AM US Mountain Standard Time CBarrera
cust states:

1. I bought car used April of 00
2. dealer told me prior owner had traded it in because it had multiple fuel line repairs
3. and problems with fuel system, including having new **GAS TANK** because old one was rusted
4. now I have a fuel leak because this tank is rusted too
5. I feel this is a manuf. defect
6. will Kia offer me some coverage

writer advised:

1. veh is out of all warranty
2. no coverage with Kia
3. rust can be caused by the elements there, or even water in the tank caused by contaminated fuel
4. which would not be covered anyway
5. I am not at liberty to disclose prior repair history
6. but I will tell you I do not see any **FUEL TANK** done before as warranty or fuel line repairs
7. so there is no history if this being a manuf. defect in this car

*** CASE CLOSE 05/27/2003 06:40 AM US Mountain Standard Time CBarrera

*** PHONE LOG 06/09/2003 01:05 PM US Mountain Standard Time TShamburger Action Type:In coming call
customer called:

1. i want to speak to the kia rep for the urrs
2. my cars **FUEL TANK** is rusted and the dealer told me prior owner had fuel problems
3. and also change out the **GAS TANK**
4. I know Im out of warranty but dont you think kia should stand behind there car
5. **FUEL TANK**s just dont rust out.

wrt states;

1. the last case mgr had stated this would not be covered.
2. your vehicle is out of warranty
3. and if it was rust is not a mifr defect.
4. water could have been in fuel or road depri affecting rust on the **GAS TANK**.

cust states;

1. i would just want to speak to the field rep
2. im a SM myself and I wanted to let him know this

Wrt states;

1. i can ask him sir, but I cant guarantee he will
2. he will see that car is way out of warranty and its a rusted **GAS TANK**
3. there really is no different decision he will make for you.

cust states;

1. just try then

wrt states:

1. ok

*** PHONE LOG 06/09/2003 01:07 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called dealer and service left already.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 1997 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7232V5 [REDACTED]	K170146	78,000
JOHNSTOWN PA [REDACTED]			Dealer: PA021 Alvin's Kia	

*** PHONE LOG 06/10/2003 12:30 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called dealer and spoke to SA Roy

Roy states

1. cust did ask questions about this **GAS TANK**
2. history does not show here that a **GAS TANK** was ever replaced.
3. I dont know how cust feels it was replace before
4. wrt thanked SA

*** CASE CLOSE 06/10/2003 12:31 PM US Mountain Standard Time TShamburger
not under computer

2/27/06
14:14:20
wsd079
VIN No : KNDJA7232V5

Warranty Service Department
WARRANTY HISTORY INQUIRY
Model . . 42422
Series . SPORTAGE

In Service Date: 10/28/97

NAKANURAB
KIAPROD

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
12/03/99	W PA021	00738	1 01	OIL SEAL (DIFF FINIO	SEAL-OIL	35627
12/03/99	W PA021	00738	2 01	OTHER PROC. FOR EMIS	PIPE ASSY-AIR INT.	35627
9/24/99	W PA021	2940	1 01	EGR DIFFERENTIAL PRE	SENSOR-PRESSURE,EGR	32229
5/03/99	W PA021	3625	1 01	OIL SEAL(S) (FRT WHL	SEAL-OIL	26048
5/03/99	W PA021	3625	2 01	MAIN SILENCER, R&R	SILENCER ASSY-MAIN	26048
2/19/99	W PA021	07263	1 01	EGR SOLENOID VALVE (EGR VALVE KIT	21582
10/21/98	W PA021	7413	1 01	OTHER PROC. FOR WIRE	WIRING ASSY-ENG	16326
8/25/98	W PA021	7331	1 01	FLASHER MODULE, R&R	SWITCH-RMT.MIRROR	13830
8/25/98	W PA021	7331	2 01	OTHER PROC. FOR TURN	WIRING ASSY-FRT,NO.2	13830
8/25/98	F PA021	7331	3 01	ENGINE OIL, CHANGE	FILTER,OIL	13830
7/15/98	W PA021	7273	1 01	OTHER PROC. FOR WIRE	WIRING ASSY-ENG.	12260
7/08/98	W PA021	7263	1 01	OTHER PROC. FOR CRUI	WIRING ASSY-INST.	11972

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:14:20
wsd079
VIN No : KNDJA7232V5 [REDACTED]

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 10/28/97

Model . . 42422
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dir</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>
2/18/98	R	PAUZI	7025	1 01	SC006 REAR HATCH DOO	KEY SUBSET-B/DOOR	5611
1/08/98	F	PA021	2497	1 01	ENGINE OIL CHANGE (1	FILTER,OIL	3610
8/25/97	W	8108W	R089572	01	PARKING BRAKE, CHECK	LEVER ASSY-P/BRAKE	1
8/12/97	W	8108B	WP11761	01	OTHER PROC. FOR WHEE	PIPE-S/TIRE CARRIER	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last Name	First Name	VIN of 1997 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	kdjib7233v5 [REDACTED]	K46648	52,000
Phone OK 73160			Dealer: OK003 Big Red Sports/Imports	

Case History

Complaint Warranty

*** PHONE LOG 12/07/2001 10:27 AM US Mountain Standard Time JHirshfield

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair	Labor Code	Cause/Part	Mileage
4/16/01	G	OK003 72476 1		POWER STEERING PUMP		V-BELT	42767
4/16/01	G	OK003 72476 2				CLUTCH MAGNET	42767
3/09/00	W	OK003 57645 1		COOLANT FAN ASSY, R FAN COMPT-COOLING			30789
3/09/00	W	OK003 57645 2				UNIT ASSY-CONT.EGI	30789
3/09/00	W	OK003 57645 3		DOOR GLASS GUIDE (F CHAN-GLASS RUN,RH			30789
3/29/00	R	OK003 56216 1		SC014 ENGINE WIRE HA WIRING ASSY-INJ			29632
3/29/00	W	OK003 56216 2		DOOR POWER WINDOW RE REG.ASSY-WINDOW,RH			29632
3/29/00	W	OK003 56216 3		PASSIVE LH SEAT BELT BELT-A FRT,LH			29632
8/19/99	W	OK003 47568 1		EGR CONTROL VALVE (D EGR VALVE KIT			24607
3/14/98	R	OK003 27819 1		SC006 REAR HATCH DOO KEY SUBSET-B/DOOR			10027
2/14/98	W	OK003 27074 1		WHEEL ASSY, R&R ONE BRKT-CTR CAP			8784
12/31/97	W	OK003 25607 1		EGR CONTROL VALVE (D EGR VALVE KIT			7341

cust stated:

1. her car is at OK003
2. she has a hole in her **GAS TANK**
3. svc tech told her it was due to the skid plate rubbing a hole thru the **GAS TANK**
4. a vehicle with only 50000 miles should not have this problem
5. they don't live in the country and don't drive the car roughly
6. she has also had many problems in the past
7. it seems like every time she turns around, something else is going wrong with the car
8. she has been very disappointed with the quality of this vehicle
9. she bought it in Jan 98 with 6000 miles
10. could kia help them out with this repair

wtr stated:

1. i will research and recontact

wtr spoke with big red kia

svc mgr not available today —wtr spoke with svc tech, mike mullins who stated:

1. the skid plate is not bent
2. it has simply rubbed a hole thru the tank
3. looks like something might have gotten up inside there
4. dpm, gary meiman, will be at dealership next week
5. he has no problem with any goodwill towards this cust

wtr stated:

1. i will contact dpm and review it with him

wtr lvm for srca, matt myers about this case

*** SEND CASE HISTORY 12/07/2001 10:27:28 AM JHirshfield

Case details sent to groeimann@kiausa.com.

*** PHONE LOG 12/07/2001 03:59 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

wtr lvm for dpm, gary meiman, regarding this cust and requesting callback

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 1997 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjb7233v5 [REDACTED]	K46648	52,000
[REDACTED] moore OK			Dealer: OK003 Big Red Sports/Imports	

*** PHONE LOG 12/12/2001 08:57 AM US Mountain Standard Time JHirschfeld Action Type:Incoming call

WTR SPOKE WITH SVC MGR WHO STATED:

1. DPSM GARY MEIMANN IS AT DEALERSHIP TODAY
2. THIS CUST IS ONE OF THE ISSUES THAT THEY WILL TAKE CARE OF TODAY

*** CASE CLOSE 12/12/2001 08:57 AM US Mountain Standard Time JHirschfeld
REFERRED TO DEALER.

*** PHONE LOG 12/12/2001 10:01 AM US Mountain Standard Time MMyers Action Type:Outgoing call
DPSM offered to cover cost of part (**GAS TANK**). Customer will be responsible for labor. Customer agreed and is happy.

2/27/06
14:14:36
wsd079
VIN No : KNDJB7233V5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
6/06/97

In Service Date:

Model . . 42222
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>
12/05/01	G	OK003	84103	1	01	TANK ASSY-FUEL	55350
4/16/01	G	OK003	72476	1	01	Power Steering Pump	42767
4/16/01	G	OK003	72476	2	01	CLUTCH MAGNET	42767
5/09/00	W	OK003	57645	1	01	Coolant Fan Assy, R&	30789
5/09/00	W	OK003	57645	2	01	FAN COMPT-COOLING	30789
5/09/00	W	OK003	57645	3	01	UNIT ASSY-CONT.EGI	30789
3/29/00	R	OK003	56216	1	01	Door Glass Guide (Fr	30789
3/29/00	W	OK003	56216	2	01	CHAN-GLASS RUN,RH	29632
3/29/00	W	OK003	56216	3	01	SC014/C123/C124 CONN	29632
3/29/00	W	OK003	56216	3	01	Door Power Window Re	29632
8/19/99	W	OK003	47568	1	01	REG.ASSY-WINDOW,RH	29632
3/14/98	R	OK003	27819	1	01	Passive LH Seatbelt	29632
2/14/98	W	OK003	27074	1	01	BELT-A FRT,LH	24607
						EGR CONTROL VALVE (D	10027
						EGR VALVE KIT	8784
						KEY SUBSET-B/DOOR	
						WHEEL ASSY, R&R ONE	
						BRKT-CTR CAP	

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:14:36
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
6/06/97

VIN No : KNDJB7233V59

Model . . 42222
Series . . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W</u>	<u>Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/31/97	W	OK003	25607	1 01	EGR CONTROL VALVE (D	EGR VALVE KIT	7341
11/29/97	W	OK003	24835	1 01	FRT DOOR LOCK ASSY,	LOCK ASSY-F.DOOR,LH	6720
9/06/97	F	OK003	22072	1 01	ENGINE OIL, CHANGE	FILTER,OIL	3877
3/25/97	W	8103W	A265371	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 1999 SPORTAGE 4X2 KNDJB723XX5 [REDACTED]	Case Number K466252	Mileage 60,954
Baltimore MD 21229			Dealer: MD005 Foreign Motors Kia	

Case History

Complaint Service Decision

*** PHONE LOG 05/17/2005 06:37 AM WNoonan

CUSTOMER STATED:

1. I TOOK THE VEHICLE TO THE DEALER FOR A VALVE COVER GASKET AND A TIMING BELT.
2. THEY ARE SAYING THAT I HAVE A HOLE IN MY **GAS TANK**.
3. I DID NOT TAKE IT IN FOR THAT, I WOULD KNOW IF I HAVE A HOLE.
4. I ALWAYS DRIVE THE VEHICLE WITH THE WINDOWS UP AND WOULD SMELL IT IF THERE WAS A HOLE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. YOUR VEHICLE IS OUT OF WARRANTY AND THERE ARE NO OPEN RECALLS.
3. RECOMMEND SPEAKING WITH THE SERVICE MANAGER AT THE DEALER AND ADDRESS YOUR CONCERNS ABOUT THE **GAS TANK**.
4. DEALERS ARE INDEPENDENTLY OWNED AND OPERATED.
5. YOU CAN ALWAYS GO SOME PLACE ELSE FOR A SECOND OPINION.
6. BUT FIRST, SPEAK WITH THE DEALER AND LET THEM KNOW YOUR CONCERNS ABOUT THEIR DIAGNOSTIC.

CUSTOMER STATED:

1. THANKS.

*** CASE CLOSE 05/17/2005 06:37 AM WNoonan
REFERRED TO DEALER

*** PHONE LOG 05/23/2005 08:15 AM ABegoodby Action Type:Incoming call
Cust stated:

1. dlr is trying to say there is a hole in the **GAS TANK**
2. dlr damaged the **GAS TANK** when they removed the fuel pump
3. feels the repair should be covered by dlr or Kia
4. would like to know what Kia can do

Writer stated:

1. apologized
2. adv cust veh is out of the LHW & PTW
3. adv cust to hold, cust agreed
4. writer called MD005 & Ray (SM) stated:
 - a. veh towed to dlr on 5/16/05 @ 60,954 miles
 - b. the veh jumped time
 - c. veh needs a timing belt, fuel, pump & **FUEL TANK**
 - d. cust will have to pay \$1,526.61
 - e. no maintenance was done on the veh
 - f. dlr called Mark (DPSM) for assist on cust behalf
 - g. DPSM declined any warranty repair assist etc
 - h. dlr needs to remove the **GAS TANK** to replace the fuel pump
 - i. the screws are rusted into the **GAS TANK**
 - j. cust will have to pay
5. will document comments
6. conference cust online w/writer & dlr
7. info given by the dlr was given to cust
8. cust will speak to wife & call dlr back about the repairs

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723XX5 [REDACTED]	K466252	60,954
Baltimore MD [REDACTED]			Dealer: MD005 Foreign Motors Kia	

*** CASE CLOSE 05/23/2005 08:15 AM ABegoody
info given.

2/27/06
14:14:51
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/09/99

VIN No : KNDJB723XX5 [REDACTED]

In Service Date:
Model . . . 42222
Series . . . SPORTAGE

In Service Date: 4/09/99

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
8/26/04	R	MD005	80756	1	01 SC014/C123/C124 CONN	GASKET-THROTTLE BODY	54180
8/26/04	R	MD005	80756	3	01 SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	54180
8/26/04	R	MD005	80756	4	01	BELT-A FRT,LH	54180
8/26/04	R	MD005	80756	5	02 SC010 SPN OBD INFORM	OBD II INFO LABEL	54180
8/20/02	G	MD005	66938	1	01	ACTUATOR-IDLE SPEED	36013
8/20/02	E	MD005	66938	3	01 Catalytic Converter	CAT.CONV-MANIFOLD	36013
12/12/01	W	MD005	61959	1	01	CHAN.-GLASS RUN A,LH	29906
12/12/01	W	MD005	61959	2	01	WIRING ASSY-ENGINE	29906
12/12/01	W	MD005	61959	1	03	CHAN.-GLASS RUN A,LH	29906
10/01/01	W	MD005	60410	1	01 Battery Assy, R&R	BATTERY-SPG 95-98	28596
10/01/01	W	MD005	60410	2	01 Audio Assy, R&R	REMAN-ETR MECH W/CLK	28596
10/01/01	W	MD005	60410	3	01	CHANNEL-GLASS RUN,LH	28596

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:14:51
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/09/99

VIN No : KNDJB723XX5 [REDACTED]

Model . . 42222
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>
10/01/01	W MD005	60410	5 01	Audio Assy, R&R	REMAN-ETR MECH W/CLK	28596
5/02/01	W MD005	57104	1 01		WIRING ASSY-ENGINE	22993
4/06/01	W MD005	56670	1 01		METER-AIR FLOW	22215
4/06/01	W MD005	56670	2 01	Audio Assy, R&R	ETR MECH.DECK	22215
12/20/00	W MD005	54698	1 01		STARTER	19061
12/20/00	W MD005	54707	1 01		VALVE-D.P	19061
12/01/00	W MD005	54346	1 01		WIRING ASSY-ENGINE	18511
12/01/00	W MD005	54346	2 01		CHANNEL-GLASS RUN,LH	18511
12/01/00	W MD005	54346	1 02		WIRING ASSY-ENGINE	18511
12/01/00	W MD005	54346	2 02		CHANNEL-GLASS RUN,LH	18511
12/01/00	W MD005	54346	1 03		WIRING ASSY-ENGINE	18511
12/01/00	W MD005	54346	2 03		CHANNEL-GLASS RUN,LH	18511

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:14:51
wsd079
VIN No : KNDJB723XX5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
4/09/99

In Service Date:

Model . . 42222
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>
12/01/00	W MD005	54346	1 04		WIRING ASSY-ENGINE	18511
12/01/00	W MD005	54346	2 04		CHANNEL-GLASS RUN,LH	18511
12/01/00	W MD005	54346	1 06		WIRING ASSY-ENGINE	18511
11/11/99	G MD005	46136	1 05		SWITCH-LOCK CYL	6077
8/26/99	W MD005	44508	1 01	GLASS RUN CHANNEL,R&	CHANNEL-GLASS RUN,LH	4312
8/17/99	W MD005	43697	1 01	POWER WINDOW SWITCH,	SW.-P/W.RR.	3513
5/12/99	W MD005	41984	1 01	WINDOW REGULATOR,R&R	REG.ASSY-POWER,RHR	831
5/12/99	W MD005	41984	2 01	STEERING WHEEL AIR B	MODULE-AIRBAG,DRIVER	831
5/12/99	W MD005	41984	3 01	WIRE HARNESS(FRONT N	WIRING ASSY-FRT	831
4/20/99	W MD005	41620	1 01	OUTER DOOR HANDLE,R&	CLIP-LH	565
3/12/99	W MD005	40715	1 01	OTHER PROCEDURES FOR	KEY SUBSET-DOOR,LH	12
3/01/99	R 8108W	0114621	01	PUP63 GREASE SP TIRE	RELEASE CABLE	1

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:14:51
wsd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAH
KIAPROD
4/09/99

In Service Date:

KNDJB723XX5 [REDACTED]

Model . . 42222
Series . SPORTAGE

<u>Repair</u>	<u>W</u>	<u>Dir</u>	<u>Repair</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/17/99	W	8108W	R628201	01		COMPLETE VEHICLE DET		1
2/17/99	W	8108W	R628202	01		PARKING BRAKE, CHECK	LEVER ASSY-P/BRAKE	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name [REDACTED]	First name [REDACTED]	VIN of 1999 SPORTAGE EX 4X4 KNDJA7233X5 [REDACTED]	Case Number K1012882	Mileage 70,000
Low Castle PA 16105			Dealer:	

Case History

Complaint Design

*** PHONE LOG 09/13/2005 05:20 AM US Mountain Standard Time RBussey

Customer husband [REDACTED] called:

1. I think I am having an issue with my sportage.
2. My **GAS TANK** is leaking...
3. It has a hole in it due to rust.
4. I think this is a flaw in the engineering of the veh...
5. I think Kia should be responsible for it...
6. I think it should be a recall...

Writer stated:

1. Sorry about issue...
2. SC010-OBD INFORMATION LABEL / SC039-SEAT BELT
3. Kia will need to see this problem for a certain amount of times before we can make it into a recall
4. Kia will NOT cover issue at this time, veh is out of warr...

*** CASE CLOSE 09/13/2005 05:20 AM US Mountain Standard Time RBussey

2/27/06
14:15:09
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
12/30/99

VIN No : KNDJA7233X5 [REDACTED]

Model . . 42442
Series . SPORTAGE

In Service Date:

12/30/99

<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>
9/08/05	R PA053	72410	1 02		BELT-A FRT,LH	80582
9/08/05	G PA053	72410	2 02		TANK ASSY-FUEL	80582
6/10/02	W OH044	33466	1 01	Tail Pipe Assy, R&R	PIPE ASSY TAIL	34068
6/10/02	R OH044	33466	2 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	34068
1/07/02	R OH044	29449	1 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	28373
10/18/01	W PA045	77431	1 01	Battery Assy, R&R	BATTERY-SPG 99-02	25113
10/18/01	W PA045	77431	2 01	Door Window Regulato	W/REG.POWER-FRT.,RH	25113
10/18/01	W PA045	77431	3 01	Steering Knuckle (Fr	SUB HUB KIT#2-W/OABS	25113
10/18/01	W PA045	77431	1 02	Battery Assy, R&R	BATTERY-SPG 99-02	25113
9/08/00	W PA031	42173	A 01	Seat Assy (Front), R	SEAT-FRT,RH	10218
9/01/00	W PA031	41607	A 01		SEAT-FRT,RH	9574
9/01/00	W PA031	41607	B 01		RELEASE CABLE	9574

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:15:09
wsd079
VIN No : KNDJA7233X5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 12/30/99

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>
9/01/00	W PA031	41607	D 01		SILENCER ASSY-MAIN	9574
3/14/00	W PA031	34619	A 01		WIRING ASSY-REAR	2324
3/14/00	W PA031	34619	B 08		WIRING ASSY-FRT,NO2	2324
2/14/00	W PA031	33608	A 01	PROPORTIONING VALVE,	VALVE-D.P	1356
2/14/00	W PA031	33608	B 01	OTHER PROCEDURES FOR	WIRING ASSY-DASH	1356
1/11/00	W PA031	31988	A 03	STEERING WHEEL AIR B	MODULE-AIRBAG,DRIVER	83
1/11/00	W PA031	31988	C 01	INSTALL AUDIO BLANKI	SPEAKER ASSY-TWEETER	83
1/03/00	W PA031	31954	A 01	BATTERY,R&R	BATTERY-SPG 99-02	41
11/13/99	R PA031	29156	A 01	OTHER PROCEDURES FOR	ADJUSTER ASSY-NO2,LH	11
8/25/99	W PA031	27314	A 01	SC009 INSPECTION ONL	SEAL-OIL	14
7/01/99	W 8108B	W433841	01	ROOF, BUFFING		1
5/24/99	R 8108W	0212611	01	PUP68 REPLACE STEERI	SEAL-OIL	1

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:15:09
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
12/30/99

VIN No : KNDJA7233X5

Model . . 42442
Series . SPORTAGE

In Service Date:

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>			<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
<u>Date</u>	<u>T No.</u>	<u>Order#</u>	<u>Ver</u>				
3/24/99	R 8108W	0136751	01		POP63 GREASE SP TIRE	RELEASE CABLE	1
12/01/98	W 8108W	R394981	01		COMPLETE VEHICLE DET		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234YS [REDACTED]	K1030034	53,500
Green Bay WI [REDACTED]			Dealer: NC030 Millennium Kia	

Call History

Complaint Repair Assistance

*** PHONE LOG 10/24/2005 01:43 PM US Mountain Standard Time TMorales

Cust stated:

1. The veh was leaking gas around the tank
2. The **GAS TANK** is rotted out on the veh and this doesn't seem right; this is a safety issue and KIA should pay for half like GM does

Writer advised:

1. Apologized for the problem
2. Explained 5/60 PTW 3/36 LBW and R/A warranties have expired
3. If the warranty has simply expired (3 years ago) then KMA doesn't pay for half; the warranty is a legal document that must be enforced equally
4. Provided writer extension and case number at cust request

Cust stated:

1. Ok thanks

*** CASE CLOSE 10/24/2005 01:43 PM US Mountain Standard Time TMorales

2/27/06
14:15:25
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
12/04/99

VIN No : KNDJA7234Y5 [REDACTED]

Model . . 42422
Series . SPORTAGE

In Service Date:

12/04/99

<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>
10/24/05	R NC030	19570	1 01		BELT-A FRT,LH	53544
10/24/02	R NC030	10472	1 01		SPORTAGE OWNERS MANL	22419
9/26/02	W NC030	10281	1 02	Door Body Side Weath	CHAN.-GLASS RUN A,RH	21972
7/16/02	W NC030	9779	1 01	Door Body Side Weath	CHAN.-GLASS RUN A,RH	19921
6/11/02	W NC030	9536	1 01	Wheel Hub Cap Assy,	CAP ASSY-CENTER,FRT	19266
11/09/00	F NC030	6149	1 01	OIL BYPASS FILTER AS		8253
11/09/00	W NC030	6149	2 01		SILENCER ASSY-MAIN	8253
7/20/00	W WI010	92911	B 01	Toe-In (2Wheel)	BALL JOINT-LWR	5183
9/14/99	R 8103W	69374E1	01	PUP69/AFFIX OBD INFO	OBD II INFO LABEL	1
6/24/99	W 8103W	H501271	01	INTERIOR VEHICLE DET		1
6/24/99	W 8103W	H501272	01	QUARTER WINDOW SEAMI	SEAMING WELT-QTR WDO	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237YS [REDACTED]	K1021678	57,525
Williamsburg VA			Dealer: VA028 Williamsburg Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/03/2005 02:09 PM US Mountain Standard Time WLevy
Caller Leonard Szazki, calling for owner, [REDACTED] [REDACTED] states:

1. Veh brought in for service to Williamsburg Kia VA028 for problems with leak
 2. Dlr ordered parts, repaired and returned veh to owner
 3. There's still a leak around trans;
 4. Dlr said "only leak seen around oil filter."
 5. R/O reads "Cause 26," ordered oil seal
 6. On Dec. 20th still leaking; picked veh up on Dec. 26th
 7. Dlr wrote on R/O cleaned off fluid from original repair
 8. Dlr ordered parts: OK01217909, 2-3 days to receive
 9. **GAS TANK** is rusted and separating on seam
 10. They can't even find the leak
 11. SA John Verblin and Todd Adelgren said rust on **GAS TANK** not covered under warr
- Wtrr states:
1. Updated
 2. SC017 and SC039
 3. Veh is currently not at the service dept.
- Wtrr called Service Dept and spoke to SA Todd; SM is in a meeting; will call back

*** PHONE LOG 10/04/2005 10:41 AM US Mountain Standard Time WLevy Action Type:Outgoing call
Wtrr called SM Doug Tambone, who was at another store;

1. Wtrr talked to SA John, who stated that [REDACTED] did not approach him about his concerns about his **GAS TANK**
 2. John said to talk to SA Pat who is familiar with this customer's situation
- SA Todd answered phone after transfer and stated:
1. The tech took care of the leak
 2. [REDACTED] hook the car and an hour later came back and said it was still leaking
 3. We ordered OK01217909 seals and they should be in this week.
 4. We'll call [REDACTED] when the parts come in
 5. **GAS TANK** is not under warr

*** PHONE LOG 10/04/2005 01:55 PM US Mountain Standard Time WLevy Action Type:Outgoing call
Wtrr called Williamsburg Kia VA028 to speak with SM Doug Tambone; was at another store, spoke to SA John who states:

1. They didn't approach me about the **GAS TANK**
2. SA Pat is handling that; transferred call to SA Pat, but SA Todd answered and stated:
3. I don't know about the **GAS TANK**
4. He brought it in for a leak
5. The tech took care of it
6. About an hour later, he brought it back, saying the leak was not fixed
7. We found the leak and ordered seals
8. We will call [REDACTED] when they come in

*** PHONE LOG 10/04/2005 02:03 PM US Mountain Standard Time WLevy Action Type:Outgoing call
Wtrr called Mr. Leonard Szazki for [REDACTED] the owner of the veh and stated:

1. Spoke with SA John and SA Todd
2. **GAS TANK** is not covered under warr
3. Ordered parts for oil leak
4. Will call [REDACTED] when the parts come in

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237Y5 [REDACTED]	K1021678	57,525
Williamsburg VA [REDACTED]			Dealer: VA028 Williamsburg Kia	

Caller states:

1. I'm not happy with this
2. They are just telling you what they think you want to hear
3. I'm going to take pictures of this **GAS TANK** and send them to Kia
4. I'm also going to send these pictures on the web
5. The **GAS TANK** is a safety issue
6. Why doesn't Kia have any control over these people?

Wtr states:

1. Provided corporate address
2. Apologized
3. Kia does not own the dealerships
4. Repeated that dtr will call when seals arrive for repair

*** CASE CLOSE 10/04/2005 02:06 PM US Mountain Standard Time WLevy

*** NOTES 11/21/2005 03:44 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA RECEIVED LETTER FROM CUSTOMER.

1. SAME COMPLAINT AS ABOVE.
2. CUSTOMER ATTACHED PHOTO'S AND COPIES OF SERVICE RECORDS.

SCANNED AND DISPATCHED TO REGION FOR FURTHER HANDLING.

*** PHONE LOG 11/28/2005 10:18 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM & reviewed case
DPSM agreed to GW tank w/customer pay labor
contact Dough Tambone-Service Manager.

*** PHONE LOG 11/28/2005 10:20 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted VA028-Dough is at VA003
SRCAA contacted VA003-Dough is at VA028-SRCAA LM requesting call back

*** PHONE LOG 11/28/2005 10:51 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact
No answer

*** PHONE LOG 11/28/2005 01:43 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rec'd return call from Service Manager Doug
SRCAA reviewed gW offer by DPSM and open campaigns
Doug will check open campaigns and contact Mr. Kuruz with GW offer
Additionally Doug will SOP **GAS TANK** prior to scheduling repair.

2/27/06
14:15:39
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
12/11/00

VIN No : KNDJA7237Y5 [REDACTED]

In Service Date: 12/11/00
Model . . 42422
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>
11/28/05	W VA028	36428	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	58786
11/28/05	R VA028	36428	2 01		BELT-A FRT, LH	58786
11/15/05	W VA028	36080	1 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	58225
9/26/05	W VA028	34749	1 01	Transfer Assy, R&R	SEAL-OIL	57471
1/25/05	W VA028	98531	1 01	Spacer, R&R, Both Si	HOSE ASSY-VAC.	52393
7/27/04	W VA028	94275	1 01	Door Window Regulato	W/REG.POWER-RR., LH	48031
7/27/04	W VA028	94275	2 01	Muffler Assy (Rear),	GASKET	48031
1/30/04	W VA028	90560	1 01	Blower Assy, R&R (4c	FAN ASSY-CONDENSER	41532
12/30/03	W VA028	89989	1 01	Check and/or Cut Val	VALVE-SOL.	40386
12/22/03	W VA028	89852	1 01	Canister Assy, R&R	CANISTER	40235
7/14/03	W VA028	86426	1 01	Vacuum Tank, R&R	TANK-VAC.	34782
5/27/03	W VA028	85347	1 02	KNUCKLE/HUB ASS'Y R&	KNKLE & SHAFT W/OABS	33180

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:15:39
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAE
KIAPROD
12/11/00

VIN No : KNDJA7237Y5 [REDACTED]

Model . . 42422
Series . SPORTAGE

In Service Date:

12/11/00

<u>Repair Date</u>	<u>W</u>	<u>Dir T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/10/03	W	VA028	82529	1 01	Power Steering Pump	BELT-V	26315
5/31/02	W	VA028	77457	1 01	Wheel Hub Cap Assy,	CAP ASSY-CENTER, FRT	16714
2/21/02	W	VA028	75362	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	12912
2/12/02	W	VA028	75187	1 01	Brake Pad Assy (Fron	PAD SET-FRONT	12752
2/12/02	W	VA028	75187	2 02	Engine Wiring Assy,	WIRING ASSY-ENGINE	12752
3/28/00	W	8108W	C2460	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 EX 4X4	Case Number	Mileage
akims W/		KNDJA7232W5	K32119	52,119
			Dealer: WA022 Valley Kia	

Case History

Complaint Warranty

*** PHONE LOG 09/20/2001 11:16 AM US Mountain Standard Time CMcHenry

CUSTOMER STATES:

1. I purchased my veh used about 4000 miles ago.
2. My **FUEL TANK** is leaking.

WRITER STATES:

1. Asked cust if he had contacted the Kia dlr about the **FUEL TANK?**

CUSTOMER STATES:

1. No I have not as of yet.
2. I have a friend who works in the parts dept at Valley Kia, WA022 who told me Kia had made a updated **FUEL TANK** for my veh.
3. What I was hoping is that Kia would give a special price break to the dlr , so that I can get the part at a cheaper price and replace it myself.
4. My veh is now up on blocks with all the fuel drained out of it.

WRITER STATES:

1. Advise cust if the **FUEL TANK** is out of warranty there would be no asst that Kia could offer .
2. Advise cust the only warranty left on the veh is the remainder of the power train warranty.
3. Advise cust to writer's knowledge the **FUEL TANK** is not covered under power train warranty.

CUSTOMER STATES:

1. I figured the **FUEL TANK** would not be covered under power train warranty.
2. I know sometimes the shop I work for , I work in a motorcycle shop , will offer goodwill warranty on something that there is a know problem with.
3. If the tank had been punctured due to rocks or something I did I could understand , but I don't understand how a **FUEL TANK** can start leaking at 52,000.
4. I checked the **FUEL TANK** and there is a small fracture in the tank , which is not due to rocks hitting it.

WRITER STATES:

1. Advise cust the best person to speak with is the svc mgr at Valley Kia, WA022.
2. Advise if the svc mgr did state there would be no goodwill asst that could be offered then we at the KCC would stand behind that decision.

CUSTOMER STATES:

1. Thanked writer for asst.

2/27/06
14:15:53
wsd079
VIN No : KNDJA7232W5 [REDACTED]

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAE
KIAFROD
4/24/98

In Service Date:

Model . . 42441
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
1/23/03	R	WA022	11711	1 01		BELT-A FRT, LH	74288
11/12/01	W	WA022	93360	1 02		SENSOR-T/PRESS	54256
10/18/01	W	WA022	92316	1 01	Fuel Tank Assy, R&R	HOSE-EVAPO	53046
10/18/01	E	WA022	92316	2 01	Free Wheel Hub, R&R,	FREE WHEEL HUB-VACUU	53046
9/25/00	R	WA022	75882	1 01		CAT.CONV-MANIFOLD	43064
9/25/00	R	WA022	75882	2 01	SC010 SPG OBD INFORM		43064
6/20/00	W	WA022	71369	1 01	Catalytic Converter	MANIFOLD-EIH.	39355
12/15/99	W	WA008	116451A	01		CTR GARNISH ASSY	35055
10/19/99	R	WA008	112855A	01	SC009 KNUCKLE/HUB AS	SEAL-OIL	31547
10/19/99	W	WA008	112855B	01	OTHER PROCEDURES FOR	WIRING ASSY-REAR NO.	31547
5/10/99	W	WA008	101975A	01		RR GARNISH ASSY LH	20642
5/10/99	W	WA008	101975B	01	DOOR KEY SUB SET, R&R	SWITCH-LOCK CYL	20642

More...

F3=Exit

F11=Summary/Detail

2/27/06

14:15:53

wd079

VIN No : KNDJA7232W5 [REDACTED]

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

4/24/98

Model . . 42441

Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
4/24/99	F WA008	101029A	01	ENGINE OIL CHANGE (1	FILTER,OIL	19885
4/24/99	W WA008	101029B	01	OTHER PROCEDURES FOR	BELT-V	19885
4/24/99	W WA008	101029C	01	OTHER PROCEDURES FOR	CHAN-GLASS RUN,LH	19885
11/16/98	R WA008	90568	A 01	SC007 CK AND ADJUST	PIPE-BRAKE,R.	11348
11/16/98	W WA008	90568	B 01	ADJUST FRONT FENDERS	MUDGUARD-FRT W/H, LH	11348
11/16/98	W WA008	90568	C 01	DISC PLATE,R&R,BOTH	DISC-PLATE	11348
11/16/98	W WA008	90568	D 01	BACK DOOR STRUT(4DR)	STAY-DAMPER ASSY,RH	11348
4/20/98	W WA008	76778	A 01	ENGINE OIL CHANGE (1	H.L.ADJUSTER	17
4/09/98	W 8103W	D193291	01	INTERIOR VEHICLE DET		1
4/09/98	W 8103W	D193292	02	FRT DOOR TRIM, R&R O	TRIM-FRT DOOR,LH	1
3/11/98	R 8103W	K5142J1	01	REPLACE DOOR CLADDIN	PROTECTR, SIDE NO.2,L	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 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238Y5 [REDACTED]	K459166	68,900
Bloomington IN 47408			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 05/03/2005 02:22 PM US Mountain Standard Time CDiaz

Customer Stated:

1. There is info on the NHTSA website that says there is more than one person with a **FUEL TANK** concern.
2. Dealer says there is no recalls for that on my car.
3. Can you confirm that.

Writer Stated:

1. SC017 and SC039 recalls open.
2. Nothing for the fuel system.

Customer Stated:

1. my tank is leaking and the dealer is getting me a new one.
2. Can I get the address to the office of the president.

Writer gave info.

*** CASE CLOSE 05/03/2005 02:22 PM US Mountain Standard Time CDiaz

Gave info.

*** NOTES 05/09/2005 11:46 AM Pacific Daylight Time SuziCrowell Action Type:Manager review

NCA received a certified letter from the customer.

Customer states:

1. Since 9/2004, we have smelled fuel and last week, the car is leaking gas.
2. The tank is rusted and has many holes or is paper thin.
3. In searching the NHTSA website, found others had the same problem.
4. Requesting Kia to provide tank at no cost.
5. Defect investigation number with NHTSA is ODI 891258.
6. Writer to scan and forward to the region for further handling.

*** NOTES 05/10/2005 10:24 AM Central Daylight Time MRivas Action Type:Correspondence rec.

CRCA RCVD ORIGINAL OF AFOREMENTIONED CERTIFIED CUST LTR.
HARD FILE CREATED.

*** NOTES 05/11/2005 02:42 PM Central Daylight Time JShowalter Action Type:Meeting

WRITER REVIEWED FILE W/RCAM.

WRITER TO SEND LETTER TO CUST BY END OF DAY ON 5/13/05.

*** NOTES 05/13/2005 10:48 AM Central Daylight Time JShowalter Action Type:Correspondence sent

WRITER SENT LTR TO CUST THIS DATE VIA US MAIL STATING:

1. THANKING CUST FOR WRITING AND EXPRESSING CONCERNS
 2. APPRECIATE TIME IT TOOK CUST TO WRITE
 3. APOLOGIZED FOR SITUATION AND THAT VEH HASN'T MET CUST'S EXPECTATIONS
- PRINTED COPY FOR HARD FILE.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238Y5 [REDACTED]	K459166	68,900
Bloomington IN 47408			Dealer:	

*** CASE CLOSE 05/13/2005 10:49 AM Central Daylight Time JShowalter
FILE CLOSED AS NO FURTHER ACTION REQUIRED.

2/27/06
14:16:09
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
3/13/00

VIN No : KNDJA7238Y5

Model . . 42422
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W</u>	<u>Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/31/02	W	IN010	50965	A 01	Console Box (Rear),	CONSOLE-RR	32198
1/31/02	W	IN010	50965	B 01	Audio Assy, R&R	ETR MECH.DECK,SPG	32198
1/22/02	W	IN010	50460	C 01	Rear Cup Holder, R&R	CUP HOLDER-RR	31946
7/09/01	W	IN010	40203	A 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	24126
7/09/01	W	IN010	40203	B 01	Rear Cup Holder, R&R	CUP HOLDER-RR	24126
7/09/01	W	IN010	40203	A 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	24126
2/15/01	W	IN010	32373	A 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	18666
2/15/01	W	IN010	32373	B 01		LOCK-RR, DOOR RH	18666
12/28/00	W	IN010	29936	A 01		HOSE ASSY-VAC.	16790
12/28/00	W	IN010	29936	B 01	Blower Motor (Front)	FAN ASSY-CONDENSER	16790
12/28/00	W	IN010	29936	A 02		HOSE ASSY-VAC.	16790
3/15/00	W	IN010	16544	A 01	Windshield Wiper Arm	ARM-F.WIPER	818

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:16:09
wsd079
VIN No : KNDJA7238Y5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
3/13/00

In Service Date:

Model . . 42422
Series . SPORTAGE

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>		<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
<u>Date</u>	<u>T No.</u>	<u>Order#</u>	<u>Var</u>			
12/03/99	W	8103W	HI76161	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 LTD 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723615 [REDACTED]	K516127	43,300
ERRIS CA 92570			Dealer: CA182 Kia of Temecula Valley	

Case History

Complaint Dealer

*** PHONE LOG 07/20/2005 03:27 PM US Mountain Standard Time HReynolds

CUSTOMER STATES:

1. BOUGHT THIS CAR USED BUT PAID IN CASH
2. 5 DAYS AFTER TOWED IT BACK TO KIA DEALER
3. FUEL WAS LEAKING, CONDENSATION ON PIPE
4. BRAKE LIGHT COME ON
5. CAR HAD DRIPPING GAS FROM CROWED **GAS TANK**
6. MASTER CYLINDER NEED TO BE REPLACED
7. CAR IS STILL DOWN AT Kia of Temecula Valley
8. I CANT BELIVE THEY SOLD ME A CAR WITH HOLE IN **GAS TANK**
9. I PAID \$14000 FOR THIS PIECE A JUNK
10. I COULD BUY DIFFERENT VEHICLE WITH THAT MONEY FROM OTHER MANUFACTURE
11. I HATE THE FACT THAT I BOUGHT THIS CAR

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, WRITER WILL FOLLOW UP WITH KIA DEALER FOR STATUS
4. WILL DOCUMENT CUSTOMER'S CONCERN
5. ADVISED, KIA'S OBLIGATION IS REPAIR THE VEHICLE UNDER THE TERMS OF WARRANTY
6. NOT RESPONSIBLE FOR CONDITION OF VEHICLE FROM PREVIOUS OWNER
7. WILL DOCUMENT CUSTOMER'S CONCERN

*** CASE CLOSE 07/20/2005 03:27 PM US Mountain Standard Time HReynolds

2/27/06
14:16:27
wd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

VIN No : KNDJA72361 [REDACTED]

Model . . 42462
Series . SPORTAGE

In Service Date: 6/05/01

<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>
11/04/05	W CA137	73505	A 01	Front Muffler Assy (PIPE ASSY-FRT	50668
11/04/05	W CA137	73505	C 01	Center Control Unit,	CONTROL ASSY-HEATER	50668
7/29/05	W CA182	18376	1 01	Fuel Tank Gauge Unit	FUEL GAUGE	43357
7/12/05	W CA182	18087	1 01	Fuel Return Pipe, R&	PIPE-FUEL,MAIN	43300
7/12/05	W CA182	18087	2 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	43300
10/16/03	W MA001	01885	1 01	Brake Disc Plate (Fr	DISC-PLATE	35357
9/30/03	W MA001	00020	1 01	Door Power Window Re	FASTENER	35326
9/03/03	W MA001	0002C	3 01	Shift Lock Cable Ass	KNKLE & SHAFT W/OABS	35326
9/03/03	W MA001	0020B	2 01	Tail Pipe Assy, R&R	PIPE ASSY-TAIL	3526
9/03/03	W MA001	0002C	3 02	Shift Lock Cable Ass	KNKLE & SHAFT W/OABS	35326
9/03/03	W MA001	0020B	2 02	Tail Pipe Assy, R&R	PIPE ASSY-TAIL	35357
6/12/03	W MA001	15404	1 01	Door Power Window Re	W/REG.POWER-FRT.,RH	32453

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:16:27
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
6/05/01

VIN No : KNDJA723615 [REDACTED]

In Service Date:
Model . . 42462
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>
3/07/02	W MA001	80076	1 01	ROOM Lamp Lens and/o	BULB	16000
6/04/01	W MA001	59290	1 02	CIGAR LIGHTER, R&R	LIGHTER-CIGAR	4381
8/18/00	W 8108W	5370C	1 01	Wire Repair Time (Ma		1
8/01/00	R 8108W	00603	1 01		SPORTAGE OWNERS MNL	1
8/01/00	R 8108W	P9880	3 01		WTY/CA MANL, 2000MY	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 EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7233W5 [REDACTED]	K42626	72,548
Rainbowcity AL			Dealer: AL018 Crown Kia	

Case History

Complaint Quality

*** PHONE LOG 11/12/2001 02:09 PM US Mountain Standard Time CBarrera

cust states [REDACTED]

1. my daughter bought car used
2. she noticed car was smelling like gas
3. and saw puddle underneath
4. dealer said it is cracked at the top
5. they reordered a tank for it
6. which she has to pay for
7. but I feel this is a defect
8. you should send you Kia engineers to look at it
9. I am going to let dealer keep part in case you want to see if

writer advised:

1. is it not a recall or problem we are seeing
2. there are recalls still due on car
3. but none for **GAS TANK**
4. I will log his concerns
5. cannot guarantee anyone from Kia will go to see part
6. if we need any info we will call dealer

*** CASE CLOSE 11/12/2001 02:09 PM US Mountain Standard Time CBarrera

*** PHONE LOG 11/16/2001 07:26 AM US Mountain Standard Time TAnderson Action Type:Incoming call
CUSTOMER STATES:

1. Would to know if there is any way to get assistance on the cost of replacing this **GAS TANK**
2. Have never been in an accident and do not know how this could have happened if not a manufacturers defect

WRITER STATES:

1. As previous manager had said the auto is out of warranty
2. Can not cover things that are not covered by warranty
3. Maybe previous owner did something to cause concern do not know

*** CASE CLOSE 11/16/2001 07:26 AM US Mountain Standard Time TAnderson

2/27/06
14:16:42
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KIAPROD
8/27/98

VIN No : KNDJA7233W5

Model . . 42442
Series . SPORTAGE

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dir</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>
5/17/02	S	AL018	20374	A 01	Blower Motor (Front)	BLOWER MOTOR ASSY	87653
12/27/01	R	AL018	16286	A 01	SC007 CK AND ADJUST	PIPE-BRAKE, R.	75875
12/27/01	R	AL018	16286	C 01	SC009 KNUCKLE/HUB AS	SEAL-OIL	75875
12/27/01	R	AL018	16286	D 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	75875
12/27/01	R	AL018	16286	E 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	75875
12/27/01	R	AL018	16286	F 01		CAT.CONV-MANIFOLD	75875
8/21/01	G	AL018	12756	A 03	Exhaust Manifold Ass	MANIFOLD-EXH.	65039
11/30/99	W	AL011	33015	A 01	FILLER CAP, R&R	LID ASSY-FILLER	21524
10/07/99	W	AL011	32630	A 01	OTHER PROCEDURES FOR	SENSOR-KNOCK	16981
8/17/99	W	AL011	32208	A 01	OTHER PROCEDURES FOR	FRT, GARNISH ASSY, LH	13022
11/23/98	W	TN006	92849	1 01	BATTERY, R&R	BATTERY-SPG 95-98	3374
11/23/98	W	TN006	92849	2 01	OTHER PROCEDURES FOR	BULB (12V, 3W)	3374

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:16:42
wsd079
VIN No : KNDJA7233W5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
In Service Date: 8/27/98

Model . . 42442
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dir</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>
6/25/98	W	8104W	149745G	01	INTERIOR VEHICLE DET		1
6/25/98	W	8104B	1497451	01	CLEAN LUG NUTS	PIPE S/TIRE CARRIER	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 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjb7233y5 [REDACTED]	K401265	60,000
Morriville PA [REDACTED]			Dealer: NJ004 Coleman Kia	

Case History

Complaint Quality

*** NOTES 12/10/2004 09:57 AM clarify Action Type: Manager review

*** Performed by contact [REDACTED]

I own a 2000 Kia Sportage, 4-door, 2 wheel drive.

I recently-discovered (after months of smelling gas) that my **GAS TANK** had rotted through. The mechanic who identified the problem told me my car was literally "like driving a bomb" ! Because of the metal plate that Kia has covering the **GAS TANK**, dripping or leaking gas was never seen. I was driving the car in this condition for more than three months. I called to Kia and was told that the **GAS TANK** was only warranted for 3 years. It has cost me \$560.00 to have it replaced. Beyond the cost, I am strongly voicing concern over other Kia drivers who may have a similar condition and be unaware of due to the metal plate covering the **GAS TANK**. I would also like to emphasize how completely unusual it is for a part such as a

GAS TANK to have to be replaced in a four year period of time. There are countless older vehicles dating nearly a century that never have had this problem. I am seriously considering contacting the Better Business Bureau regarding this matter, as well as any available website open to the public that allows for complaints to be filed regarding specific vehicle types. I would like to open this case up to KIA for comment before proceeding in this matter, but I am certainly NOT going to sit back and do nothing as quite frankly, I am outraged that this has happened - in ADDITION to the out of pocket expense.

michael luciano tlerev@verizon.net

*** PHONE LOG 12/10/2004 01:21 PM US Mountain Standard Time CLausch Action Type:Incoming call

writer called cust & lwn

1. please call writer on this issue
2. will need vin# to look up the veh & update all cust info
3. writer could not find cust by name
4. gave caller writers ph# & ext for a call back concerning this issue

*** CASE CLOSE 12/10/2004 02:22 PM US Mountain Standard Time CLausch

*** PHONE LOG 12/10/2004 02:59 PM US Mountain Standard Time CLausch Action Type:Outgoing call

writer called cust to advise

1. sorry to hear this issue
2. per the warr booklet under what is not covered, it lists
3. corrosion from the environment & rust is a corrosion
4. this part warr expired at 36,000 miles & probably would not have been covered at that time due to the corrosion issue
5. am sorry to hear of this issue
6. there are 2 recalls on this veh ac017 & ac039 that need to be replaced
7. suggest that the cust call the dir to make an app for the recalls to be completed
8. also, since the cust has kept the **GAS TANK** & still questions writer
9. suggest that the cust show the sm at the dir the **GAS TANK**
10. the sm will verify what writer has told customer
11. apologize for this inconvenience
12. the warr covers manuf defects during the warr period but this was not a defect, it is a environment issue

Cust advised:

1. still do not understand why the **GAS TANK** is not covered, it is a manuf defect
2. but thank you for taking the time to call me back & for the recall info
3. have kept the **GAS TANK** & will have the dir lookk at it

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjb7233y5 [REDACTED]	K401265	60,000
Morrisville PA 19067			Dealer: NJ004 Colecum Kia	

*** PHONE LOG 12/30/2004 09:39 AM CHamilton Action Type:Incoming call

Female caller/unidentified/located from caller ID states:

1. Just want an address for Kia Motors

Wtr states:

1. Provided Irvine address

Caller disconnected

*** CASE CLOSED 12/30/2004 09:40 AM CHamilton

2/27/06
14:16:56
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAS
KIAPROD
In Service Date: 5/24/00

VIN No : KNDJB7233Y5 [REDACTED]

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>
9/05/01	W NJ025	10787	A 01	Wire Harness Assy (I	WIRING ASSY-DASH.	19149
7/27/00	F NJ025	04443	A 01	Engine Oil Filter As		2161
5/10/00	W 8108W	Z9057	1 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1
5/10/00	P 8108W	Z9057	2 01	Spot Repair		1
5/04/00	W 8108W	C5853	1 01	Wire Repair Time (Ma		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 4X4	Case Number	Mileage
██████████	██████████	KNDJA7236Y5	K1002878	44,615
MARGARETVILLE NY 12455			Dealer: NY038 Empire Kia	

Case History

Complaint Service Decision

*** PHONE LOG 08/19/2005 08:23 AM US Mountain Standard Time HReynolds
██████████ STATES:

1. **GAS TANK** IS RUSTED A WAY ON TOP WHERE FUEL PUMP SITS
2. WANT TO KNOW IT COVERS UNDER WARRANTY

WRITER STATES:

1. UPDATED/1 OPEN RECALL (SCO17) - OWNER'S MANUAL STICKER
2. APOLOGY FOR SITUATION
3. ADVISED, KIA'S WARRANTY COVERS DEFECT IN MATERIAL OR WORKMANSHIP
4. DEALERSHIP WILL DETERMINE WHETHER IT'S WARRANTABLE OR NOT

██████████ STATES:

1. HAVE HARD TIME TO HEARING
2. I'LL LET MY WIFE TO TALK TO YOU

WRITER STATES:

1. EXPLAINED ██████████ THAT KIA'S WARRANTY COVERS DEFECTS IN MATERIAL OR WORKMANSHIP
2. WILL FOLLOW UP WITH KIA DEALER FOR MORE INFO
3. WILL FOLLOW UP WITH CUSTOMER

██████████ STATES:

1. I'VE BEEN ONLY DRIVEN FOR 3000 MILES SINCE I BOUGHT THIS CAR
2. CAR IS AT SHOP MORE THEN MY GARAGE
3. PLEASE CONTACT KIA DEALER, I WAS TOLD THAT I WILL HAVE PAY \$1000 - \$1200 FOR REPAIR
4. I DONT THINK I SHOULD PAY FOR THIS REPAIR
5. LOST ALL GAS DUE TO RUST ON **GAS TANK**

*** PHONE LOG 08/19/2005 08:49 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO JOHN - SM AT Empire Kia

JOHN - SM STATES:

1. CUSTOMER IS TRYING TO TRADE IN
2. MY DPSM WAS HERE YESTERDAY
3. HE SAID, RUST IS NOT WARRANTABLE
4. DPSM IS ON VACATION CURRENTLY

*** PHONE LOG 08/19/2005 09:59 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO ██████████
2. ADVISED HER THAT WRITER DID FOLLOW UP WITH DEALER
3. JOHN- SM IS ADVISED ME THAT DPSM WAS AT KIA DEALER YESTERDAY
4. DECISION WAS FROM DPSM THAT RUST IS NOT WARRANTABLE

██████████ STATES:

1. I DON'T AGREE WITH THAT
2. I KEEP MY CAR IN THE GARAGE SINCE I BOUGHT THIS CAR A LITTLE OVER 2 YEARS AGO
3. **GAS TANK** IS CROWDED FROM INSIDE OUT
4. THERES SOMETHING WRONG WITH MECHANISM
5. I WILL HAVE TO SUE KIA IF I DON'T GET A SATISFACTION THIS TIME

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
MARGARETVILLE NY		KNDJA7236Y5	K1002878	44,615
			Dealer: NY038 Empire Kia	

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, DECISION FROM DPSM IS FINAL
3. NO ONE FROM OUR OFFICE CAN OVER TURN HIS DECISION
4. WILL FOLLOW UP WITH DPSM AND REVIEW THE CASE WITH HIM TO SEE WHAT WE CAN DO

*** PHONE LOG 08/19/2005 10:01 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. WRITER PHONED DPSM/ GLEN VETZIKIAN, OFF TODAY, CONTACT SCOTT HUBBS FOR CA CONCERN

*** PHONE LOG 08/24/2005 01:56 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SENDING E - MAIL TO DPSM/ GLEN VETZIKIAN
2. THE **GAS TANK** IS RUSTED THOUGH
3. CUSTOMER WAS TOLD BY DEALER THAT WARRANTY WAS DENIED BY DPSM
4. CUSTOMER DISAGREE WITH YOUR DECISION AND ASKING FOR RECONSIDERATION
5. WILL SEND YOU AN E MAIL THE CASE NOTE

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

Send to:fgvetzikian@klaus.com)

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

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

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1002878_HReynolds_08-24-2005145513.doc>>

*** PHONE LOG 08/25/2005 08:01 AM US Mountain Standard Time TMorales Action Type:Incoming call

cust stated

1. she is reinstating the same situation.
2. is waiting for us to call her back about situation
3. last week she called and rep says they would call her back 24 hours later has made several calls.
4. feels like she does not need to pay for service should be covered under warranty.

writer stated

1. your case manager has contacted the factory rep
2. we need to give them 24 hrs to respond once we notify them.
3. will notify case owner that cust wants a call back one way or another today

*** NOTES 08/26/2005 06:04 AM US Mountain Standard Time HReynolds Action Type:Manager review

WRITER STATES:

1. DISPATCHING THIS CASE TO EASTERN REGION FOR CUSTOMER CONTACT
2. VEHICLE IS SPORTAGE 2000, @ 44615 MILES
3. LEAKING **GAS TANK** FROM RUST

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last Name	First Name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDIA7236Y [REDACTED]	K1002878	44,615
MARGARETVILLE NY [REDACTED]			Dealer: NY038 Empire Kia	

4. WARRANTY WAS DENIED BY DPSM
5. ASKING KMA FOR RECONSIDERATION
6. NO RESPONSE FROM DPSM

*** PHONE LOG 08/26/2005 06:32 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES-

1. SPOKE TO [REDACTED]
2. ADVISED HER THAT WRITER DIDN'T GET A RESPONSE FROM DPSM
3. CASE HAS BEEN FORWARD IT TO REGIONAL OFFICE FOR FURTHER HANDLING

[REDACTED] STATES:

1. I HOPE SOME ONE CONTACT ME SOON WITH DECISION
2. WE LIVE IN MOUNTAIN AREA, CANT DRIVE MY HUSBAND'S CAR AND HE IS LIMITED TO DRIVING
3. STUCK HERE WITHOUT A CAR
4. THE **GAS TANK** IS COMPLETELY CORRODED THROUGH
5. EVERY BODY I KNOW SAYS, IT'S BAD MATERIAL
6. DONT UNDERSTAND WHY NOT COVERED UNDER WARRANTY
7. IT SAYS BLACK AND WHITE IN WARRANTY BOOK, I STILL HAVE WARRANTY

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, KIA'S WARRANTY COVERS DEFECTS IN MATERIAL OR WORKMANSHIP
3. WARRANTY WONT COVERED FOR DAMAGE FROM OUT SIDE OF INFLUENCE OR NATURAL WEAR AND TEAR
4. ADVISED, REGIONAL OFFICE WILL DETERMINE THAT

[REDACTED] STATES:

1. HAVING HARD TIME TO HEAR YOU
2. ALL I'M ASKING TO KIA IS GIVE US PARTS, I'M WILLING TO PAY FOR INSTALLATION
3. CANT AFFORD TO PAY \$1200
4. CAN I GET A NUMBER FOR REGIONAL OFFICE

WRITER STATES:

1. ADVISED, REGIONAL OFFICE WILL PICK UP THE CASE WITHIN 72 BUSINESS HOURS
2. NOT SURE WHO WILL WORK ON YOUR CASE
3. REGIONAL OFFICE WILL CONTACT YOU WITH DECISION
4. WILL DOCUMENT CUSTOMER'S CONCERN

*** NOTES 09/06/2005 01:46 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

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

*** NOTES 09/06/2005 03:06 PM Eastern Daylight Time SHubbs Action Type:Manager review

Customer called writer back

(Writer spoke w/ both [REDACTED])

1. Customer asked who was going to take care of repair to vehicle

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7236Y5 [REDACTED]	K1002878	44,615
MARGARETVILLE NY 12455			Dealer: NY038 Empire Kia	

2. Writer advised that DPSM is aware of situation
3. Advised customer that rust that forms in a **GAS TANK** is not a warrantable item
4. Customer advised will take to the next level if Kia does not assist with repair of vehicle under warranty
5. Customer advised that he wrote a letter to Corporate Office
6. Writer advised that once Corporate receives letter, will forward to Regional Office for writer to follow up with
7. At this time, Kia's position remains that the work performed on **GAS TANK** will not be covered
8. However, once writer receives customer letter, will review w/ DPSM for possible assistance determination
9. Writer advised cannot make any promises at this time
10. Writer will wait to receive & review customer letter
11. Customer thanked writer

Writer is closing case pending future contact from customer (phone contact/letter)

*** CASE CLOSE 09/06/2005 03:08 PM Eastern Daylight Time SHubbs

*** NOTES 09/15/2005 11:43 AM US Mountain Standard Time WNoonan Action Type:Correspondence res.
CALL CENTER RECEIVED LETTER AND REPAIR ORDERS - SCANNED INTO CLARIFY.

*** NOTES 09/15/2005 11:44 AM US Mountain Standard Time WNoonan Action Type:Manager review
WRITER DISPATCHING CASE TO EASTERN REGION FOR HANDLING - ATTENTION TO S.HUBBS.

*** NOTES 09/23/2005 09:22 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer & DPSM G Vetzikian called customer, spoke w/ both husband & wife

1. Writer advised customer that Kia received customer letter
2. Requesting reimbursement for work performed at an independent garage
3. Writer denied reimbursement for repairs
4. Customer advised writer that he was taking NY038 to small claims court
5. Customer displayed dissatisfaction w/ Kia's decision not to reimburse for parts
6. Writer apologized for inconvenience

- Writer is closing case at this time



KIA MOTORS

Consumer Assistance Center Case Report

Printed By: BNeikamara

Case Number - K063504

03/03/2006 01:47:06 PM

Case Details

Title: [REDACTED]

VIN: KNDJA7230Y [REDACTED]

Mileage: 44615

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Inquiry

Case Type Level2: Warranty Info

Case Type Level3: Coverage

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Margville

State: NY

Zip: [REDACTED]

Dealer Details

Code:

Name:

Case History

*** PHONE LOG 03/03/2006 08:08:14 AM (Local Time) YDamerold Action Type:

Customer Stated:

1. I have a problem with my car, I can smell the gasoline
2. Is this under warranty?
3. Will call local Kia dealer
4. Thanks

Writer Stated:

1. Updated
2. No recall
3. The warranty for this vehicle is 5/60PTW, 5/60LSW
4. Advised to make an appointment at dealer for diagnosis

*** CASE CLOSE 03/03/2006 08:08:15 AM (Local Time) YDamerold Resolution Code = Referred to Dealer.

*****End Case Report K063504*****

2/27/06

14:31:12

wsd079

VIN No : KNDJA7236Y5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

In Service Date: 10/11/00

Model . . 42422
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>
11/02/05	G NY038	01671	1 05		SENSOR-OXYGEN	44677
2/19/05	R NY038	94692	1 03		BELT-A FRT,LH	44046
2/05/05	W NY038	94344	1 01	Speed Sensor, R&R	SENSOR-SPEED	44037
2/05/05	W NY038	94344	2 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	44037
2/05/05	W NY038	94344	3 01	Spark Plug Assy, R&R	SPARK PLUG	44037
12/30/04	W NY038	93485	1 01	Oil Pan Assy, R&R	PAN ASSY-OIL	43921
9/13/04	W NY038	90549	1 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	43309
9/13/04	W NY038	90549	2 01	Door Power Window Re	REG.POWER WINDOW,LH	43309
9/13/04	W NY038	90549	3 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	43309
5/16/03	W NY038	77972	1 01	Idle Pulley, R&R	CLUTCH MAGNET	41478
4/07/03	W NY038	76931	1 03		RADIATOR	41444
3/26/03	W NY038	76571	1 01	Brake Disc Plate (Fr	DISC-PLATE	41443

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:31:12
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD

VIN No : KNDJA7236Y5 [REDACTED]

Model . . 42422
Series . SPORTAGE

In Service Date: 10/11/00

<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>
3/26/03	W NY038	76571	2 01	Power Window Switch	SWITCH-P/W,MAIN	41443
3/26/03	W NY038	76571	3 01		BRKT-NO PLATE	41443
3/26/03	W NY038	76571	4 01	Tire Assy or Wheel A	WHEEL-DISC,ALUMI.	41443
3/26/03	W NY038	76571	5 01		BRG-FRT, WHEEL, IN.	41443
2/12/03	W NY038	75520	1 01	Brake Disc Plate. (Fr	DISC-PLATE	40234
1/02/03	W NY038	74561	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	38187
1/02/03	G NY038	74561	2 02	Power Steering Pump	V-BELT	38187
10/07/02	W NY038	72497	1 01		BACK DOOR TRIM ASSY	33830
6/08/02	W NY038	69363	1 01	Spark Plug Assy, R&R	SPARK PLUG	27486
3/29/02	W NY038	67498	1 01		SENSOR-OXYGEN	23782
6/19/01	W NY038	60804	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	10150
4/10/01	W NY038	59103	1 01	Generator/Alternator	BELT-V	6762

More...

F3-Exit

F11-Summary/Detail

2/27/06
14:31:12
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
10/11/00

VIN No : KNDJA7236Y5 [REDACTED]

Model . . 42422
Series . SPORTAGE

In Service Date:

10/11/00

<u>Repair Date</u>	<u>W</u>	<u>Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/23/01	W	NY038	57413	1	01	CHAN-GLASS RON-CTR	3289
1/23/01	F	NY038	57413	2	01	OIL BYPASS FILTER AS	3289
6/30/00	W	NY038	52692	1	01	Battery Assy, R&R	33
2/10/00	W	8108B	B045261	01	REAR BUMPER BUFFING		1
2/08/00	W	8108W	Z077551	01	INTERIOR VEHICLE DET		1
2/08/00	W	8108W	Z077552	01	OTHER PROCEDURES FOR	LEVER ASSY-P/BRAKE	1
2/08/00	W	8108B	W849241	01	ROOF, BUFFING		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 EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723815 [REDACTED]	K1068654	87,000
LANGLEY OK 74350			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 02/02/2006 11:17 AM US Mountain Standard Time RSabin

CUST STATED:

1. I BOUGHT A USED KIA AND THERE WAS SOME FUME'S COMING FROM THE **GAS TANK**
2. A PONTIAC DLR FOUND THAT THEIR WAS TWO RUST HOLES IN THE TANK THAT WAS CAUSING THE GAS FUME'S TO COME OUT SO THEY REPAIRED IT
3. I BELIEVE THIS IS A DEFECT

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. AS A SECONDARY OWNER OF THE VEH YOU WOULD OF RECEIVED A 5/60 LBW FTW
3. YOUR **GAS TANK** WOULD FALL UNDER YOUR LBW AND THAT HAS EXPIRED AT THIS POINT

CUST STATED:

1. OK THANKS

*** CALL CENTER 02/02/2006 11:17 AM US Mountain Standard Time RSabin

2/27/06

14:31:26

wsd079

VIN No : KNDJA723815

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

2/12/01

Model . . 42442

Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
9/08/05	E	OK007	28635	1 01	Catalyst Case Assy (CAT.CONV-MANIFOLD	73233
11/12/02	W	MO010	22469	A 01	Side Protector No.2,	PROTECTOR-NO.2, RH	34403
11/12/02	W	MO010	22469	B 01		SENSOR-T/PRESS	34403
11/12/02	W	MO010	22469	C 01	Cruise Control Modul	MODULE-ACC	34403
10/18/02	W	MO010	21842	A 01	Door Body Side Weath	CHAN.-GLASS RUN A,LH	32562
8/15/02	W	MO010	20219	A 01	Roof Rack Assy, R&R,	LUGGAGE RACK	27757
6/28/02	W	MO010	18770	A 01	Ignition Coil Assy,	COIL-IGNITION	24963
6/28/02	W	MO010	18770	B 01	High Tension Cable A	PROTECTOR-NO.2, LH	24963
6/28/02	W	MO010	18770	A 02	Ignition Coil Assy,	COIL-IGNITION	24963
6/28/02	W	MO010	18770	B 02	High Tension Cable A	PROTECTOR-NO.2, LH	24963
6/28/02	W	MO010	18770	A 03	Ignition Coil Assy,	COIL-IGNITION	24963
6/28/02	W	MO010	18770	B 03	High Tension Cable A	PROTECTOR-NO.2, LH	24963

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:31:26
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
2/12/01

VIN No : RNDJA723815 [REDACTED]

Model . . 42442
Series . SPORTAGE

In Service Date:

<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>
6/28/02	W MO010	18770	A 04	Ignition Coil Assy,	COIL-IGNITION	26050
6/28/02	W MO010	18770	B 04	High Tension Cable A	PROTECTOR-NO.2, LH	26050
6/26/02	W MO010	18686	A 02		SHAFT ASSY-PRO.RR	25979
6/25/02	W MO010	18649	A 01	Door Power Window Re	REG.ASSY-WINDOW,RH	25958
12/03/01	W MO010	13440	A 01	Battery, Charging	BATTERY-SPG 99-02	11336
6/28/01	W NV003	05981	1 02	Catalytic Converter	CONV. ASSY-CAT.	11277
9/25/00	W 8103W	A0FKP	1 01	Wire Repair Time (Ma		1
9/25/00	W 8103W	A0FKP	2 01	Pillar Trim Assy (Fr	TRIM-A PILLAR,RH	1
9/25/00	R 8103W	A0FKP	3 01		SPORTAGE OWNERS MNL	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]	KNDJA723925 [REDACTED]	K1001127	38,000
Jelleville IL [REDACTED]			Dealer: IL014 Auffenberg Kia	

Case History

Legal Demand Letter

*** NOTES 08/16/2005 06:57 AM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0585377 WHICH INCLUDES:

1. CCF - DATED 08/15/05 & RCVD 08/15/05 (LATE PM)
 - A. DEFECTIVE ENGINE - CURRENT YES - 3 X
 - B. DEFECTIVE ELECTRICAL SYSTEM - CURRENT YES - 5 X
 - C. DEFECTIVE WINDSHIELD - CURRENT YES - 1 X
 - D. DEFECTIVE EXHAUST - CURRENT YES - 1 X
 - E. DEFECTIVE SPARE TIRE - CURRENT YES - 1 X
 - F. DEFECTIVE **GAS TANK** - CURRENT YES - 1 X

RESOLUTION SOUGHT:

1. REVOCATION OF ACCEPTANCE; DAMAGES PURSUANT TO 2-608 OF THE UCC AND/OR DIMINUTION IN VALUE PURSUANT TO 2-714 OF THE ILL COMMERCIAL CODE; AGGRAVATION/INCONVENIENCE; LOSS OF USE; DAMAGES AND ATTORNEY FEES PURSUANT TO 15 USC & 2310 D
HARD FILE CREATED.

*** NOTES 08/16/2005 06:57 AM Central Daylight Time MRivas Action Type:Meeting
*** ADDITION PREV NOTE ***
ATTORNEY IS GREGORY MOSS W/THE FIRM OF KROHN & MOSS.

*** NOTES 08/16/2005 06:58 AM Central Daylight Time MRivas Action Type:Meeting
WTR TO REVIEW FILE W/MVW PRIOR TO PROCEEDING SENDING CCF LTR TO ATTN.

*** PHONE LOG 08/16/2005 10:23 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE SVM: BILL GILLESPIE @ IL014 & ADVISED:
1. BBB/ADL
2. NEED ENTIRE SERVICE & SALES FILE
3. IF TOO LARGE OF FILE - PLEASE OVERNITE
WTR PROVIDED FAX# & MAILING ADDRESS
WTR THANKED SVM FOR HIS ASSISTANCE.

*** PHONE LOG 08/17/2005 07:24 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/SVM: BILL @ IL014 & ADVISED:
1. CHECKING ON STATUS OF DOCS
PER BILL:
1. STILL PULLING SERV FILE
2. HAS SM PULLING SALES DOCS
3. SHOULD HAVE EVERYTHING READY TODAY TO OVERNITE
WTR REQ IF NO SALES DOCS AVAIL TODAY, OVERNITE SERV & THEN FAX SALES LA TER
WTR THANKED SVM FOR HIS ASSISTANCE.

*** PHONE LOG 08/17/2005 09:26 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/CUST ATTN: GREG MOSS, ADVISING:
1. RCVD BBB NOTIFICATION
2. HAVE NOT RCVD ADL
3. PLEASE FWRD
4. ALSO SEND REPAIR ORDERS & SALES DOCS AVAIL
PER ATTN:
1. WILL E-MAIL DOCS TO WTR

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1001127	38,000
Belleville IL [REDACTED]			Dealer: IL014 Aufferberg Kia	

WTR INQUIRED ABOUT FILING WITH BBB IN IL
CUST ATTN ADVISED:
1. JUST DECIDED TO DO SO & WOULD NOT EXPLAINED WHY.
WTR THANKED ATTN FOR HIS ASSISTANCE.

*** NOTES 08/17/2005 08:11 AM Pacific Daylight Time SLucas Action Type:Correspondence rec.

1. NCA received ADL from Krohn and Moss, LTD

2. Letter states:

- a. office represents client
- b. do not contact customer directly
- c. alleged defects: engine by check engine light; electrical system by inoperable remote key entry, dome light, power windows & door locks; any

windshield; exhaust by rattle noise; spare tire; **GAS TANK** by a gas leak; any additional complaints that client may state.

3. Attorney requests refund for vehicle, cancellation of contract and attorneys fees

4. Request response within 14 days.

5. Writer to scan letter into case and dispatch to the region for further handling.

*** NOTES 08/18/2005 05:06 PM Central Daylight Time MRivas Action Type:E-mail sent
CRCA RCVD FROM CUST ATTN, VIA E-MAIL:

1. ADL - DATED 08/17/05 WITH FOLLOWING PARAMETERS:

A. REQUESTS FULL RELIEF UNDER STATE AND FEDERAL CONSUMER LAWS

B. ALLEGES FOLLOWING DEFECTS:

- 1. DEFECTIVE ENGINE AS EVIDENCED BY THE ILLUMINATION OF THE CHECK ENGINE LIGHT - ? X
- 2. DEFECTIVE ELECTRICAL SYSTEM AS EVIDENCED BY INOPERABLE REMOTE KEY ENTRY, DOME LIGHT, POWER WINDOWS AND DOOR LOCKS - ? X
- 3. DEFECTIVE WINDSHIELD - ? X
- 4. DEFECTIVE EXHAUST AS EVIDENCED BY A RATTLE NOISE - ? X
- 5. DEFECTIVE SPARE TIRE - ? X

6. DEFECTIVE **GAS TANK** AS EVIDENCED BY A GAS LEAK - ? X

C. KMA IS NOT TO CONTACT CUSTOMER

D. FORMAL CLAIM WILL BE FILED IF RESOLUTION IS NOT RESOLVED WITHIN 14 DAYS
HARD FILE CREATED.

*** PHONE LOG 08/18/2005 05:17 PM Central Daylight Time MRivas Action Type:Incoming call

WTR RCVD VM MESSAGE FROM SVM: BILL @ IL014 ADVISING:

- 1. HAS SERVICE FILE
- 2. WILL BE SENDING OUT THIS DATE
- 3. SALES DOCS NOT AVAILABLE
- 4. SALES DOCS F/UP NEED TO BE DONE THRU DON GRIDDER @ EXT# 1849

*** NOTES 08/19/2005 08:18 AM Central Daylight Time MRivas Action Type:Facsimile rec.

CRCA RCVD FROM CUST ATTN, VIA FAX:

1. RO'S

INFO ADDED TO FILE.

*** PHONE LOG 08/19/2005 10:35 AM Central Daylight Time MRivas Action Type:Outgoing call

WTR CONTACT WITH SV @ IL014 ADVISING:

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72392[REDACTED]	K1001127	38,000
Belleville IL [REDACTED]			Dealer: IL014 Aufferberg Kia	

1. DID NOT RCVD DOCS THIS DATE
PER SVM:
1. WILL CHECK WITH WARRANTY CLERK
2. THEY SHOULD HAVE BEEN OVERNITE FOR AM DELIVERY THIS DATE
3. WILL ALSO CHECK ON STATUS OF SALES DOCS
4. WILL C/B WTR WITH UPDT
WTR THANKED SVM FOR HIS ASSISTANCE.

*** NOTES 08/19/2005 05:30 PM Central Daylight Time MRivas Action Type:Correspondence sent
ADL DLR NOTIFICATION LTR SENT TO IL014, VIA MAIL.
CCS SENT VIA E-MAIL.

- *** PHONE LOG 08/22/2005 09:59 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/BILL @ IL014 & ADVISED:
1. DID NOT RCVD DOCS THIS DATE
PER SVM:
1. WILL CHECK WITH WARRANTY CLERK
2. WTR SHOULD HAVE RCVD BY NOW
3. WILL CHECK WITH CLERK & CALL WTR BACK
WTR THANKED SVM FOR HIS ASSISTANCE.

*** NOTES 08/22/2005 10:01 AM Central Daylight Time MRivas Action Type:Meeting
WTR WILL REVIEW DOCS RCVD FROM CUST AFTNY BY 08/23/05 & SEE IF RECAP MAY BE COMPLETED
WTR TO CONTACT DPSM: FEARS ON 08/23/05 IF DOCS NOT RCVD.

*** NOTES 08/22/2005 11:12 AM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR/IL014, VIA MAIL:
1. RO'S, TECH NOTES & PUNCH TIMES (INCLUDED IN RO)
INFO. ADDED TO FILE.

- *** PHONE LOG 08/22/2005 11:13 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/SVM: BILL @ IL014 & ADVISED;
1. RCVD RO'S
2. NOT SURE IF ALL RO'S HERE
3. WILL REVIEW & CONTACT LATER IF ANY MISSING
4. NO SALES DOCS RCVD
PER SVM:
1. WILL CONTACT SALES DEPT & SEE WHAT HAPPENED
WTR THANKED SVM FOR HIS ASSISTANCE.

*** NOTES 08/22/2005 11:29 AM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD ORIGINAL OF AFOREMENTIONED ADL - DATED 08/12/05.

*** NOTES 08/24/2005 06:47 AM Central Daylight Time MRivas Action Type:Meeting
WTR REVIEW DOCS RCVD ALL SERVICE FILE HERE.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72392 [REDACTED]	K1001127	38,000
Belleville IL [REDACTED]		Dealer: IL014 Auffenberg Kia		

NO SALES DOCS RCVD.

WTR TO CONTACT DPSM: FEARS TO REQ ASSISTANCE GETTING DOCS.

*** NOTES 08/24/2005 06:57 AM Central Daylight Time MRivas Action Type:E-mail sent
WTR SENT E-MAIL TO DPSM: FEARS THIS DATE REQ ASSISTANCE W/OBTAINING SALES DOCS FROM IL014.

*** NOTES 08/24/2005 07:04 AM Central Daylight Time MRivas Action Type:Meeting
CLARIFY FILE ASSIGNED TO JSS AS THIS IS AN ADL FILE.
WTR TO CONTINUE GATHERING DOCS & COMPLETING RECAP.
UPON COMPLETION OF RECAP WTR TO FWRD FILE TO JSS FOR HANDLING.

*** NOTES 08/26/2005 04:57 AM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE WHICH INCLUDES:
1. CLOSE LETTER
INFO ADDED TO FILE.

*** NOTES 08/29/2005 09:43 AM Central Daylight Time MRivas Action Type:Meeting
WTR REVIEWED DOCS ON 08/27/05.
WTR MISSING SALES DOCS, HOWEVER ALL RO'S HERE
WTR TO CONTACT DPSM AS SALES STILL NOT HERE.
WTR WILL COMPLETE RECAP THIS DATE.

*** PHONE LOG 08/29/2005 09:43 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR LEFT VM MESSAGE FOR DPSM: FEARS ADVISING:
1. STILL NO SALES DOCS FROM IL014
2. NEED THEM TODAY ASAP
3. PLEASE ASSIST
WTR THANKED DPSM FOR HIS ASSISTANCE.

*** PHONE LOG 08/30/2005 09:56 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/DPSM: FEARS ON 08/29/05 IN PM ADVISING:
1. SPOKE WITH SM & REQUESTED DOCS
2. IF DOCS NOT RCVD PLEASE CONTACT TOM TAYLOR TO ASSIST
3. DPSM WILL NOT BE ABLE TO DO ANYTHING FURTHER AT THIS TIME

*** PHONE LOG 08/30/2005 09:57 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/DSM: TOM TAYLOR REQ ASSISTANCE OBTAINING SALES DOCS FROM IL014.

*** NOTES 08/31/2005 07:02 AM Central Daylight Time MRivas Action Type:Meeting
WTR COMPLETE RECAP THIS AM
WTR TO CONTACT DLR TO VERIFY DAYS DOWN.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1001127	38,000
Belleville IL [REDACTED]			Dealer: IL014 Aufferberg Kia	

*** PHONE LOG 08/31/2005 09:39 AM Central Daylight Time MRivas Action Type:Outgoing call
WTR SPOKE W/SVM: BILL @ IL014 & VERIFIED REPAIR ON RO#231457 & DAYS DOWN ON RO#801505.

*** NOTES 08/31/2005 06:53 PM Central Daylight Time MRivas Action Type:Meeting
WTR COMPLETED RECAP THIS DATE.
RECAP E-MAILED TO JSS & DPSM: FEARS
HARD FILE RETURNED TO JSS FOR HANDLING.

*** NOTES 09/02/2005 01:46 PM Central Daylight Time JShowalter Action Type:Meeting
WRITER REVIEWED FILE W/RCAM.

*** NOTES 09/02/2005 01:46 PM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED ATTY GREG MOSS MONETARY OFFER OF \$2000 INCLUSIVE OF ATTY FEES

WRITER TO FU W/ATTY ON 9/9/05 FOR ACC/REJ.

*** PRIORITY CHANGE 09/02/2005 01:47:48 PM JShowalter

*** NOTES 09/07/2005 05:35 AM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM DLR, VIA MAIL:
1. SALES DOCS
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

*** NOTES 09/07/2005 07:24 AM Central Daylight Time JShowalter Action Type:Correspondence rec.
WRITER REVIEWED SALES DOCS REC'D FROM DLR AND ADDED TO HARD FILE.

WRITER TO FU W/ATTY GREG MOSS ON 9/9/05 FOR ACC/REJ.

*** NOTES 09/09/2005 08:39 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED ATTY GREG MOSS REQUESTING UPDATE ON STATUS OF ACC/REJ OF OFFER DATED 9/2/05.

WRITER TO FU W/ATTY ON 9/16/05 FOR ACC/REJ.

*** NOTES 09/16/2005 08:09 AM Central Daylight Time JShowalter Action Type:E-mail rec.
WRITER REC'D EMAIL FROM ATTY W/COUNTEROFFER OF \$5000.00 INCLUSIVE OF FEES.

*** NOTES 09/16/2005 08:09 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED ATTY GREG MOSS W/COUNTEROFFER OF \$2500.00 INCLUSIVE.

WRITER TO FU W/ATTY ON 9/22/05 FOR ACC/REJ.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1001127	38,000
Belleville IL [REDACTED]			Dealer: IL014 Auffenberg Kia	

*** PHONE LOG 09/22/2005 10:57 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER SPOKE TO ATTY GREG MOSS WHO STATED:
1. WILL CALL HIS CLIENT NOW RE: OFFER
2. WILL CALL WRITER BACK

WRITER TO FU W/ATTY ON 9/23/05 FOR ACC/REJ.

*** PHONE LOG 09/23/2005 07:24 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER LM FOR ATTY GREG MOSS STATING:
1. DIDNT HEAR BACK FROM ATTY ON 9/22/05
2. RECD LAWSUIT
3. NEED RESPONSE FROM ATTY ASAP

WRITER TO FU W/ATTY ON 9/26/05.

*** PHONE LOG 09/26/2005 11:12 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER LM FOR ATTY GREG MOSS REQUESTING CB ASAP TO DISCUSS SETTLEMENT.

WRITER TO TRY ATTY AGAIN ON 9/27/05.

*** PHONE LOG 09/27/2005 11:03 AM Central Daylight Time JShowalter Action Type:Incoming call
PER ATTY GREG MOSS:
1. CUST OUT OF TOWN UNTIL 9/29/05
2. WILL FU W/CUST ON 9/29/05

WRITER TO FU W/ATTY ON 9/29/05 FOR ACC/REJ.

*** PHONE LOG 09/29/2005 11:39 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER CONTACTED ATTY GREG MOSS WHO STATED:
1. WILL CALL CLIENT TODAY AND GET BACK TO WRITER W/ANSWER

WRITER TO FU W/ATTY ON 9/30/05 FOR ACC/REJ.

*** NOTES 09/30/2005 08:52 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED ATTY GREG MOSS REQUESTING UPDATE ON ACC/REJ.

*** NOTES 09/30/2005 09:00 AM Central Daylight Time JShowalter Action Type:E-mail rec.
WRITER REC'D EMAIL FROM ATTY GREG MOSS STATING:
1. HASN'T BEEN ABLE TO GET A HOLD OF CLIENT
2. WILL BE OUT OF OFFICE REMAINDER OF TODAY
3. WILL WORK CASE ON 10/3/05

WRITER TO FU W/ATTY ON 10/4/05 FOR ACC/REJ.

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2002 SPORTAGE 4X4 KNDJA723925 [REDACTED]	Case Number K1001127	Mileage 38,000
Belleville IL			Dealer: IL014 Auffenberg Kia	

WRITER EMAILED ATTY GREG MOSS REQUESTING UPDATE ON ACCEPTANCE OF WRITER'S LAST COUNTEROFFER OF \$2500.00 INCLUSIVE OF ATTY FEES.

WRITER TO FU W/ATTY ON 10/5/05.

*** PHONE LOG 10/05/2005 09:25 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER SPOKE TO ATTY GREG MOSS WHO STATED:

1. APOLOGIZED FOR DELAY IN GETTING BACK TO WRITER
2. WILL CALL CLIENT NOW (SHE'S NOT RETURNING ATTY CALLS)
3. WILL UPDATE WRITER LATER THIS DATE.

WRITER TO FU W/ATTY ON 10/6/05.

*** NOTES 10/06/2005 03:43 PM Central Daylight Time JShowalter Action Type:E-mail rec.
WRITER REC'D EMAIL FROM ATTY GREG MOSS STATING:

1. COUNTEROFFER IS \$3500.00 INCLUSIVE.
- WRITER EMAILED ATTY W/FINAL KMA OFFER OF \$3000.00 INCLUSIVE

WRITER TO FU W/ATTY ON 10/7/05 FOR SETTLEMENT.

*** NOTES 10/07/2005 08:19 AM Central Daylight Time JShowalter Action Type:E-mail rec.
WRITER REC'D EMAILED SETTLEMENT LETTER FROM ATTY GREG MOSS WHICH STATES:

1. CASE SETTLED FOR \$1,000 TO CLIENT AND \$2,000 TO ATTY
ADDED TO HARD FILE.

*** NOTES 10/07/2005 08:19 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED LEGAL DEPT ADVISING OF SETTLEMENT.

*** NOTES 10/07/2005 08:20 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED RELEASE TO ATTY GREG MOSS AND STATED:

1. RETURN SIGNED RELEASE ASAP
2. ALSO NEED COPY OF FULLY EXECUTED DISMISSAL
3. WILL NOT RELEASE SETTLEMENT CHECK UNTIL BOTH RELEASE AND DISMISSAL ARE REC'D AT CRCA.

*** NOTES 10/07/2005 08:43 AM Central Daylight Time JShowalter Action Type:Correspondence sent
GW REQUEST FOR \$3000.00 PROCESSED IN AS400 FILE #67566. GW TO NCA THIS DATE.

FILE ASSIGNED AND HARD FILE GIVEN TO MCR FOR GW FU AND HANDLING.

*** NOTES 10/07/2005 12:59 PM Central Daylight Time MRivas Action Type:Meeting
WTR TO REVIEW FILE ON 10/13/05 TO ENSURE NCA HAS RCVD REQUEST

*** NOTES 10/13/2005 03:09 PM Central Daylight Time MRivas Action Type:Meeting
WTR REVIEWED FILE & NCA HAS RCVD REQUEST.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1001127	38,000
Belleville IL [REDACTED]		Dealer: IL014 Auffenberg Kia		

WTR TO FUP WITH NCA ON 11/01/05 IF CHECK NOT RCVD.
FILE ASSIGNED TO DOTSON GW QUEUE.

*** NOTES 10/19/2005 12:47 PM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM CUST ATTN, VIA MAIL:
1. ORIGINAL SIGNED RELEASE
INFO ADDED TO FILE.

*** NOTES 10/26/2005 07:03 PM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD CHECK# [REDACTED] IN THE AMOUNT OF \$3,000 PAYABLE TO CUST & ATTN.
INFO ADDED TO FILE.

*** NOTES 10/26/2005 07:03 PM Central Daylight Time MRivas Action Type:Meeting
WTR TO SEND E-MAIL TO CUST ATTN ON 10/28/05 ADVISING OF RECEIPT OF CHECK & STILL NEED OF
DISMISSAL.

*** NOTES 10/31/2005 04:27 PM Central Daylight Time MRivas Action Type:E-mail sent
WTR SENT E-MAIL TO CUST ATTN THIS DATE ADVISING OF RECEIPT OF SETTLEMENT & REQ UPDT ON
DISMISSAL.

*** NOTES 10/31/2005 04:29 PM Central Daylight Time MRivas Action Type:Meeting
WTR TO FUP WITH CUST ATTN ON 11/08/05 IF DISMISSAL NOT RCVD.

*** NOTES 11/03/2005 03:44 PM Central Daylight Time MRivas Action Type:E-mail rec.
CRCA RCVD FROM CUST ATTN, VIA E-MAIL:
1. COPY OF EXECUTED DISMISSAL
INFO ADDED TO FILE.

*** NOTES 11/03/2005 03:45 PM Central Daylight Time MRivas Action Type:Correspondence sent
CRCA SENT CHECK#00229164 IN THE AMOUNT OF \$3,000 TO CUST ATTN THIS DATE, VIA FEDEX PRIORITY
OVERNITE W/TRACK#6456 4657 9898.

*** CASE CLOSE 11/08/2005 01:54 PM Central Daylight Time MRivas

2/27/06
14:31:38
wed079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
12/15/01

VIN No : KNDJA723925

Model . . 42422
Series . SPORTAGE

In Service Date:

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
12/06/05	W	IL014	03660	1 01	Air Hose, R&R	HOSE ASSY-FUEL, EGI	41055
12/06/05	W	IL014	03660	2 01	Rear Cup Holder, R&R	HOLDER-CUP	41055
9/30/05	W	IL014	02723	1 04	Spare Tire Cover, R&	COVR-SPR TIRE, GRAY	39471
7/15/05	W	IL014	01505	1 01	Spare Tire Cover, R&	COVR-SPR TIRE, BEIGE	36159
7/15/05	W	IL014	01505	2 01	Heated Oxygen Sensor	SENSOR-OXYGEN	36159
12/28/04	W	IL014	28687	1 01	Fuel Filter Hose, R&	FUEL-HOSE	33370
12/28/04	W	IL014	28687	2 01	Keyless Entry Transm	REMOTE TRANSMTR-RKE	33370
10/21/04	W	IL014	26229	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	31573
8/09/04	W	IL014	22974	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	29612
8/09/04	W	IL014	22974	2 01	Door Power Window Re	REG.ASSY-WINDOW, RH	29612
8/26/02	W	IL014	29990	1 01	Room Lamp Assy (Fron	LAMP-ROOM	8510
7/29/02	W	IL014	28336	1 01	Windshield Washer No	NOZZLE-WASHER	7401

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:31:38
wad079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
12/15/01

VIN No : KNDJA723925 [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>
6/24/02	W IL014	26335	1 01	Room Lamp Lens and/o	BULB	6324
6/24/02	W IL014	26335	2 01	Door Power Window Re	REG.POWER WINDOW,LH	6324
4/26/02	F IL014	23163	1 01			4366
1/17/02	W IL014	17896	1 01	Door Power Window Re	REG.POWER WINDOW,LH	1318

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2001 SPORTAGE 4X2	Cata Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72391 [REDACTED]	K392369	44,000
FT LAURADEL FL 33312			Dealer: FL034 King Kin	

Case History

Complaint Reimbursement

*** PHONE LOG 11/11/2004 01:55 PM ERuiz
CALLER STATED

1. I HAD A PROBLEM W/ THE **FUEL TANK** LEAKING GAS.
2. I HAD THE **FUEL TANK** REPLACED BY A CERTIFIED MECHANIC.
3. THE MECHANIC TOLD ME THAT THIS IS A RATHER UNUSUAL SITUATION.
4. HE TOLD ME THAT THE **FUEL TANK** SHOULD NOT BE LEAKING LIKE THIS ON A NEWER MODEL, SUCH THIS ONE.
5. THE MECHANIC FINISHED UP AND TOLD ME TO TAKE THE **FUEL TANK** BACK TO A KIA DEALER, SO THEY CAN SEE IT.
6. NOW I AM OUT \$400 AND WOULD LIKE TO GET THIS UNDER WARRANTY.
7. I DID NOT HAVE IT SVC AT A KIA DEALER, BECAUSE I WAS ADVISED NOT TO DRIVE IT.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. ALL WARRANTY REPAIR MUST BE DONE AT A KIA DEALER.
3. KIA CANNOT WARRANTY A REPAIR DONE AT A NON KIA AUTHORIZED REPAIR FACILITY.
4. ROAD SIDE ASSISTANCE WILL TOW THE CAR, FREE OF CHARGE UP TO THE CLOSEST KIA DEALER.
5. THERE IS NO REIMBURSEMENT, FOR REPAIR DONE AT A NON AUTHORIZED REPAIR FACILITY.
6. CUSTOMER REQUESTED KMA ADDRESS.
7. WRT PROVIDED KMA PO BOX #.
8. CUSTOMER THANKED WRT FOR THE INFO.

2/27/06
14:31:51
wsd079
VIN No : KNDJB723919

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
6/29/01

In Service Date:

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>
12/01/04	G FL034	96576	A 01		TANK ASSY-FUEL	45000
11/18/03	W FL034	68189	B 01	Fuel Tank Gauge Unit	GAUGE-FUEL TANK	34663
11/11/03	W FL034	67708	A 01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	34442
4/28/03	W FL034	54805	A 01	Air Flow Sensor Assy	METER-AIR FLOW	28923
4/24/03	W FL034	54626	A 01	Exhaust Manifold Ass	SENSOR-OXYGEN	28884
4/24/03	W FL034	54626	B 01	EGR Valve Assy and/o	VALVE-P.C.V.	28884
4/24/03	W FL034	54626	C 01	Lower Crash Pad Cent	HOLDER-CUP	28884
4/10/03	W FL034	53762	B 03		WIRING ASSY-DOOR,DRI	28742
11/29/00	W 8109W	L7132	1 01	Wire Repair Time (Ma		1
11/29/00	W 8109W	L7132	2 01		GLASS-WINDSHIELD	1

Bottom

F3-Exit

F11-Summary/Detail

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2000 ZDR SPORTAGE 4X KNDJA6231Y	Case Number K1045224	Mileage 90,000
Beavercreek OH 45435			Dealer: OH050 Jeff Wyler's Arena Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/05/2005 09:59 AM US Mountain Standard Time CHamilton

Caller states:

1. Car has been garaged its whole life
2. Was rust proofed by the dlr when i bought it
3. Started having a gas smell; took to Jeff Wyler's Arena Kia OH050
4. Telling me it needs a **GAS TANK**, going to cost over \$1000.
5. Believe it is defective from the factory
6. Most reputable car manufactures no longer use metal for **GAS TANKs**
7. They use a composite to make **GAS TANKs**, they outlast the veh
8. Also understand in Canada that Kia has a recall on the fuel system
9. I want Kia to pay to make this repair
10. Based on the fact that its a factory defect
11. Dealing with Calvin at the dlr, he is who told me to call you to see if Kia will cover this

Wtr states:

1. Updated, no recalls
2. Apologized
3. W/S is 1/8/2000
4. 3/36 LBW (for **FUEL TANK**) and 5/60 PTW expired
5. Only person that can authorize anything outside the warranty is the Kia Factory Rep
6. Would have to check with the dlr then the rep, to see if he wanted to offer some assistance
7. Will check and call you back

Caller call is

*** PHONE LOG 12/05/2005 10:08 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Wtr called Calvin at OH050 who states:

1. Came in Friday, its leaking fuel
2. Has 90K miles on it

Wtr will call DPSM Don Bauer, call back if he wants to offer any assistance

*** PHONE LOG 12/05/2005 10:17 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called DPSM Don Bauer who states:

1. I will call Calvin and see if he has done any maint, 60K, 90K < timing belt, anything
2. I am inclined to say no at this point, but will speak to Calvin and call you back
3. To let you know for sure

*** PHONE LOG 12/05/2005 03:05 PM US Mountain Standard Time CHamilton Action Type:Incoming call
VM from DPSM Don Bauer states:

1. I discussed this with Calvin
2. I agreed to pay for the tank, part only, customer is responsible for paying the dlr labor
3. Customer would also be responsible for any other parts/labor that might be indicated, i.e. if it needs a fuel pump
3. Calvin will call the customer to advise
4. This is my final GW for Mr Miller's veh, and will not include taking the tank elsewhere for installation, only applies if he has it done at this dlr
5. 60K and 90K + timing belt all recommended and declined at this dlrship
6. Calvin also indicated that this customer previously had been in contact with me, but had lost my cell #
7. Customer was trying to get Calvin to give me # to him again, which is not happening

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA6231Y [REDACTED]	K1045224	90,000
Severcreek OH [REDACTED]			Dealer: OH050 Jeff Wylar's Arena Kia	

8. He can call you at the call center, you are his point of contact

*** PHONE LOG 12/05/2005 03:11 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called [REDACTED] and stated:

1. Kia rep LVM for Wtr stating he had spoken to Calvin and Calvin was going to call you
2. Kia Rep is willing to provide the **GAS TANK**, that part only- If you agree to pay the dir's labor
3. Calvin should be contacting you regarding the details

Caller states:

1. I have not heard from Calvin
2. What is the rep's name, do you have a phone # for him

Wtr states:

1. rep's name ins Dont Bauer, he is a dir resource and does not have a # that Wtr can release
2. Wtr is you point of contact at Kia

2/27/06
14:32:04
wsd079
VIN No : KNDJA6231Y5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
1/08/00

In Service Date:

Model . . 42411
Series . SPORTAGE

<u>Repair Date</u>	<u>W</u>	<u>Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/07/05	G	OH050	08286	2 02		TANK ASSY-FUEL	90470
2/02/05	G	OH050	76684	B 01	Outer Oil Seal, R&R,	SEAL-OIL	82210
10/26/04	W	OH050	67039	A 01	Catalytic Converter	CAT.CONV-MANIFOLD	79192
10/26/04	R	OH050	67039	C 01		SPORTAGE OWNERS MNL	79192
10/26/04	R	OH050	67039	D 01		BELT-A FRT, LH	79192
6/03/03	D	OH039	20318	A 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	52572
2/11/03	D	OH029	83511	1 01	KNUCKLE/HUB ASS'Y R&	KNKLE & SHAFT W/OABS	49004
7/18/01	W	OH029	45368	1 01	Console Lid, R&R	CONSOLE ASSY-CTR	28868
3/28/01	W	OH039	3446	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	23986
3/28/01	W	OH039	3446	2 01	Exhaust Manifold Gas	SENSOR-OXYGEN	23986
3/28/01	W	OH039	3446	3 01	Scan Tool Operation	UNIT ASSY-CONT. EGI	23986
3/28/01	W	OH039	3446	1 02	Muffler Assy (Rear),	SILENCER ASSY-MAIN	28986

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:32:04
wsd079
VIN No : KNDJA6231Y

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKANURAB
KLAPROD
1/08/00

In Service Date:

Model . . 42411
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>
3/28/01	W OH039	3446	2 02	Exhaust Manifold Gas	SENSOR-OXYGEN	28986
3/28/01	W OH039	3446	3 03	Scan Tool Operation	BATTERY-SPG 99-02	28396
2/26/01	W OH039	2963	1 01		SENSOR-OXYGEN	27726
2/26/01	W OH039	2963	2 01	Battery, Charging	BATTERY-SPG 99-02	27726
2/26/01	W OH039	2963	1 02		SENSOR-OXYGEN	27726
7/28/00	W OH013	85908	1 01	Quarter Trim, R&R, O	CLIP-TRIM	12952
3/23/00	W OH013	82188	1 01	Console Lid, R&R	CONSOLE ASSY-CTR	5324
3/23/00	W OH013	82188	2 01		CHAN-GLASS RUN,RH	5324
3/23/00	W OH013	82188	3 01		RUBBER-CUSHION	5324
3/23/00	W OH013	82188	4 01	Stop Lamp Switch and	SWITCH-ACCEL	5324
2/18/00	F OH013	2810461	01	ENGINE OIL, CHANGE	FILTER,OIL	2920
9/28/99	W 8103W	H683931	01	INTERIOR VEHICLE DET		1

More...

F3=Exit

F11=Summary/Detail

2/27/06
14:32:04
wsd079
VIN No : KNDJA6231Y5

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
1/08/00

In Service Date:

Model . . 42411
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>
9/28/99	W 8103W	H683932	01	OTHER PROCEDURES FOR	WINDOW ASSY, QTR RH	1
9/28/99	W 8103W	H683933	01	QTR WINDOW ASSEMBLY	WINDOW ASSY, QTR LH	1
9/24/99	R 8103W	69400B1	01	PUP69/AFFIX OBD INFO	OBD II INFO LABEL	1

Bottom

F3-Exit

F11-Summary/Detail