

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

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

Page 1 of 3

Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
ELMA AL		KNDJB7238X5	K30374	26,000
			Dealer: AL013 Capitol Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 09/10/2001 07:47 AM US Mountain Standard Time ERuiz

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

1. I HAVE A 99 KIA THAT HAS NEVER HAD ANY PROBLEMS
2. TOOK THE VEHICLE TO THE DEALERSHIP ON JULY 26TH
3. I CALLED THEM AND THEY SAID THAT THE VEHICLE WAS NOT READY
4. I HAD MY VEHICLE JUST THREE DAYS AFTER THE 26TH BECAUSE I WENT TO PICK IT UP AND THE VEHICLE WAS NOT READY
5. I HAVE CONTACT A LAWYER ABOUT THIS AND HE TOLD ME TO SEND A CERTIFIED LETTER TO THE DEALER AND TO KIA, I WOULD LIKE TO HAVE THE ADDRESS WHERE I CAN SEND A LETTER TO KIA.
6. BECAUSE SVC MGR CHRIS GEORGE HAS BEEN AVOIDING ME, HE NEVER RETURNS MY CALLS AND NO ONE IS ABLE TO TELL ME WHAT THE PROBLEM W/ THE VEHICLE IS.

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

1. TOLD CALLER THAT WRT WILL INVESTIGATE.
2. CALLED DEALERSHIP AND SPEAK TO SVC MGR CHRIS GEORGE, HE STATED:
  - a) THE VEHICLE HAS BEEN READY SINCE THURSDAY.
  - b) WE TALKED TO [REDACTED] AND LET HER KNOW THAT HER VEHICLE WAS READY.
  - c) WE HAD REPLACED THE FUELS TANK AND FUEL PUMP BECAUSE THERE WAS SOME RUST ON THE **GAS TANK**.
  - d) THE GAS GAGE WOULD NOT GO DOWN AND THE VEHICLE WOULD RUN OUT OF GAS.
  - e) WHEN WE TOLD THE CUSTOMER THAT HER VEHICLE WAS READY SHE TOLD US THAT SHE WAS NOT GOING TO PICK UP HER VEHICLE UNTIL WE HAD DRAIN ALL THE GAS OUT OF THE TANK TO MAKE SURE THE GAGE WOULD WORK PROPERLY.
  - f) THE VEHICLE WAS TOW BACK TO US ON AUGUST 20TH AND IT IS NOW READY TO BE PICK UP.
3. TOLD CALLER ABOVE INFO,
4. CALLER STILL WANTED TO HAVE KIA'S ADDRESS SO SHE CAN SEND A CERTIFIED LETTER TO KMA.
5. WRT GAVE CALLER THE ADDRESS.
- 1.

\*\*\* CASE CLOSE 09/10/2001 07:47 AM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 09/11/2001 12:40 PM US Mountain Standard Time ERuiz Action Type:Incoming call

\*\*\*WRITER\*\*\*

1. [REDACTED] HAVE SEND A LETTER TO KMA NATIONAL OFFICE.
2. CALLER STATED:
  - a) I HAVE TALK TO CHRIS THIS MORNING AND HE TOLD ME HE HAD RECEIVED MY LETTER.
  - b) HE TOLD ME THAT "HE WAS SORRY I FELT THIS WAY, BUT WHAT HE KNEW IS THAT MY VEHICLE WAS READY AND THAT IT WAS UP TO ME WHAT I WANTED TO DO W/ IT". AND THEN HE HANG UP THE PHONE
  - c) HE ALSO CANCEL THE RENTAL VEHICLE.
  - d) I SPOKE TO MY ATTORNEY AND SHE TOLD ME THAT I SHOULD PAY FOR THE RENTAL FOR NOW ON AND THAT I NEEDED TO WAIT FOR THE DEALERSHIP TO TAKE THE VEHICLE BACK TO ME.
3. ADVISED THE CALLER THAT THE DEALERSHIP WAS AN INDEPENDENTLY OWN BUSINESS AND THAT IT WAS UP TO CALLER TO PURSUIT THIS CASE AS SHE FEELS IS NECESSARY.
4. CALLER UNDERSTOOD THAT SHE WILL HAVE TO ARRANGE RESOLUTION W/ DEALERSHIP.
5. DOCUMENTED CALLER'S CONCERNS. CASE CLOSED

\*\*\* CASE CLOSE 09/11/2001 12:40 PM US Mountain Standard Time ERuiz

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7238XS [REDACTED]	K30374	26,000
ELMA A [REDACTED]			Dealer: AL013 Capitol Kia	

\*\*\* NOTES 09/13/2001 09:17 AM US Mountain Standard Time StapletonP Action Type:Manager review  
customer is only 59.1 miles away from the dealership. If the dealership is not willing to assist the customer in the return of her vehicle, the customer must make her own arrangements to pick her vehicle up. ( customer does not qualify for roadside assistance)...!!!!

\*\*\* PHONE LOG 09/13/2001 11:34 AM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*WRITER\*\*\*

1. CALLED DEALERSHIP, 09-13-01 @10:56 AM PST. ASKED TO SPEAK TO SERVICE. WRT WAS PLACED ON HOLD FOR ABOUT 5 MIN.
2. CALLED DEALER @ 11:05. ASKED TO SPEAK TO SVC MGR, WRT WAS PLACED ON HOLD AGAIN.
3. HANG UP AND REDIAL PHONE NUMBER, WRT ON HOLD FOR ABOUT 8 MIN. WAS NOT ABLE TO TALK TO SVC MGR CHRIS.
4. CALLED DEALERSHIP AGAIN AND RECEPTIONIST GAVE WRT SVC MGR PHONE # (834) 260-0279.
5. SVC MGR NOT AVAILABLE, LEFT A MESSAGE ON HIS VOICE MAIL.

\*\*\* PHONE LOG 09/13/2001 01:32 PM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*WRITER STATED\*\*\*

1. CORRECT SVC MGR AREA CODE AND PHONE # (334) 260-0279.
2. CALLED SVC MGR CHRIS TO GET CLARIFICATION ON REPAIR DATES ABOVE. SVC MGR STATED:
  - a) JULY 26, 2001 - VEHICLE WAS INTERMITTENTLY CUTTING OFF WHILE DRIVING. VEHICLE REPAIRED FUEL FILTER, NEW **GAS TANK** REQUIRED. APPT. SCHEDULED FOR JULY 30TH CUSTOMER P/U VEHICLE.
  - b) JULY 30, 2001 - **GAS TANK** ORDERED AND REPLACED. VEHICLE READY ON AUGUST 13.
  - c) AUGUST 16, 2001 - CUSTOMER PICKED UP THE VEHICLE.
  - d) AUGUST 20, 2001 - CUSTOMER CALLED DEALER. SVC MGR DROVE W/ RENTAL AND PICKED UP VEHICLE. CUSTOMER STATED, ENGINE SPINNING FOR LONG PERIODS OF TIME. DOES NOT START INTERMITTENTLY. CLAIMS **GAS TANK** LEAKING. WANTS BRAKE INSPECTION.
  - e) SEPTEMBER 6, 2001 - VEHICLE READY. CUSTOMER WANTED DEALER TO DRIVE VEHICLE W/ FULL TANK OF GAS UNTIL EMPTY. VEHICLE WORKED FINE.
  - f) SEPTEMBER 12, 2001 - CUSTOMER PICKED UP VEHICLE. CUSTOMER HAD LEGAL PAPERS W/ HER FOR DEALER TO SIGN, DID NOT SIGNED PAPERS.

\*\*\* NOTES 09/17/2001 02:34 PM US Mountain Standard Time SMarino Action Type:Manager review  
RECEIVED LETTER - CUSTOMER STATES SAME AS ABOVE

CASE DISPATCH - LETTER FORWARD TO THE SOUTHERN REGION FOR HANDLING

\*\*\* PHONE LOG 09/18/2001 07:40 AM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*CALLER [REDACTED] STATED\*\*\*

1. I AM CALLING IN BEHALF OF MY WIFE.
2. SHE FEELS A LITTLE FRUSTRATED ABOUT THIS SITUATION, SO SHE TOLD ME TO CALL YOU.
3. I JUST WANTED TO LET YOU KNOW THAT THE GAS GAGE IS NOT GOING DOWN AGAIN.
4. I WANTED TO MAKE SURE THAT IT WAS OK TO TAKE THE VEHICLE TO ANOTHER DEALERSHIP FOR REPAIR
5. I FEEL THERE IS A LITTLE BIT OF TENSION BETWEEN MY WIFE AND SVC MGR. THAT IS WHY WE DECIDED TO TAKE THE VEHICLE TO ANOTHER DEALERSHIP

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
SELMA AL		KNDJB7238X5	K30374	26,000
			Dealer: AL013 Capitol Kia	

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

1. TOLD CALLER THAT IT WAS OK TO HAVE THIS VEHICLE REPAIR UNDER WARRANTY AT ANY KIA DEALERSHIP
2. TOLD CALLER TO GET IN TOUCH W/ SVC MGR AT CAPITOL KIA.
3. CALLER MAY CALL SVC MGR JOHN TO MAKE HIM AWARE OF THE CURRENT PROBLEM

**\*\*\* PHONE LOG 09/19/2001 11:31 AM US Mountain Standard Time ERuiz Action Type:Outgoing call**

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

1. MIKE [REDACTED] LEFT A MESSAGE ON WRT'S VOICE MAIL.
2. CALLED MR MOSLEY BACK AND HE STATED:
  - a) CALLED LOCKLEAR KIA AND SPOKE TO MARIE.
  - b) SHE WILL BE ABLE TO WORK ON MY VEHICLE AND I SET UP AN APPOINTMENT FOR NEXT TUESDAY 09-25-01.
  - c) MARIE TOLD ME TO CALL KIA TO GET RENTAL AUTHORIZATION.
3. TOLD CALLER THAT RENTAL VEHICLE WAS NOT A PROVISION OF THE WARRANTY AND THAT THE DEALERSHIP WILL BE ON THE BEST POSITION TO RENT A VEHICLE FOR HIM.
4. CALLER UNDERSTOOD IT WAS UP TO DEALER TO PROVIDE HIM W/ A LOANER.
5. CALLED DEALERSHIP AND SPOKE TO MARIE IN SERVICE.
6. ADVISED MARIE TO CONTACT DPSM FOR RENTAL VEHICLE IF SHE FEELS IS NECESSARY.

**\*\*\* PHONE LOG 10/30/2001 10:41 AM US Mountain Standard Time AJones Action Type:Outgoing call**

Contacts [REDACTED] Cust states veh is currently repaired & running smooth. Cust obtained names of other d/ships in her area from Zeke & took veh to Locklear Kia. Has had veh back about 1-2 weeks. Cust states Locklear Kia went over her veh head to toe & explained everything to her, kept veh @ 1 wk. Cust states Capitol kept giving her the run-around about everything & had veh for @ 8 weeks. Cust is very pleased w/service she received @ Locklear & states veh is repaired.

**\*\*\* CASE CLOSE 10/30/2001 10:41 AM US Mountain Standard Time AJones**

2/27/06

14:37:36

wmd079

VIN No : KNDJB7238X5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

In Service Date:

KAKAMURAS

KIAPROD

7/15/9

Model . . 42221

Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Miles
12/28/05	R AL012	36313	B 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	971
12/28/05	R AL012	36313	C 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	971
12/28/05	R AL012	36313	D 01		BELT-A FRT,LH	971
11/05/03	W AL012	26844	A 01	Catalytic Converter	CAT.CONV-MANIFOLD	614
11/19/02	G AL013	14832	A 02	Engine Wiring Assy,	WIRING ASSY-ENG	436
7/24/02	G AL013	06018	A 02	Engine Wiring Assy,	WIRING ASSY-FRT	394
12/03/01	W AL014	41925	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	269
10/15/01	W AL014	40370	1 02		TANK ASSY-FUEL	251
9/24/01	W AL014	39629	1 01		WIRING ASSY-FRONT	247
9/24/01	W AL014	39629	2 01	Fuel Tank Gauge Unit	GAUGE-FUEL TANK	247
8/20/01	W AL013	79235	A 01		WIRING ASSY-REAR NO.	241
8/20/01	W AL013	79235	B 01	Fuel Pump Assy and/o	PUMP ASSY-FUEL	241

More..

F3=Exit

F11=Summary/Detail

2/27/06  
14:37:36  
wad079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAFROD  
7/15/99

VIN No : KNDJB7238X5 [REDACTED]

Model . . 42221  
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>
7/30/01	W AL013	77189 A	01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	23803
7/30/01	W AL013	77189 B	01	Fuel Main Pipe, R&R	PUMP ASSY-FUEL	23803
7/26/99	W AL008	21397 A	01	DRAIN HOSE, R&R	HOSE-DRAIN	421
4/28/99	W 8104B	3788551	01	CLEAN LUG NUTS	PIPE S/TIRE CARRIER	1
4/28/99	W 8104W	378855G	01	INTERIOR VEHICLE DET		1
4/28/99	W 8104W	3788551	01	OTHER PROCEDURES FOR	HEAD LAMP, RH	1
4/28/99	W 8104W	3788552	01	ADJUST FUSE DOOR	COVER-HOLE	1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2001 SPORTAGE EX 4X4</b> KNDJA723315 [REDACTED]	<b>Case Number</b> K405242	<b>Mileage</b> 39,000
<b>Springfield Gardens NY</b>			<b>Dealer: NY036 Five Towns Kia</b>	

**Case History**

Complaint Diagnostic Fee

\*\*\* PHONE LOG 12/22/2004 08:13 AM ERuiz

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

1. I WANT TO KNOW WHAT IS COVER UNDER WARRANTY.
2. THERE IS A FUEL LINE THAT BROKE.
3. I CALLED SEVERAL DIFFERENT DEALERS IN THE ARE AND THEY CANNOT SEE MY CAR FOR ANOTHER FEW WEEKS.
4. I REFUSE TO BE W/OUT A CAR.
5. I AM TAKING IT TO A LOCAL GARAGE.
6. I WANT KIA TO REIMBURSE ME FOR THE REPAIR.
7. I DON'T WANT TO GO BACK TO FIVE TOWNS KIA, BECAUSE EVERY TIME I GOT THERE SOMETHING ENDS UP BEING BROKEN.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. ALL WARRANTY REPAIR MUST BE DONE AT AN AUTHORIZED KIA DEALER.
3. CUSTOMER ALLEGED THAT SHE HAS NOT CONTACT FIVE TOWN KIA.
4. WRT OFFERED TO CALL FIVE TOWNS KIA FOR MORE INFO.
5. CUSTOMER REFUSED.
6. WRT TOLD THE CUSTOMER THAT KIA WILL NOT REIMBURSE HER FOR WARRANTY REPAIR DONE AT A NON KIA DEALER.
7. CALLER AGREED TO HAVE IT TOW TO FIVE TOWNS.
8. CUSTOMER WAS TRANSFERRED TO ROAD SIDE ASSISTANCE FOR TOWING SVC.

\*\*\* CASE CLOSE 12/22/2004 08:13 AM ERuiz

\*\*\* PHONE LOG 12/29/2004 10:39 AM WNoonan Action Type:Incoming call

CUSTOMER STATED:

1. I HAVE HAD THE VEHICLE TOWED TO YONKERS.
2. THERE IS A GAS SMELL IN THE VEHICLE.
3. I HAD CALLED FOR A TOW ON WEDNESDAY AND THEY PICKED UP THE VEHICLE AND TOWED IT BUT NEVER DROPPED IT OFF AT THE DEALER AND ENDED UP TOWING THE VEHICLE BACK TO MY HOUSE BECAUSE THEY COULD NOT FIND A DEALER WILLING TO ACCEPT IT.
4. I HAD TO CALL BACK AND HAVE ROADSIDE ASSISTANCE TOW THE VEHICLE AGAIN AND THEY TOOK IT OVER TO YONKERS.
5. THIS DEALER IS SAYING THAT THERE IS NOTHING WRONG WITH THE VEHICLE AND THAT I HAVE TO PAY \$89 AND TO COME AND PICK IT UP.
6. I DO NOT FEEL THAT I SHOULD HAVE TO PAY FOR THIS.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL CALL THE DEALER.

WRITER PHONED Kia of Westchester AND SPOKE WITH DAVE, SERVICE MANAGER.

DAVE STATED:

1. OUR KIA MASTER TECH HAS LOOKED AT THE VEHICLE.
2. WE COULD NOT DUPLICATE A GAS SMELL OR GAS LEAKING.
3. THE CUSTOMER SAID THE GAS LEAKS AND SMELLS IN THE CAR AND THAT AFTER THEY FILL UP, THE **GAS TANK** IS EMPTY THE NEXT DAY.
4. THERE IS NOTHING WRONG WITH THE CAR THAT WE HAVE BEEN ABLE TO FIND.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA723315	K405242	39,000
Springfield Gardens NY			Dealer: NY036 Five Towns Kia	

WRITER RETURNED TO CUSTOMER.

WRITER STATED:

1. THE DEALER WAS NOT ABLE TO DUPLICATE THE PROBLEM AND THEY PUT THEIR KIA MASTER TECH ON THE VEHICLE.
2. THEY HAVE THE RIGHT TO CHARGE A DIAGNOSTIC FEE FOR HAVING A MECHANIC LOOK AT YOUR VEHICLE.

CUSTOMER STATED:

1. IF THE PROBLEM HAPPENS AGAIN OR GETS WORSE, I WILL BRING THE VEHICLE BACK TO THEM.
2. I WOULD THINK THAT THEY WILL NOT CHARGE ME AGAIN IF THIS HAPPENS AND THEY CAN FIND SOMETHING WRONG.
3. IF I BRING THE VEHICLE BACK IN I WILL CALL BACK.

\*\*\* CASE CLOSE 12/29/2004 10:39 AM WNoonan  
INFO GIVEN



2/27/06  
14:37:50  
wad079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
1/29/01

VIN No : KNDJA723315 [REDACTED]

Model . . 42442  
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>
11/01/04	W NY036	65910	1	01 Door Power Window Re	REG.POWER WINDOW,LH	38006
11/01/04	W NY036	65910	2	01 Alternator Assy, R&R	ALTERNATOR	38006
12/08/03	W NY036	37777	1	01 Air Flow Sensor Assy	METER-AIR FLOW	28127
4/08/03	W NY036	16378	1	01 Starter Motor Assy,	STARTER	19608
8/26/02	W NY036	97793	1	01 Fuel Filter, R&R	FUEL FILTER ASSY-EGI	12269
11/17/00	W 8108W	E5533	1	01 Wire Repair Time (Ma		1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 1999 SPORTAGE 4X4</b> KNDJA723XXS [REDACTED]	<b>Case Number</b> K760036	<b>Mileage</b> 88,000
<b>Postment TN 37313</b>			<b>Dealer:</b>	

**Case History**

Inquiry    Warranty Info

\*\*\* PHONE LOG 08/10/2005 12:37 PM US Mountain Standard Time JHirshfield caller

1. just has one question -they found a hole in her **GAS TANK**
2. would there be any warranty on this car to take care of that?

wtr

1. no -in svc date was 1/30/99 with 3/36 & 5/60 PTW
2. she does have two open recalls SC010 & SC039

cust referred to dealership for svc appt

\*\*\* CASE CLOSED 08/10/2005 12:37 PM US Mountain Standard Time JHirshfield

2/27/06  
14:38:03  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
1/30/99

VIN No : KNDJA723XX5

Model . . 42421  
Series . . SPORTAGE

In Service Date:

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
11/20/01	R	TN025	57899	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	39889
11/20/01	D	TN025	57899	B 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	39889
11/20/01	R	TN025	57899	A 02	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	39889
11/20/01	D	TN025	57899	B 03	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	39889
10/27/00	W	TN014	55435	A 01	Coolant By-Pass Pipe	RING-O	26427
6/22/00	W	TN014	54475	1 01		CAT.CONV-MANIFOLD	18979
6/22/00	W	TN014	54475	2 01	Wiper Motor Assy, R&	MOTOR & BRKT-F,WIPER	18979
11/26/99	W	TN010	1191461	01	STARTER MOTOR,R&R	STARTER	10786
9/20/99	R	TN010	1156951	01	SC009 KNUCKLE/HUB AS	SEAL-OIL	8456
9/20/99	R	TN010	1156952	01	SC010 SPG OBD INFORM	OBD II INFO LABEL	8456
9/10/99	W	TN010	1152421	01	R&R SPARE TIRE RELEA	RELEASE CABLE	8170
5/14/99	F	TN010	1093641	01	ENGINE OIL, CHANGE	FILTER,OIL	3818

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:38:03  
wsd079  
VIN No : KNDJA723XX5

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
1/30/99

In Service Date:

Model . . 42421  
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
9/23/98	W 8108W	R530361	01	COMPLETE VEHICLE DET		1
9/23/98	W 8108W	R530362	01	PARKING BRAKE, CHECK	LEVER ASSY-P/BRAKE	1
9/23/98	W 8108W	R530363	01	OTHER PROCEDURES FOR	CONSOLE-FRT	1
9/23/98	W 8108W	R530364	01	OTHER PROCEDURES FOR	DRIP WTHSTP,LH	1
9/23/98	W 8108B	W155171	01	FRONT BUMPER, BUFFIN		1
9/23/98	R 8108W	0019971	01	BRAKE LINE & INTERME	PIPE-BRAKE,R.	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K25341	8,100
Mic Keesport PA			Dealer: PA026 White Oak Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/08/2001 07:53 AM US Mountain Standard Time CRevels  
CASE OPENED UNDER MOTHER'S NAME - DAUGHTER'S VEH IS THE ONE WITH OIL LEAK  
CLARIFY CASE # 23817 - CLOSED & OPENED AS DAUGHTER'S CLAIM

8/8/01 (CR) PLACED CALL TO CUST. @ MAIN # - DANA - 1030AM

1. C/S DEALER (C. HARPER, PA026) TOLD HER THE OIL CAP HAD BEEN TAMPERED WITH
  - A. OIL CAP HAD BEEN PUT ON SIDEWAYS (NOT FULLY INSTALLED FLAT) & CAUSED OIL LEAK
  2. C/S THIS MUST HAVE HAPPENED @ DLR SHIP
    - A. C/S SHE HAD NO REASON TO TAMPER OR TINKER W/ANYTHING UNDER THE HOOD OF NEW VEH
    - B. C/S SHE DID NOT SEE OIL CAP ON INCORRECTLY - IT SEEMED AS THOUGH SOMETHING WAS MISSING
  3. C/S SHE TOLD DLR OF SQUEALING NOISE FROM VEH
    - A. DLR ADVISED CUST SQUEAL WAS CAUSED BY OIL LEAK WHICH IS CUST'S FAULT
    - B. NOT COVERED UNDER WARRANTY IF CAUSED BY SOMETHING OR SOMEONE NON-AUTHZD BY KIA
  4. CUST COMPLAINS OF
    - A. SQUEALING NOISE
    - B. VEH JERKS INTO GEAR (INTERMITTENT) - SOMETIMES YOU STEP ON GAS BUT VEH WILL NOT GO, THEN VEH WILL JUMP INTO GEAR & JERK ON TAKE OFF
    - C. A/C NOT COLD
    - D. KEY/DOOR LOCKS (REAR HATCH)
  5. 'CR' ADVISED CUST THAT DPSM & DLR WOULD BE CONTACTED IN ORDER TO SET UP VEH INSPECTION/REPAIR
    - A. ASKED CUST IF DLR NEEDED TO KEEP VEH FOR DAY OR (2) TO TESTDRIVE COULD THIS BE DONE - 'YES'
    - B. CUST ASKED OF 'RENTAL' IF DLR NEEDS TO KEEP VEH - YES IF NECESSARY

\*\*\* NOTES 08/09/2001 11:44 AM US Mountain Standard Time CRevels Action Type: Manager review

- 8/9/01 (CR) REC'D CALL FROM DPSM, CURTIS RALPH - 230PM
1. DPSM ADVISES CUST SHOULD SPEAK W/SRV MGR (PHIL BEHR)
  2. CUST SHOULD HAVE DLR INSPECT VEH FOR BELT SQUEAL
    - A. DLR WILL ADVISE DPSM OF FINDINGS

\*\*\* PHONE LOG AND STATUS CHANGE 08/14/2001 01:32 PM US Mountain Standard Time CRevels Action Type: Outgoing call

- 8/14/01 (CR) PLACED CALL TO CUST. @ MAIN # - 425PM
1. CUST'S FATHER STATES VEH IS @ DEALER (WHITE OAK, PA026)
    - A. FATHER WAS DRIVING VEH THIS MORNING & VEH HAD SHIFTING CONCERNS
    - B. VEH FEELS LIKE IT 'DOWNSHIFTS' WHILE @ HIGH SPEED
  2. CUST IS IN RENTAL WHILE REPAIRS TAKE PLACE
    - A. DLR WILL KEEP CUST'S VEH UNTIL FRIDAY (8/17/01) FOR INSPECTION & TESTDRIVE
  3. FATHER BELIEVES CUST SHOULD RECV. NEW VEH FOR CONCERNS ALREADY EXHIBITED
    - A. 'CR' ADVISED CUST THAT NO DECISION REGARDING REPLACEMENT CAN OR WILL BE MADE UNTIL VEH HAS BEEN FINISHED BEEN INSPECTED

\*\*\* CASE CLOSE 08/14/2001 01:33 PM US Mountain Standard Time CRevels  
- VEH IS CURRENTLY @ DEALER (WHITE OAK, PA026) FOR INSPECTION/REPAIRS

\*\*\* PHONE LOG 10/03/2001 10:39 AM US Mountain Standard Time CDiaz Action Type: Incoming call  
CUSTOMER STATES:

**Kia Motors America  
Consumer Affairs Department**

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Last Name	First Name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K25341	8,100
Mo Keesport PA			Dealer: PA026 White Oak Kin	

1. WE HAVE TO TAKE THE CAR BACK TO THE DEALER AGAIN.
2. WE NEED A RENTAL CAR.
3. WE HAVE BEEN TALKING TO CARL REVELS AND PAUL STAPLETON.
4. THE DEALER SAID THAT THEY CAN'T LOOK AT THE CAR UNTIL TUESDAY.
5. THE CAR IS DOWNSHIFTING WHILE WE ARE DRIVING.
6. THE CAR WAS TO BE AT THE DEALER TODAY.
7. I HAVE BEEN TALKING TO NORMAND.
8. I NEED CARL TO CALL ME BACK TODAY.

**WRITER STATES:**

1. I CALLED THE DEALER AND SPOKE TO PHIL WHO STATED:
  - A. WE HAVE CHECKED EVERYTHING ON THE CAR AND HAVE FIXED WHAT WAS WRONG.
  - B. THIS CUSTOMER JUST WANTS OUT OF THE CAR.
2. I LET THE CUSTOMER KNOW THAT I FORWARD TO THE CORRECT DEPT.

\*\*\* FORWARD 10/03/2001 11:04 AM US Mountain Standard Time TBeam

\*\*\* PHONE LOG 10/04/2001 12:42 PM US Mountain Standard Time CRevels Action Type:Outgoing call  
10/4/01 (CR) PLACED CALL TO DEALER: WHITE OAK, PA026 - 240PM

1. 'CR' SPOKE W/ SRV MGR (PHIL BEHR) WHO STATES - VEH REPAIRED & RETURNED TO CUST
2. CUST WAS DEMANDING 'RENTAL' VEH DURING REPAIRS
  - A. DLR DENIED RENTAL
3. DLR SAYS CUST CAME TO DLR W/LIST OF ABOUT 15 CONCERNS
  - A. MOST WERE MINOR CONCERNS & DLR WAS ABLE TO INSPECT/REPAIR VEH
  - B. NO RENTAL WAS WARRANTED SAYS DLR
  - C. TRANSM. - NO PROBLEMS - OPERATING AS DESIGNED
  - D. VEH ACCELERATES BY ITSELF - NO PROBLEMS - OPERATING AS DESIGNED
  - E. HATCH ALIGNMENT & LOCK - REPAIRED
4. CUST WENT TO SALES MGR TO COMPLAIN OF VEH CONCERNS
  - A. SALES DEPT. PROVIDED CUST W/LOANER VEH FOR (2) DAYS SO DLR CAN TEST DRIVE VEH LONGER
5. DLR OFFERED TO TRADE CUST OUT OF VEH
  - A. NEW PYMNTS. WOULD BE APPROX. \$25 P/MONTH THAN CURRENT VEH - CUSDT REFUSED
6. DLR STATES THERE ARE NO REAL CONCERNS W/VEH

\*\*\* NOTES 10/05/2001 08:29 AM US Mountain Standard Time CRevels Action Type:Manager review

10/5/01 (CR) UPDATED & CLOSED FILE --- THANK YOU

10/4/01 (CR) PLACED CALL TO CUST. MAIN # -(MOM) - 345PM

1. 'CR' ADVISED CUST OF CALL TO DEALER (WHITE OAK, PA026)
  - A. CUST PROVIDED LOANER DURIG REPAIRS
2. C/S SHE HAS NOT RECVD LOANER VEH - THIS WOULD HAPPEN NEXT TUESDAY (10/9/01)  
WHEN SHE WAS TO BRING VEH BACK TO DLR
  - A. SALES DEPT WANTS TO KEEP VEH FOR (2-3) DAYS TO TESTDRIVE - VEH ACCELS, TRANSM.
3. CUST WOULD LIKE TO TAKE VEH TO DLR ON FRIDAY (10/5/01) & REC. RENTAL THRUWEEKEND
  - A. DLR COULD TEST DRIVE VEH THRU WEEKEND
4. 'CR' ADVISED CUST THAT DPSM WOULD BE ADVISED BUT IF DLR IS PROVIDING 'LOANER' CUST IS  
PROBABLY BETTER OFF WAITING UNTIL SCHEDULED APPT.
  - A. C/S HER DAUGHTER NEEDS TO TRAVEL OVER WEEKEND & NEEDS RELIABLE VEH

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K25341	8,100
[REDACTED] Keesport PA [REDACTED]			Dealer: PA026 White Oak Kia	

\*\*\* PHONE LOG 10/10/2001 09:03 AM US Mountain Standard Time CLauch Action Type:Incoming call

Customer states:

1. has a demo vehicle for use while vehicle is in shop
2. does not want vehicle
3. does not want to turn in demo
4. does not believe that vehicle is fixed
5. did not get a call back from Carl Revels
6. vehicle should be considered a lemon
7. wants a rental for 2 days so dealer will have time to fix vehicle
8. dealer has already put 200 miles on vehicle
9. wants Carl Revels to call back today or will have their attorney call about the lemon law
10. do not want to leave a message, want to speak to someone now!!!
11. dealer advised that the loaner that has been given to customer is illegal & svc man can get fired if she does not have vehicle back by 2pm 10/10/01

Writer advised:

1. customer can leave message for Carl Revels with writer & writer will forward message
2. Kia will continue to repair this vehicle under the warranty for manuf defects but must dup issues before a repair can be done
3. apologized for the inconvenience
4. will leave message with Carl Revels to call KATHY @ 412-672-4419

CUSTOMER REQUESTS CARL REVELS TO CALL KATHY ODENTHAL @ 412-672-4419

\*\*\* PHONE LOG AND STATUS CHANGE 10/11/2001 01:33 PM US Mountain Standard Time CRevels Action Type:Outgoing call

10/11/01 (CR) PLACED CALL TO CUST @ MAIN # (MOM) - 415PM

1. 'CR' SPOKE W/ MOTHER WHO STATES SHE IS VERY UPSET W/SRV MGR @ DEALER (WHITE OAK, PA026)
2. C/S VEH ACCELERATES - DLR STATES 'CND'
3. C/S TRANSM. DOWN SHIFTS - DLR STATES 'CND'
4. 'CR' ADVISED CUST THAT DPSM WILL BE CONTACTED TO ATTEMPT TO HAVE VEH TAKEN TO ANOTHER DLR FOR INSPECTION/REPAIR
5. C/S (S) DIFFERENT PEOPLE HAVE DRIVEN THIS VEH. & TELL CUST THEY CAN FEEL THE CONCERNS THE CUST IS EXPERIENCING
6. 'CR' PROVIDED FAX # TO FORWD. RO'S

\*\*\* NOTES 10/12/2001 12:57 PM US Mountain Standard Time CRevels Action Type:Manager review

10/12/01 (CR) AS PER CONVERSATION W/DPSM, CURTIS RALPH - 345PM

1. CUST CAN TAKE VEH TO ALTERNATE DEALER (C. HARPER, PA024)

\*\*\* PHONE LOG 10/12/2001 12:59 PM US Mountain Standard Time CRevels Action Type:Incoming call

10/12/01 (CR) PLACED CALL TO CUST. @ MAIN # - LF VMX - 4PM

1. 'CR' ADVISED CUST TO TAKE TO DELAER (C. HARPER, PA024)
- A. NO RENTAL AUTHZ UNLESS VEH IS INSPECTED

\*\*\* CASE CLOSE 10/12/2001 12:59 PM US Mountain Standard Time CRevels

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K25341	8,100
Mc Keesport PA [REDACTED]			Dealer: PA026 White Oak Kia	

- CUST TO TAKE VEH TO ALTERNATE DEALER (C. HARPER, PA024)

\*\*\* PHONE LOG 10/15/2001 12:30 PM US Mountain Standard Time CRevels Action Type:Outgoing call  
10/15/01 (CR) PLACED CALL TO CUST. @ MAIN # - 315PM  
1. 'CR' ADVISED CUST THAT DEALER (C. HARPER, PA024) CALLED TO INFORM  
THAT CUST WILL BRING VEH IN TOMORROW (10/16/01) FOR INSPECTION/REPAIRS  
2. DLR STATES THERE IS A 'RENTAL' FACILITY @ DLRSHIP  
3. DPSM HAS BEEN INFORMED & WILL CONTACT DLR

\*\*\* CASE CLOSE 10/15/2001 12:36 PM US Mountain Standard Time CRevels  
- APFT. 10/16/01 @ C. HARPER, PA024

\*\*\* PHONE LOG 10/19/2001 10:18 AM US Mountain Standard Time CRevels Action Type:Incoming call  
10/19/01 (CR) RECD CALL FROM CUST. WHICH STATES - 115PM  
1. C/S SHE HAS TAKEN VEH TO DIFFERENT DEALER (C. HARPER, PA024)  
A. VEH IS REPAIRED  
B. DLR CORRECTED CONCERNS WHICH COULD NOT BE DUPLICATED  
2. 'CR' ASKED CUST TO FORWD. COPY OF CAR PYMNT & 'RO'  
A. GOODWILL OFFER OF (1) CAR PYMNT  
- AWAITING DOCS FROM CUST

\*\*\* NOTES 11/01/2001 10:56 AM US Mountain Standard Time CRevels Action Type:Manager review  
11/1/01 (CR) PERFORMED RO RECAP (DN)

\*\*\* NOTES 11/07/2001 12:38 PM US Mountain Standard Time CRevels Action Type:Manager review  
\*\*\*\*\* PLEASE REFER TO AS 400 FILE# 59388 \*\*\*\*\*  
11/7/01 (CR) REQUEST FOR GOODWILL ASSISTANCE  
1. FOR PAST WARRANTY PROBLEMS W/VEH - GAS PEDAL STICKS 3X, DOWNSHIFT 2X  
2. SEVERAL HAS BEEN SENT TO SEVERAL DEALERS TO RESOLVE CONCERNS  
3. CUST HAS ACCEPTED GOODWILL OFFER OF (1) CARS PYMNT. = \$319.81  
4. 'ERCA' WILL FORWD. 'GOODWILL' LTR TO CUST  
\*\*\*\*\* GOODWILL% 11/07/01 CARL REVELS \*\*\*\*\*  
11/7/01 (CR) FORWD GOODWILL TO NATL  
- AWAITING CHECK DRAWER  
\*\*\*\*\* PLEASE REFER TO AS 400 FILE# 59388 \*\*\*\*\*

\*\*\* PHONE LOG 11/08/2001 02:06 PM US Mountain Standard Time CRevels Action Type:Outgoing call  
11/8/01 (CR) PLACED CALL TO DEALER: C. HARPER, PA024 - 350PM  
1. 'CR' SPOKE W/ SRV MGR (JOE PLANK) WHO STATES  
2. VEH HAS BEEN REPAIRED & WILL BE RETURNED TO CUST  
A. EXHAUST ALIGNMENT  
B. SQUEAL FROM ENGINE AREA  
C. BRAKES & ROTORS

\*\*\* CASE CLOSE 11/08/2001 02:07 PM US Mountain Standard Time CRevels



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215013788	K25341	8,100
Mc Keesport PA [REDACTED]			Dealer: PA026 White Oak Kia	

- VEH HAS BEEN REPAIRED & WILL BE RETURNED TO CUST

\*\*\* EMAIL IN 11/09/2001 04:39 PM GMT Standard Time AMERICA/OU=CORPORATE/CN=RECIPIENTS/CN=REVLESC  
11/9/01 (CR) REC'D FAX FROM DEALER (C HARPER,PA024)

1. ROW 268412
- A. SQUEAL FROM ENG. - ADJUST & TIGHTEN ALL BELTS
- B. BRAKE SQUEAL - REPLACE PADS & ROTORS
2. VEH HAS BEEN REPAIRED & RETURNED TO CUST

CARL R.

\*\*\* EMAIL IN 11/27/2001 04:36 PM GMT Standard Time AMERICA/OU=CORPORATE/CN=RECIPIENTS/CN=REVLESC  
11/21/01 (CR) REC'D CHECK FROM NAT'L # 152511, \$319.81 - CUST 'GW'

11/27/01 (CR) SENT CUST CERT. LTTR # 7099 3220 0009 8181 2230 - 'GW' CHECK  
- AWAITING INFO DRAWER

\*\*\* NOTES 12/05/2001 06:49 AM US Mountain Standard Time CRevels Action Type:Manager review

12/5/01 (CR) REC'D GOODWILL RELEASE

1. ADDED GOODWILL RELEASE TO FILE
- FILE CLOSED & PLACED IN DEAD DRAWER

\*\*\*\*\* UPDATED & CLOSED FILE --- THANK YOU \*\*\*\*\*

\*\*\* CASE CLOSE 12/05/2001 06:50 AM US Mountain Standard Time CRevels

\*\*\* PHONE LOG 04/18/2002 12:36 PM US Mountain Standard Time CRevels Action Type:Incoming call  
4/18/02 (CR) REC'D CALL FROM CUST. - 325PM

1. C/S SHE IS HAVING TRANSM CONCERNS AGAIN
  2. VEH RAN WELL DURING THE WINTER BUT NOW THAT WEATHER HAS WARMED  
THE VEH SEEMS TO BE ACTING STRANGE
  - A. TRANSM SLIPPAGE
  3. C/S SHE HAS SPOKEN TO JOE PLANK (SRV MGR @ C. HARPER,PA024) & APPT IS SET FOR TOMORROW
  - A. C/S SRV MGR INFORMED CUST DLR WOULD NEED VEH FOR SEVERAL DAYS TO INSPECT
  4. CUST REQUESTING RENTAL FOR DOWN TIME DURING DLR INSPECTION
- WRITER ADVISED CUST
1. CR NEEDS TO CONTACT DLR & DPSM & WILL CALL CUST BACK

\*\*\* PHONE LOG 04/18/2002 01:20 PM US Mountain Standard Time CRevels Action Type:Outgoing call  
4/18/02 (CR) PLACED CALL TO DEALER: C. HARPER,PA024 - LF VMX - 405PM

1. REQUEST CALL BACK REGARDING CUST'S CONCERNS, APPT. & RENTAL
2. C/S DLR ADVISED VEH WOULD HAVE TO STAY @ DLRSHF FOR A FEW DAYS TO BE INSPECTED

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Cam Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K25341	8,100
Mc Keesport PA		Dealer: PA026 White Oak Kin		

A. DLR WOULD HAVE TO KEEP VEH BECAUSE DLR IS BACKED UP W/WORK

4/18/02 (CR) PLACED CALL TO DPSM, JOE O. - 410PM

1. 'CR' ADVISED DPSM OF ABOVE VMX TO DLR & CUST REQUEST FOR RENTAL
2. IF DPSM SPEAKS W/DLR CAN DPSM INQUIRE IF DLR WILL NEED VEH FOR A FEW DAYS TO INSPECT OF
  - A. SHOULD APPT. BE RESCHEDULED FOR LATER DATE
  - B. SHOULD DLR SCHEDULE APPT. O A DAY WHEN THEY'RE NOT AS BUSY OR NOT OVER WEEKEND TO AVOID EXTRA DAYS ON RENTAL FOR NO REPAIRS PERFORMED

\*\*\* PHONE LOG 04/18/2002 01:40 PM US Mountain Standard Time CRevels Action Type:Outgoing call

4/18/02 (CR) PLACED CALL TO DEALER: C. HARPER, PA024 - 425PM

1. 'CR' SPOKE W/ SONNY (SRV MGR) WHO STATES
    - A. DLR DID NOT TELL CUST THEY WERE BACKED UP & WOULD NEED TO KEEP VEH FOR A FEW DAYS
    - B. DLR/ST. CUST SAID SHE WOULD CALL KIA TO REQUEST A RENTAL FOR THE WEEKEND SO DLR CAN KEEP VEH TO INSPECT
  2. C/S VEH HAS 'HARD SHIFT' CONCERN
  3. 'CR' ADVISED DLR TO INSPECT VEH BEFORE PROVIDING RENTAL
- CC TO DPSM, JOE O. - EMAIL

\*\*\* PHONE LOG 04/18/2002 02:08 PM US Mountain Standard Time CRevels Action Type:Outgoing call

4/18/02 (CR) PLACED CALL TO CUST. @ MAIN # - 505PM

1. 'CR' ADVISED CUST THAT DEALER (C. HARPER, PA024) HAS BEEN CONTACTED
2. DLR WAS INSTRUCTED NOT TO PROVIDE RENTAL UNTIL DIAGNOSIS IS PERFORMED
- A. IF DIAGNOSIS DETERMINES VEH WILL BE REPT - RENTAL WILL BE PROVIDED

\*\*\* CASE CLOSE 04/18/2002 02:08 PM US Mountain Standard Time CRevels

- APPT FRIDAY (4/19/02)

\*\*\* PHONE LOG 10/21/2002 10:39 AM US Mountain Standard Time CRevels Action Type:Incoming call

10/21/02 (CR) REC'D CALL FROM CUST. (CATHY / MOTHER) - 115PM

1. C/S VEH IS HAVING SAME CONCERNS AS BEFORE
  - A. 'DOWN SHIFTING' ON HILLS
  - B. ALSO HAS GAS SMELL
2. DEALER (C. HARPER, PA024) WAS UNABLE TO DUPLICATE CONCERNS
3. C/S DLR. 'CND' SHIFTING CONCERN BECAUSE THERE ARE NO HILLS IN AREA
  - A. THERE ARE MANY HILLS WHERE CUST LIVES
4. C/S VEH STALLS WHEN TRYING TO DRIVE EARLY IN MORNING
5. C/S THERE WAS OIL ON ENGINE UNDER HOOD
  - A. DLR ADVISED CUST OF THIS - OIL CAP WAS 1/2 OFF
  - B. CUST TOOK VEH TO LOCATION THAT CHANGED OIL
  - C. FACILITY TO RECTIFY OIL LEAK / SPILLAGE CONCERN
6. CUST ASKING IF KIA CAN GET DAUGHTER OUT OF VEH
7. C/S GAS FUMES / ODOR HAS BEEN MAKING DAUGHTER & GRANDSON SICK

- WRITER ADVISED

1. IF DLR (PA024) IS UNABLE TO DUPLICATE CONCERNS
  - A. IT MAY BE DIFFICULT TO ASSIST CUST
2. ADVISED DPSM OR 'FTR' MAY NEED TO BE INVOLVED

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

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72321 [REDACTED]	K25341	8,100
Mc Keesport PA			Dealer: PA026 White Oak Kia	

3. ASKED IF CUST DEMONSTRATED CONCERNS TO DLR
- A. NO, C/S CANNOT DUPLICATE BECAUSE THERE ARE NO HILLS NEAR DLRSHHP.
4. 'CR' ADVISED CUST TO ALLOW 'CR' TO SPEAK W/ DLR & DPSM
5. NO PROMISES AS TO WHAT ASSISTANCE CAN BE OFFERED UNTIL ALL EVIDENCE REVIEWED

CC TO DPSM (JOE O) - EMAIL

\*\*\* PHONE LOG 10/23/2002 10:50 AM US Mountain Standard Time CRevels Action Type:Incoming call  
10/23/02 (CR) REC'D CALL FROM CUST. (DANA / OWNER) - 140PM

1. C/S SAME AS MOTHER - VEH SHIFTING ON HILLS / GAS FUMES / ODOR INSIDE VEH
2. C/S VEH IS BURNING ALOT OF GAS - MUCH MORE THAN NORMAL
3. C/S GAS FUMES / ODORS ARE MAKING HER SICK
4. C/S WHEN DEALER (C. HARPER,PA024) PROVIDED 'RENTAL' VEH CUST DID NOT HAVE HEADACHES OR NAUSEOUSNESS TO STOMACH
5. C/S VEH LOSSES POWER UP HILLS
- A. DLR ONLY TESTDROVE VEH ON LEVEL LAND FOR (1) MILE
- B. THIS IS WHY DLR (PA024) 'CND' CONCERNS
6. C/S THIS IS SIMILAR TO PREVIOUS CONCERNS FROM LAST OCTOBER (10/01)

- WRITER ADVISED -

1. HAVE INFORMED DPSM OF CONCERNS - DPSM TO SPEAK W/ DLR (PA024)
2. 'CR' WOULD LIKE TO SPEAK W/ 'FTR' TO GET HIS OPINION AS TO WHAT MAY BE CAUSING CONCERNS
3. ADVISED CUST GIVE SOME TIME TO REVIEW W/DPSM & 'FTR' FOR POSSIBLE ALTERNATIVES
4. IF CUST REVC'S NO CALL BY FRIDAY CALL BACK TO 'ERCA'

\*\*\* PHONE LOG 10/28/2002 01:59 PM US Mountain Standard Time CRevels Action Type:Outgoing call  
10/28/02 (CR) PLACED CALL TO CUST. @ MAIN # - MOTHER / CATHY - 355PM

1. 'CR' ADVISED CUST DPSM WILL BE @ DEALER (C. HARPER,PA024) TOMORROW
2. DPSM WILL INSPECT VEH WHILE @ DLR. FROM 10AM - 2PM
- A. IF CUST CAN MAKE VEH AVAILABLE
- B. DPSM WILL TESTDRIVE & FIND HILLS TO DETERMINE CONCERNS
3. C/S SHE WILL BE @ DLR @ 10AM

CC TO DPSM, JOE O. - EMAIL

\*\*\* PHONE LOG 10/29/2002 12:16 PM US Mountain Standard Time CRevels Action Type:Incoming call  
10/29/02 (CR) REC'D CALL FROM DPSM, JOE O. - 1230PM

1. DPSM / ST. HE HAS 'TESTDRIVEN' VEH FOR OVER 10 MLS.
2. DPSM HAS AUTHZ'D RENTAL & DEALER (C. HARPER,PA024) TO KEEP VEH OVERNIGHT
3. DPSM DID NOTICE 'AFTERMARKET' CD FLYR. IN VEH
- A. WONDERS IF THIS COULD CAUSE VEH CONCERNS
4. DPSM DID NOTICE GAS ODOR IN VEH - REASON FOR RENTAL AUTHZ'
5. DPSM DID NOT DUPLICATE FOLLOWING CONCERNS:
- A. HARD START IN A.M. - DLR TO KEEP VEH TO ATTEMPT TO DUPLICATE IN A.M.
- B. HESITATION
- C. LOSS OF POWER

10/29/02 (CR) REC'D CALL FROM DPSM, JOE O. - 150PM

1. DEALER (C. HARPER,PA024) SERV TECH. PERFORMED THOROUGH INSPECTION
- A. TRACED GAS ODOR TO RAW FUEL INSIDE VEH

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2001 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723215 [REDACTED]	K25341	8,100
Mc Keesport PA 15132			Dealer: PA026 White Oak Kia	

2. DPSM / ST. DLR FOUND FUEL SPILLAGE IN REAR SEATS
3. DPSM / ST. THERE IS NO WAY FUEL CAN LEAK FROM **FUEL TANK** TO INSIDE VEH
4. DPSM / ST. HAS 'DENIED' ANY ASSISTANCE TO CUST
5. DPSM WILL CALL CUST FROM DLR & ADVISE CUST TO P/U VEH

\*\*\* NOTES 10/29/2002 12:16 PM US Mountain Standard Time CRevels Action Type:Manager review  
6. DPSM / ST. CUST SAID TO DLR THAT CUST HAS AN ATTY.

\*\*\* CASE CLOSE 10/29/2002 12:17 PM US Mountain Standard Time CRevels  
UNCLERIFIED REPAIRS & ASSISTANCE

2/27/06

14:38:17

wcd079

VIN No : KNDJA723215 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

5/16/01

Model . . 42422

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/05/05	W	NY022	73310	1 03	Fuel Tank Cap Assy,	CAP-FILGER	35263
6/29/05	W	NY022	73003	1 01	Idle Arm and/or Supp	ARM ASSY-IDLER	35177
11/02/04	W	NY022	59146	1 01	Oil Seal (Side Housi	SEAL-OIL	30792
4/12/04	W	NY022	46596	1 01	Solenoid Valve Assy,	VALVE-SOL.	26707
1/09/03	W	PA026	40778	A 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	19785
10/29/02	W	PA024	07539	1 01	Passive LH Seatbelt	BELT-A FRT,LH	17289
4/19/02	W	PA024	84722	C 01		BELT-V	10861
2/15/02	W	PA024	78154	C 01	Door Power Window Re	W/REG.POWER-FRT.,LH	9108
11/07/01	W	PA024	68412	A 01		V-BELT	8182
11/07/01	W	PA024	68412	B 01	Brake Pad Assy (Fron	PAD SET-FRONT	8182
11/07/01	W	PA024	68412	A 02		V-BELT	8182
10/16/01	W	PA024	65930	B 02		CABLE ASSY-THROTTLE	5495

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:38:17  
wad079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
5/16/01

In Service Date:

VIN No : KNDJA723215 [REDACTED]

Model . . 42422  
Series . SPORTAGE

<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>
10/02/01	W PA026	23030	A 01		WIRING ASSY-REAR NO.	5137
10/02/01	W PA026	23030	B 01	Tailgate Panel, Adju	HINGE-BACK DOOR	5131
8/14/01	W PA026	21165	A 01	Belt-V or Drive Belt	BELT-V	3433
6/25/01	W PA026	18914	A 01	Oil Filler Cap, R&R	CAP ASSY-OIL FILLER	1852
10/24/00	W 8108W	E0428	1 01	Wire Repair Time (Ma		3
10/24/00	W 8108W	E0428	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKE	1
10/24/00	P 8108W	E0428	3 01	Spot Repair		1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

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Last Name	First Name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1026220	63,000
Edgewater MD			Dealer: MD017 Crivwell Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/13/2005 12:22 PM US Mountain Standard Time JWeiner

**CUSTOMER STATES:**

1. I BOUGHT MY VEHICLE FROM A DEALER A FEW YEARS AGO
2. IT HAD THE TRANSFERRABLE WARRANTY OF 5YRS/60K MILES OR WHATEVER
3. YOU MIGHT AS WELL TRANSFER ME AS HIGH UP AS POSSIBLE
4. IM NOT A PERSON YOU CAN JUST WALK OVER
5. YESTERDAY MY WIFE CAME HOME FROM A TRIP
6. SHE WENT TO PICK UP OUT KIDS
7. WHEN SHE GOT HOME, SHE FOUND OUT THE **FUEL TANK** WAS LEAKING
8. NOW WE HAD SOME WARRANTY WORK DONE
9. A LITTLE OVER A YEAR AGO, THE MUFFLER, THE ENTIRE SYSTEM WAS REPLACED
10. NOW THE TAILPIPE IS DRAGGING ON THE GROUND
11. MY WIFE WAS SECONDS FROM BLOWING UP
12. NOW THE VEHICLE HAS 63K MILES, SO ITS OUT OF THE WARRANTY
13. I WANT TO KNOW WHAT KIA IS GOING TO DO ABOUT THIS TO RESOLVE THIS FOR ME
14. I THINK YOU SHOULD HELP ME OUT WITH THIS
15. MY FAMILY'S LIFE WAS IN JEOPARDY
16. MY WIFE CALLED THE DEALER YESTERDAY
17. THEY SAID THAT WE SHOULD EITHER DRIVE THE VEHICLE TO THE DEALER OR HAVE IT TOWED
18. I THINK THIS IS SOMETHING THE DEALER SHOULD PAY FOR
19. IM NOT GOING TO HAVE MY WIFE DRIVE THE VEHICLE TO THE DEALER
20. THE DEALER NEVER SAID ANYTHING ABOUT RSA
21. THEY JUST SAID TO HAVE IT TOWED IN
22. THE DEALER SAID THEY MIGHT BE ABLE TO GET THE MUFFLER COVERED
23. THIS IS THE CRAPPIEST MUFFLER IVE EVER SEEN
24. IT WAS CHANGED OUT A LITTLE OVER A YEAR AGO, AND ITS RUSTED BEYOND BELIEF
25. OKAY, I WILL HAVE IT TOWED TO THE DEALER FOR DIAGNOSIS
26. CAN YOU LET THE DEALER KNOW THAT THIS WILL BE COVERED
27. WHO IS THE FACTORY REP
28. WHO DOES HE WORK FOR
29. WELL I ASKED YOU TO TRANSFER TO SOMEONE HIGHER
30. I CAN SEE THAT YOU ARE TRYING TO WALK ALL OVER ME
31. I HAVE YOUR NAME AND EXT
32. I WILL CALL BACK IF NECESSARY AFTER THE VEHICLE HAS BEEN LOOKED AT

**WRITER STATES:**

1. APOLOGY FOR SITUATION
2. WITHOUT THE VIN, WRITER CANNOT VERIFY FULL WARRANTY COVERAGE
3. CORRECT, VEHICLE WOULD BE OUT OF 5YR/60K WARRANTY
4. WAS THE VEHICLE PURCHASED USED
5. WRITER IS FCM
6. HAS THE VEHICLE BEEN TAKEN TO A KIA DEALER YET
7. CUSTOMER HAS RSA
8. RSA IS FOR 5YRS/UNLIMITED MILEAGE
9. CUSTOMER CAN BE TOWED TO THE NEAREST KIA DEALER, FREE OF CHARGE
10. CUSTOMER WILL NEED CORRECT VIN FOR TOW TO BE COVERED
11. WE NEED THE VEHICLE DIAGNOSED BEFORE WE CAN SEEK ASSISTANCE OUTSIDE THE WARRANTY
12. DEALER KNOWS TO CONTACT THEIR FACTORY REGARDING SITUATIONS LIKE THIS
13. THEY ARE LOOKED AT ON A CASE BY CASE BASIS
14. FACTORY REP MAKES WARRANTY DECISIONS REGARDING KIA VEHICLES
15. HE IS A CONTACT FOR THE DEALER ONLY
16. PROVIDED WRITER'S EXT
17. WRITER UNDERSTAND CUSTOMER'S CONCERNS

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

<b>Last name</b>	<b>First name</b>	<b>VIN of</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	[REDACTED]	K1026220	63,000
[REDACTED] Edgewater MI	[REDACTED]	[REDACTED]	Dealer: MD017 Criswell Kia	

18. WRITER NEVER STATED THAT
19. WE NEED THE VEHICLE DIAGNOSED BEFORE WE CAN DO ANYTHING
20. DEALER NEEDS TO LOOK AT THE VEHICLE

\*\*\* CASE CLOSE 10/13/2005 12:22 PM US Mountain Standard Time JWerner  
CASE CLOSED PENDING CALLBACK FROM CUSTOMER



3/02/06  
17:05:23  
wd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

MAKANURAB  
KIAPROD  
6/01/01

VIN No : KNDJA723015

Model . . 42421  
Series . SPORTAGE

In Service Date:

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage	
1/27/04	W	MD026	01405	1	01	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	42468
1/27/04	W	MD026	01405	2	01	Catalytic Converter	CAT.CONV-MANIFOLD	42468
12/31/03	W	MD006	45470	1	01		WIRING ASSY-FRT	40909
10/16/03	W	MD026	01061	1	01	Catalytic Converter	CONV. ASSY-CAT.	38363
9/12/03	W	MD011	34234	1	07	Phase Sensor, R&R	SENSOR-PHASE	37439
9/04/03	W	MD011	34180	1	02	Engine Wiring Assy,	WIRING ASSY-ENGINE	37200
8/07/03	W	MD019	11753	A	01	Antenna Assy, R&R	ANTENNA ASSY-1 POLE	36314
7/25/03	W	MD019	11401	A	01	Audio Assy, R&R	BTR MECH.DECK	35940
4/01/03	W	MD019	08584	A	01	Ignition Coil Assy,	COIL-IGNITION	32727
10/24/02	W	MD019	05360	A	01	Front Muffler Assy (	CAT.CONV-MANIFOLD	27858
10/24/02	W	MD019	05360	B	01	Mode Switch, R&R	MODE S/W ASSY	27858
10/24/02	W	MD019	05360	C	01	Door Window Regulato	REG.ASSY-WINDOW,RH	27858

More...

F3=Exit

F11=Summary/Detail

3/02/06  
17:05:23  
vsg079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

In Service Date: 6/01/01

VIN No : KNDJA723015

Model . . 42421  
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/22/02	W MD019	21093	A 01		HOLDER-CUP	17944
1/30/02	F MD019	19922	A 01	OIL BYPASS FILTER AS		17252
1/30/02	W MD019	19922	B 01	Front Muffler Assy (	CAT.CONV-MANIFOLD	17252
1/30/02	F MD019	19922	A 02	OIL BYPASS FILTER AS		17252
1/30/02	W MD019	19922	B 02	Catalytic Converter	CAT.CONV-MANIFOLD	17252
10/11/01	W VA014	78963	1 01	EGI Control Unit, R&	UNIT ASSY-CONT.EGI	13539
10/11/01	F VA014	78963	2 01	OIL BYPASS FILTER AS		13539
10/11/01	W VA014	78963	1 02	EGI Control Unit, R&	UNIT ASSY-CONT.EGI	13539
8/16/00	W 8103W	ACDYR	1 01	Wire Repair Time (Ma		1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

<b>Last name</b>	<b>First name</b>	<b>VIN of 2000 SPORTAGE 4X4</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJA7238Y56	K21499	25,000
<b>Clermontville VA</b>			<b>Dealer: NC009 Bob King Kia</b>	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 07/16/2001 12:05 PM US Mountain Standard Time JHirshfield  
AS 400 FILE :

Repair W Dealer Repair

Date	T No.	Order#	Ver	Repair	Labor Code	Canal Part	Mileage
6/14/01	W	NC009	68173	1		CRANK ANGLE SENSOR, SENSOR-CRANK ANGLE	24992
5/10/01	W	NC009	67173	1		WIRE HARNESS ASSY ( WIRING ASSY-FRT	21972
5/10/01	W	NC009	67173	2		WIRE HARNESS ASSY (	21972
12/15/00	W	NC009	63620	1		<b>FUEL TANK</b> ASSY, R&R TANK ASSY-FUEL	11435
12/13/00	W	NC009	63494	1		CAP-FILLER	11097

**CUST STATES:**

1. HE IS VERY HAPPY WITH BOB KING KIA IN NC
2. HIS SPORTAGE HAS BEEN GIVING HIM PROBLEMS,( HOLE IN **GAS TANK**, CEL, ETC—SEE HISTORY)
3. HE WAS STRANDED WITH THE CAR OVER THE WEEKEND DUE TO A LOOSE WIRE TO HIS ALTERNATOR AND HAD TO BE TOWED TO DEALERSHIP
4. HE FEELS HE CANT TRUST THE CAR AND WOULD LIKE KIA TO REPURCHASE HIS LEMON

**WRITER STATED:**

1. SEND COPY OF RO'S AND LETTER OF EXPLANATION FOR REPURCHASE TO KMA, IRVINE
2. I WILL FORWARD HIS CASE TO THE REGIONAL OFFICE FOR RESOLUTION

\*\*\* PHONE LOG 07/26/2001 06:46 AM US Mountain Standard Time MMyers Action Type:Incoming call  
Writer left message but kept getting cut off on answer machine. Will try again later.

\*\*\* PHONE LOG 07/26/2001 10:55 AM US Mountain Standard Time MMyers Action Type:Incoming call  
Customer returned call to SRCA.  
Customer states that vehicle has been in service 5 times.  
he does not feel comfortable driving car after being abandoned on highway.  
Writer told customer he would check with DPSM and ave mgr and return call.

\*\*\* NOTES 07/27/2001 07:55 AM US Mountain Standard Time SMarino Action Type:Manager review  
RECEIVED LETTER - CUSTOMER STATES SAME AS ABOVE, CUSTOMER IS REQUESTING BUY BACK

LETTER FORWARD TO THE SOUTHERN REGION FOR HANDLING

\*\*\* NOTES 07/30/2001 09:45 AM US Mountain Standard Time BStricklen Action Type:Manager review  
DPSM has reviewed cust comments. DPSM declines cust request for repurchase. Vehicle is out of BBB parameters for repurchase. Kin will honor remainder of factory warranty for verifiable defects.

\*\*\* CASE CLOSE 08/01/2001 09:15 AM US Mountain Standard Time MMyers

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238YS [REDACTED]	K21499	25,000
Clayville VA 24076			Dealer: NC009 Bob King Kia	

Lee Raines reviewed file.

Lee left message for Bob Strickland requested second look at file.

DPSM BS returned call to SRCA and stated that he met customer at dealership and test drove vehicle with him.

The customer's electrical concerns were for different issues.

The customer is out of parameters for a BBB settlement.

\*\*\* PHONE LOG 08/07/2001 02:16 PM US Mountain Standard Time MMyers Action Type:Outgoing call

Writer spoke to customer.

Customer said vehicle was running fine but he still did not understand why Kia did not give him any option to repurchase or trade the vehicle.

Customer did not remember test drive with DPSM but he said he had a lot on his mind.

Customer did not feel safe driving veh.

Writer instructed customer to call roadside ass. or servicing dealer if he had any future problems.

\*\*\* CASE CLOSE 08/07/2001 02:17 PM US Mountain Standard Time MMyers

2/27/06  
14:38:35  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
7/12/00

VIN No : KNDJA7238Y5 [REDACTED]

Model . . 42422  
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W</u>	<u>Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/16/03	W	VA030	48802	9 01	KNUCKLE/HUB ASS'Y RE	KNKLE & SHAFT W/OABS	76976
2/28/03	W	VA030	44316	2 01		SENSOR-OXYGEN	61983
2/28/03	W	VA030	44316	3 01	Engine Control Modul	UNIT ASSY-CONT. EGI	61983
2/28/03	W	VA030	44316	4 01	Air Flow Sensor Assy	METER-AIR FLOW	61983
10/10/02	W	NC009	81054	1 01	Wire Harness Assy (F	WIRING ASSY-FRT	52158
10/10/02	W	NC009	81054	2 01	Coolant By-Pass Pipe	HOSE-WATER BYPASS	52158
4/19/02	W	NC009	76004	1 01	Door Inside Handle A	HANDLE ASSY-IN., LH	38822
4/19/02	W	NC009	76004	2 01	Instrument Cluster A	A/T CIRCUIT ASSY	38822
4/19/02	W	NC009	76004	3 01	Wheel Hub Cap Assy,	CAP ASSY-CENTER, FRT	38822
4/01/02	D	NC009	75724	1 01	Hub Bearing (Front),	BRG-FRT, WHEEL, IN.	37879
7/16/01	W	NC009	69098	1 02	Engine Wiring Assy,	WIRING ASSY-ENG	25493
6/22/01	W	NC009	68331	1 01	Engine Wiring Assy,	WIRING ASSY-ENG	25374

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:38:35  
wsd079  
VIN No : KNDJA7238Y5

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAS  
KIAPROD  
7/12/00

In Service Date:

Model . . 42422  
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>
6/14/01	W	NC009	68175	1 01	CRANK ANGLE SENSOR,	SENSOR-CRANK ANGLE	24992
6/14/01	W	NC009	68175	2 01	EAT Control Unit, R&	UNIT-CONT.,EAT	24992
5/10/01	W	NC009	67173	1 01	Wire Harness Assy (F	WIRING ASSY-FRT	21972
5/10/01	W	NC009	67173	2 01	Instrument Wiring As		21972
12/15/00	W	NC009	63620	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	11435
12/13/00	W	NC009	63494	1 01		CAP-FILLER	11097
6/12/00	W	8104W	34730	G 01	Wire Repair Time (Ma		1
6/12/00	W	8104W	34730	1 01		HEAD LAMP,RH	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1999 SPORTAGE 4X2	Case Number	Mileage
		KNDJB7233X5606937	K138709	63,000
Miami FL 33056			Dealer: FL018 Coral Springs Kia	

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 02/06/2003 09:35 AM US Mountain Standard Time TShamburger  
Customer [REDACTED] (mother ) called:

1. my daughter owns this veh and she has a **FUEL TANK** leak
2. the vehicle is not covered under mfr warr any longer
3. but I feel the car repair should be covered.
4. I don't believe a 99 vehicle would need a new **GAS TANK**
5. my daughter does have some type of extra service thing
6. but obviously the dealer did think that extra serv contract would not cover the **FUEL TANK**.
7. I wanted to buy a Sorento but I guess i won't
- 8.. since you won't cover this

Wrt states:

1. Mfrn the vehicle if out of mfr warr will not be covered for repairs.
2. the vehicle has to be in mfr warr for the repair to be covered for mfr defects only.
3. if you feel your daughter has some type of ext warr the dealer would not know
4. this unless your daughter told them, the dealer can't bring up any ext warr information

Cust states:

1. Im sure my daughter told them she has this, but they did not cover the **GAS TANK**.
2. thank you, I see you can't help me
3. and I won't get the sorento

\*\*\* CASE CLOSE 02/06/2003 09:35 AM US Mountain Standard Time TShamburger

2/27/06

14:38:48

wsd079

VIN No : KNDJB7233X5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

5/07/99

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>
12/11/01	R FL024	36DU3	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	42636
8/10/01	R FL024	04705	B 01		CAT.CONV-MANIFOLD	35892
8/10/01	W FL024	04705	D 01	Brake Disc Plate (Fr	DISC-PLATE	35892
8/10/01	W FL024	04705	B 02	Catalytic Converter	CAT.CONV-MANIFOLD	35892
6/01/01	W FL024	86356	A 01	Fuel Tank Cap Assy,	CAP-FILLER	32318
6/01/01	W FL024	86356	B 01	Sunvisor Assy, R&R,	SUNVISOR, LH	32318
6/07/00	W FL024	93630	A 01	Power Window Regulat	CONTROLLER-LOCK, RH	15635
5/09/00	W FL024	86377	A 01		MIRROR-R.VIEW, IN.	14346
4/07/99	W 8104W	375201G	01	INTERIOR VEHICLE DET		1
4/07/99	W 8104W	3752011	01	ADJUST FUSE DOOR	COVER-HOLE	1
4/07/99	W 8104W	3752012	01	ADJUST FRONT DOOR	GUIDE-GLASS, A, RH	1
4/07/99	W 8104W	3752013	01	SAFETY BELT"A" (REAR)	BELT A-R., 1	1

More...

F3=Exit

F11=Summary/Detail



2/27/06

14:38:48

wsd079

VIN No : KNDJB7233X5 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKANURAB

KIAPROD

In Service Date:

5/07/99

Model . . 42222

Series . SPORTAGE

<u>Repair</u>	<u>W Dir</u>	<u>Repair</u>				<u>Causal Part</u>	<u>Mileage</u>
<u>Date</u>	<u>T No.</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>			
4/07/99	W 8104E	3752014	01	CLEAN LUG NUTS		PIPE S/TIRE CARRIER	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 EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238Y5 [REDACTED]	K399386	50,000
Sparta NJ 07871			Dealer: NJ015 Kia World of Denville	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 12/03/2004 11:58 AM TShamburger  
customer [REDACTED] called—

1. wanted to know why the **GAS TANK** is leaking
  2. i dont know with the veh being 5 yrs why the **GAS TANK** would be leaking  
wrt states
    1. kia does cover for defects while veh is under mfr warr
    2. veh is out of warr the basic for this veh is 3/36.000 , could not tell you why the **GAS TANK** is leaking
    3. dir could exp better, in the east coast though rust under veh from salt thrown on card is not covered by the corrosion.
    4. veh has two recalls outstanding:  
SC017 OWNER MANUAL STICKERS - 2000 S  
SC039 SEAT BELT
    5. recall covered by mfr.
- cust thanked wrt call ended.

2/27/06  
14:39:06  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/08/99

VIN No : KNDJA7238Y5

In Service Date:  
Model . . 42442  
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>
2/11/04	W	NJ015	17957	1 02	Brake Pipe (Front),	PIPE-VAC.	42047
8/02/01	W	NJ029	00650	1 01	KNUCKLE/HUB ASS'Y R&	SUB HUB KIT#2-W/OABS	23706
11/28/00	W	NJ029	92871	1 01	Heat Protector, R&R	SILENCER ASSY-MAIN	13193
9/30/99	W	8108B	W668441	01	DOOR, BUFFING		1
8/09/99	W	8108W	RB42241	01	INTERIOR VEHICLE DET		1
8/09/99	R	8108W	0256391	01	PUP69/AFFIX OBD INFO	OBD II INFO LABEL	1

Bottom

F3=Exit

F11=Summary/Detail

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

Page 1 of 1

Last name	First name	VIN of 1997 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7236V5 [REDACTED]	K81509	90,000
Sarnacia NY 11411			Dealer: NY036 Five Towns Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 05/17/2002 02:12 PM US Mountain Standard Time ERobinson  
CUST STATES:

1. OWN A 1997 Sportage EX 4x4 W/ 90K.
2. TOOK THE VEHICLE TO GOODYEAR AND THEY FOUND THAT THERE ARE HOLES IN MY **GAS TANK**.
3. THE **GAS TANK** IS RUSTING FROM THE INSIDE.
4. WILL KIA COVER THE COST.

WRT STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE
2. 3/36K BASIC LIMITED WARRANTY HAS EXPIRED, 5/60K POWER TRAIN HAS EXPIRED.
3. THIS VEHICLE BELONG TO THE CUST DUE TO THE MANUFACTURE WARRANTY HAS EXPIRED.
4. PARTS AND SERVICES AND WILL BE AT CUST'S OWN EXPENSE.
5. WRT WILL DOCUMENT CUST'S CONCERNS.

\*\*\* CASE CLOSE 05/17/2002 02:12 PM US Mountain Standard Time ERobinson  
WRT WILL DOCUMENT CUST'S CONCERNS

2/27/06

14:39:36

wad079

VIN No : KNDJA7236V5

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

10/20/97

Model . . 42442

Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
8/22/00	R	NY008	20222	1	UI SC014/CI23/CI24 CONN	WIRING ASSY-INJ	64782
12/07/98	F	NY001	87252	1	01 ENGINE OIL, CHANGE	FILTER,OIL	26711
12/07/98	W	NY001	87252	2	01 GENERATOR DRIVE BELT	V-BELT	26711
12/07/98	W	NY001	87252	3	01 ENG CONTROL MODULE,	EGR VALVE KIT	26711
5/22/98	W	NY001	76071	1	01 OTHER PROC. FOR FRT	CLIP-RH	14149
5/15/98	W	NY001	75623	1	01 THERMOSTAT COVER, RE	GASKET-THERMOSTAT	13749
3/06/98	F	NY001	71407	1	01 ENGINE OIL, CHANGE	FILTER,OIL	8092
3/06/98	R	NY001	71407	2	01 SC006 REAR HATCH DOO	KEY SUBSET-B/DOOR	8092
3/06/98	W	NY001	71407	3	01 SPARE TIRE CARRIER,R	LOCK-S/TIRE CARRIER	8092
8/01/97	W	8108W	R056611	01	ROOF, BUFFING	PANEL R.FENDER,RH	1
8/01/97	W	8108W	R056612	01	OTHER PROC. FOR HEAT	KNOB-TEMP	1
8/01/97	W	8108W	R056613	01	ADJUST IDLE SPEED		1

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:39:36  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
10/20/97

VIN No : KNDJA7236V5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
8/01/97	W 8108W	R056614	01	OTHER PROC. FOR WHEE	D/WHEEL-AL 6JJK15WDC	1
8/01/97	W 8108W	R056615	01	INTERIOR VEHICLE DET		1
8/01/97	W 8108B	WP840	1 01	OTHER PROC. FOR PAIN	PIPE-S/TIRE CARRIER	1

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7235W5 [REDACTED]	K1002302	175,617
Laurelton NY		Dealer: NY055 Kia of Bayside		

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 08/18/2005 07:35 AM US Mountain Standard Time ELeon

Received call from [REDACTED]

states:

1. My vehicle has been at the Kia of Bayside since May 16,05.
2. I'm getting the run a round.
3. They tell me its the fuel line and the **FUEL TANK**.
4. Its been in there too long.
5. Raphael is the person who I am dealing with.
6. Is there anything Kia can do?

Writer states:

1. I apologize that your having problems getting your vehicle service.
2. May I put you on hold while I'll call your dealer?

Writer placed customer on hold.

Writer called Kia of Bayside and left message for the service manager to call back.

Writer got back on line with the customer.

Writer states:

1. I called the dealership and was unable to contact the service manager.
2. The Kia of Bayside is an independent dealership and Kia has no control of them servicing your vehicle.
3. I suggest you call the general manager regarding your service.
4. I you do have 2 open recalls (SC010 & SC027).
5. You can have those done free of charge.
6. I can lodge a complaint on your behalf.

Customer states:

1. I tried to call them again and I am just getting the run around.
2. I think I'll have it towed to another dealership.

\*\*\* CASE CLOSE 08/18/2005 07:35 AM US Mountain Standard Time ELeon

\*\*\* PHONE LOG 08/18/2005 09:25 AM US Mountain Standard Time JTucson Action Type:Incoming call

Customer stated:

1. just called a little while ago.
2. is trying to get his vehicle back from the dlr.
3. the vehicle has been down since May.
4. There was a fuel leak.
5. Dlr Kia of Bayside replaced the tank, then the fuel lines, then some sensors, now it needs injector clips.
6. Just would like to get his vehicle back

Wtr stated:

1. Apologized.
2. Writer can contact the dlr, customer agreed to hold.
3. Writer called Kia of Bayside, spoke with Ralph he stated:
  - a. the svc mgr is not available.
  - b. vehicle has been down since May.
  - c. They replaced the tank, fuel lines, and now are going to put in the injector clips

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 3

<b>Last Name</b> [REDACTED]	<b>First Name</b> [REDACTED]	<b>VIN of 1998 SPORTAGE 4X4</b> KNDJA7235W5 [REDACTED]	<b>Case Number</b> K1002302	<b>Mileage</b> 175,617
<b>Laurelton NY</b>			<b>Dealer: NY055 Kia of Bayside</b>	

- d. The vehicle should be done tomorrow.
- 4. Wtr thanked dlr.
- 5. Writer informed customer that the dlr is putting in injector clips and the vehicle should be done tomorrow.

Customer thanked writer will call back if needed.

Writer provided case#.

\*\*\* CASE CLOSE 08/18/2005 09:26 AM US Mountain Standard Time JTusson  
Closed case pending customer call back.

\*\*\* PHONE LOG 08/29/2005 10:33 AM US Mountain Standard Time MEstrella Action Type:Incoming call  
CALLER STATES:

- 1.VEH BEEN AT DEALERSHIP FOR OVER 3 MONTHS
- 2.WHAT CAN BE DONE
- 3.HAVE CALLED YOU GUYS BEFORE BUT UNDERSTAND THE DEALERS ARE INDEPENDENT BUSINESSES
- 4.BUT HAVE ASKED FOR THE MANAGER THERE AND THEY ALL JSUT COVER FOIR ONE ANOTHER
- 5.NO ONE CLAIMS TO BE THE SVC MGR THERE
- 6.WILL HAVE TO CALL THE BBB BUT DO NOT WANT TO
- 7.HE IS NOT SURE WHAT ALL IS TAKING SO LONG .
- 8.HE THINKS MAYBE THE DEALER DOES NOT KNOW WHAT THE PROBLEM IS WITH THE FULE SYSTEM
- 9.SAYS THE SVC ADV TOLD HIM THEY ARE NOT REALLY A KIA DEALER ANYMORE

WRITER STATES:

- 1.APOLOGIZED
- 2.ADVISED THAT WE CAN CALL THE DPSM TO SEE IF HE CAN DISCUSS W/ DEALER WHAT IS TAKING SO LONG TO GET VEH REPAIRED
- 3.BUT UNFORTUNATLEEY, KMA DOES NOT OWN OR OPERATE DEALRSHIP AND NOT KMA PERSONNEL AND THIS IS AN INDEPENDENT BUSINESS ISSUE
- 4.BUT WRITER WILL CONTACT THE DPSM TO SEE IF HE CAN CHECK WITH THE DEALER ON HIS BEHALF
- 5.WRITER WILL CALL HIM /PROBABLY WITHIN THE NEXT 24 HRS, ONCE HEARS BACK FROM DPSM

\*\*\* EMAIL OUT \_MEstrella Action Type:External email

Send to:[VSAMPOGNE@KIAUSA.COM]

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1002302\_MEstrella\_08-29-2005113138.doc>>

\*\*\* PHONE LOG 08/31/2005 09:53 AM US Mountain Standard Time MEstrella Action Type:Outgoing call  
CALLED DPSM V SAMPOGNE

- 1.LEFT MSG
- 2.ADVISED OF CASE AS NOTED
- 3.ADVISED VEH DOWN OVER 3 MONTHS
- 4.INDEPENDENT BUSINESS ISSUE AND VEH WELL OUT OF MFR WARR, BUT VEH DOWN OVER 3 MONTHS



**Kia Motors America  
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7235W[REDACTED]	K1002302	175,617
Laurelton NY	[REDACTED]		Dealer: NY055 Kia of Bayside	

5. CUSTOMER SAYS NO ASSISTANCE FROM DEALER & NO MANAGER AVAILABLE AT DEALERSHIP  
6. ASKED FOR CB AT EXT 45359

\*\*\* EMAIL OUT\_MEstrella Action Type: External email

Send to: [VSAMPOGNE@KIAUSA.COM]

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<<File Attachment: \\copubs\Clarify\OBJCA\_Attachments\SendHistory\Case\_K1002302\_MEstrella\_08-31-2005105152.doc>>

\*\*\* PHONE LOG 08/31/2005 12:34 PM US Mountain Standard Time MEstrella Action Type: Incoming call

CALLER STATES: DPSM VITO SAMPOGNE

1. HE DID SPEAK TO THE TECH WORKING ON THIS VEH.

2. HE IS NOT SURE WHAT IS GOING ON W/ VEH

3. THEY HAVE REPLACED SEVERAL PARTS ON THE VEH BUT STILL NOT WORKING RIGHT

4. EVEN THOUGH IT IS AN OLDER VEH W/ HIGH MILEAGE AND THIS IS A CUSTOMER PAY ISSUE, HE WILL SEE IF HE CAN GET AN FTR TO CALL THIS TECH TO TRY TO WORK WITH THEM TO GET TO THE BOTTOM OF THE ISSUES

5. DPSM CAN GUESS THAT THE **FUEL TANK** MIGHT BE CLOGGED UP WITH A LARGE AMOUNT OF DEBRIS DUE, MAY BE CONTRIBUTING FACTOR

6. HE WILL TRY TO MAKE THAT HAPPEN FOR THE CUSTOMER

WRITER THANKED DPSM

\*\*\* PHONE LOG 08/31/2005 12:39 PM US Mountain Standard Time MEstrella Action Type: Outgoing call

CALLED CUSTOMER

1. LEFT VM, ADVISED DPSM IS GOING TO TRY TO HAVE FIELD TECH REP CALL DEALER TECH

2. ADVISED TO GIVE WRITER A CB AT EXT 45359 FOR DETAILS

\*\*\* PHONE LOG 09/08/2005 10:26 AM US Mountain Standard Time JProkopp Action Type: Incoming call

Writer contacted customer and left message requesting call back.

\*\*\* PHONE LOG 09/09/2005 07:49 AM US Mountain Standard Time JProkopp Action Type: Outgoing call

Writer contacted customer and left message requesting call back.

\*\*\* PHONE LOG 09/12/2005 06:59 AM US Mountain Standard Time JProkopp Action Type: Outgoing call

Writer attempted to contact customer. Voice mailbox was full.

\*\*\* CASE CLOSED 09/12/2005 06:59 AM US Mountain Standard Time JProkopp

2/27/06  
14:39:19  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD

VIN No : KNDJA7235W8

Model . . 42422  
Series . SPORTAGE

In Service Date: 7/23/98

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
5/09/00	R NY041	50819	1 01	SC014/CI23/CI24 CONN	WIRING ASSY-INJ	46990
9/27/99	W NY018	12324	1 01	EVAPORATOR, R&R	EVAPORATOR ASSY	31191
9/27/99	W NY018	12324	2 01	GASKET (Exhaust Pipe)	CAT.CONV-MANIFOLD	31191
9/27/99	W NY018	12324	3 01	R&R SPARE TIRE RELEA	RELEASE CABLE	31191
7/20/99	W NY018	12134	1 01	DISC PLATE, R&R, BOTH	DISC-PLATE	27389
7/20/99	W NY018	12134	2 01	OTHER PROCEDURES FOR	RING-O	27389
3/12/99	W NY018	11570	1 01	WHEEL BEARING (FRONT)	BRG-FRT, WHEEL, IN.	14198
3/01/99	W NY018	11627	1 03	OTHER PROCEDURES FOR	BATTERY-SPG 95-98	14198
2/08/99	W NY018	11548	1 01	PRESSURE TANK SENSOR	SENSOR-T/PRESS	13540
11/02/98	R NY018	11201	1 01	SC007 CHECK BRK LINE	PIPE-BRAKE, R.	6054
10/12/98	W NY018	11115	1 03	ACCELERATOR SENSOR, R	SENSOR-ACCEL	4020
8/24/98	W NY018	10936	1 01	ADJUST FRONT DOOR	CHAN-GLASS RUN, RH	213

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:39:19  
wsd079  
VIN No : KNDJA7235WS

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

In Service Date:

NAKAMURAB  
KIAPROD  
7/23/98

<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>
3/19/98	W 8108W	R231941	UI	COMPLETE VEHICLE DET		1
3/19/98	W 8108W	R231942	01	OTHER PROC. FOR REAR	CHAN-GLASS RUN,LH	1
3/19/98	W 8108W	R231943	01	OTHER PROC. FOR TURN	LAMP-F.COMB.,LH	1
3/19/98	W 8108W	R231944	01	OTHER PROC. FOR FRT	FACE-FRONT BUMPER	1
3/19/98	W 8108B	WP61191	01	LIFT GATE BUFFING		1

Bottom

F3-Exit

F11-Summary/Detail



**KIA MOTORS**

Printed By: BNetamur

# Consumer Assistance Center Case Report

Case Number - K339816

03/08/2008 01:46:46 PM

## Case Details

Title: Fuel contamination -- Pierce

VIN: KNDJBB23716 [REDACTED]

Mileage: 48000

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Service Decision

Case Type Level3: Dealer

Owner: [REDACTED]

Owner Email: [REDACTED]

## Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Rochester

State: NY

Zip: [REDACTED]

## Dealer Details

Code: NY069

Name: Premier Kia

## Case History

\*\*\* PHONE LOG 07/18/2004 12:24:26 PM (Local Time) BKelley Action Type:

Caller states:

1. Our veh was towed to the Kia dlrshp NY023 because it was hesitating
2. Asst SM Dave McKay told me there is a contamination
3. Dave asked if there may have been something put in the gas tank because there may have been something put in the veh
4. Dave said the gas tank, fuel pump, filters etc need to be replaced
5. Dave said he contacted Kia and they are willing to pay \$500 towards the repairs but I'm supposed to pay the rest and the repairs are \$1700
6. I think Kia should be covering all the repairs
7. I've been having this problem ever since I purchased the veh and I've brought my veh in several times to have it looked at

Wr states:

1. Updated contact info
2. No recall
3. Advised caller we will follow up with Kia dlrshp

We called NY023, SM Steve Ruzier states:

1. Veh has a fuel contamination
2. Veh needs gas tank, fuel injectors, fuel pump, fuel filter and gas lines cleaned out
3. We called Glen Vetzkin (DPGM) on this to see if any known problems had been found on this
4. Glen offered a goodwill assistance of \$500 towards these repairs even though it's contamination
5. Veh was here 5/10/04, 4k miles ago and the mass air flow sensor was replaced

We thanked SM for his assistance

Wr rmd to caller, states:

1. Advised caller of SM comments
2. Advised caller contamination is not a warrantable repair
3. Kia fac rep has auth one time goodwill assistance of \$500 towards repairs of veh

Caller states:

1. So because it was contamination there's nothing else I can do, right

Wr states:

1. Advised caller no assistance beyond goodwill of \$500 will be offered

\*\*\* CASE CLOSE 07/19/2004 12:24:27 PM (Local Time) BKelley Resolution Code = Information Given. Provided Info

\*\*\* CASE REOPENED 07/20/2004 02:02:35 PM (Local Time) MEstrella with Condition of Open and Status of Working.

## Case History

\*\*\* PHONE LOG 07/20/2004 02:15:15 PM (Local Time) MEsele Action Type: Incoming call

### Caller States:

1. The dealer is telling me this is my fault that there is contamination in the gas tank!
2. It is not my fault!
3. the dealer will not give me a straight answer as to what my car is 'supposedly contaminated with'
4. says that she should not have to pay for any of this, this is not her fault.

### Writer states:

1. advised read her case file
2. advised fuel contamination is not a warranty matter
3. advised it is issue for her insurance company to address
4. advised that can call dir to verify what type of contamination was found but either way, it is not a warrantable issue
5. advised it appears that the DPBM offered a one time goodwill ,customer satisfaction offer of \$500.00 to help her out in this , even though it is not a warranty matter - he offered to assist in this way.
6. advised warranty covers defects in material or workmanship , not fuel contamination that causes damage to parts
7. this is no ones fault ,other than the gas stations that might sell bad gasoline

### Called dir

### Writer states:

1. says dir will not tell her what type of contamination is found

### spoke to Dave

### Dave states:

1. atm is in a meeting now
2. says the veh is contaminated with rust, which is caused by moisture which is usually related to water in fuel , bad gasoline

### Writer states:

1. advised of Dave and dir statements
2. advised issue would be best addressed w/ her ins co to see if and how they might be able to help her in this
- 3.apologize if she says dir said it was her fault ; it is just something unfortunate that had happened and it is not a warranty issue - not a mfr defect

### Caller states:

1. will call dir back to get quote for ins co
2. thank you

\*\*\* EMAIL OUT 07/20/2004 02:17:34 PM (Local Time) MEsele Action Type: External email

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 948.085.5802 AND delete this email.

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<<File Attachment: %appdata%\Clarify\OB\_PCA\_Attachments\SendHistory\Case\_K339516\_MEsele\_07-20-2004142554.doc>>

\*\*\* CASE CLOSE 07/20/2004 02:18:36 PM (Local Time) MEsele Resolution Code = Referred to Ins. Co.

ref to ins co - not warranty issue - fuel contamination

\*\*\* CASE REOPENED 07/20/2004 02:30:00 PM (Local Time) CRouselee

with Condition of Open and Status of Working.

\*\*\* PHONE LOG 07/20/2004 02:54:42 PM (Local Time) CRouselee Action Type: Incoming call

### CUSTOMER STATES

1. IN SHOP FOR; ON FRIDAY; ENGINE STARTED STUTTERING.
2. THE SAME THING HAPPENED ON 6/10/4; CHANGED MASS FLOW SENSOR.
3. 6/3/2 THEY REPLACED FUEL HARNESS FOR CONDENSATION AND CORROSION.
3. 11/23/2 THEY REPLACED THE IDLE SPEED ACTUATOR.
4. IN JAN HAD A 30K MILE INSPECTION.
5. THEY WANT ME TO PAY FOR TANK, FILTER,
6. THEY WANT ME THEY SAID THEY WOULD PAY 600.00 DOLLARS AND I WOULD HAVE TO PAY THE REST.
7. THEY SHOULD HAVE FOUND THIS BEFORE.

### WRITER STATES:

1. SORRY FOR THE SITUATION.
2. THE WATER IN FUEL IS NOT THE FAULT OF THE VEHICLE OR KIA.
3. THE WATER COMES IN FROM OUTSIDE VIA THE FUEL INTRODUCES INTO THE VEHICLE.
4. CALLED AND LEFT MESSAGES FOR STEVE, GENERAL SERVICE MANAGER AND DPBM.

### CUSTOMER STATES

1. CUSTOMER WANTS TO KNOW HOW LONG SHE HAS TO ACCEPT THE OFFER.
2. GUESS I WILL CALL DEALER TOMORROW.

### STEVE STATES

1. GLEN OFFERED TO HELP.
2. HE DIDNT PUT A TANK FRAME. ON IT.

**Case History**

3. NATURALLY THE SOONER THE BETTER.
4. SHE CANNOT LET THE GO FOREVER; THERE ARE FACTOR

**WRITER STATES**

1. ADVISED STEVE CUSTOMER WILL BE CALLING DEALERSHIP TOMORROW.

\*\*\* CASE CLOSE 07/20/2004 02:55:20 PM (Local Time) CRountree Resolution Code = Information Given.

\*\*\* CASE REOPENED 07/21/2004 08:07:18 AM (Local Time) CRountree  
With Condition of Open and Status of Working.

\*\*\* PHONE LOG 07/21/2004 09:09:10 AM (Local Time) CRountree Action Type: Outgoing call

KEVIN DEVENPORT EASTERN REGION, STATES

1. CUSTOMER HAS UNTIL JULY 30, 2004 AT 9:00 AM. TO COME TO A DECISION.

**WRITER STATES**

1. WILL CONTACT CUSTOMER.
2. LEFT VOICE MESSAGE FOR CUSTOMER.

\*\*\* PHONE LOG 07/21/2004 09:38:28 AM (Local Time) CRountree Action Type: Outgoing call

WRITER STATES

1. CALLED CUSTOMER ABOUT STATUS OF REPAIR.

**ROOMMATE STATES**

1. SHE IS NOT IN
2. WILL GIVE HER A MESSAGE.

\*\*\* PHONE LOG 07/31/2004 08:52:20 AM (Local Time) CRountree Action Type: incoming call

CUSTOMER STATES

1. STATES FARM WAS GOING TO INSPECT THE VEHICLE.
2. DOERSCHEL SAYS 400.
3. STATES FARM FINISHED INSPECTION YESTERDAY.
4. DOERSCHEL K/A TOLD YESTERDAY IN WOULD COST 400.

**WRITER STATES:**

1. WILL CALL REGION AND FIND OUT IF THE OFFER IS STILL OPEN.
2. UNDER THE CIRCUMSTANCES YOU JUST FOUND OUT YESTERDAY, WHAT THE COST WILL BE.

\*\*\* PHONE LOG 08/03/2004 09:37:22 AM (Local Time) CRountree Action Type: Outgoing call

CUSTOMER STATES

1. CALLED TO FIND OUT IF THE OFFER STILL STANDS.
2. YOU WERE GOING TO CALL BACK.

**WRITER STATES**

1. LEFT VOICE MAIL WITH DPBM AND RA.
2. ASKED FOR CALL BACK.
3. GOT CUSTOMER CELL NUMBER WILL CALL HER BACK AFTER HEARING FROM DPBM OR RA.

\*\*\* PHONE LOG 08/03/2004 11:40:01 AM (Local Time) CRountree Action Type: incoming call

KEVIN, RA, EASTERN REGION STATES

1. THIS BELONGS TO PATRICK WOLFONG.
2. WILL PUT YOU INTOUCH WITH PATRICK'S VOICE MAIL.

**WRITER STATES**

1. LEFT MESSAGE FOR PATRICK.
2. ASKED FOR CALL BACK.

\*\*\* PHONE LOG 08/03/2004 02:48:28 PM (Local Time) CRountree Action Type: incoming call

CUSTOMER STATES:

1. WANT TO KNOW WHAT YOU FOUND OUT.
2. SUPPOSED TO PICK UP MY CAR.

**WRITER STATES**

1. CALLED PATRICK AT EASTERN REGION.
2. CALLED DEALER SPOKE TO DAVID, ASST SERVICE MANAGER MANAGER.

**DAVE, ASST SERVICE STATES:**

1. DPBM WAS GOING TO PAY 500 TOWARDS THE REPAIR.
2. HER AND THE INSURANCE WANTED JUST TO CLEAN THE TANK OUT AND FLUSH THE FUEL SYSTEM.
3. DRAINED TANK FLUSHED FUEL LINES CHANGED FUEL FILTER.
4. DEDUCTIBLE FOR INSURANCE IS 500
5. THE COST OF THE WORK CUSTOMER AND INSURANCE WANT DONE IS 480 DOLLARS.
6. TO DO THE WORK PROPERLY; IT WOULD COST 1700 DOLLARS.
7. 500 OFFERED BY DPBM WAS TOWARD REPLACEMENT OF FUEL FILTER, FUEL PUMP AND FUEL INJECTORS AND FLUSHING LINES AND A NEW FUEL TANK.

## Case History

### WRITER STATES

1. ADVISED CUSTOMER OF CONVERSATION WITH ASST SERVICE MANAGER DAVID.
2. ADVISED CUSTOMER, THE 500 DOLLARS WAS FOR THE FULL WORK REQUIRED TO FIX THE PROBLEM.
3. INFORMED CUSTOMER SINCE THE ENTIRE PROCEDURE WAS NOT AUTHORIZED TO BE DONE, THE OFFER DOESNT APPLY.

\*\*\* CASE CLOSE 08/03/2004 02:50:09 PM (Local Time) CRountrise Resolution Code = Information Given.

\*\*\* CASE REOPENED 08/04/2004 01:02:13 PM (Local Time) RHurtice with Condition of Open and Status of Working.

\*\*\* PHONE LOG 08/04/2004 01:03:02 PM (Local Time) RHurtice Action Type: Incoming call  
Customer stated:

1-I need to speak to Calvin please

Writer stated:

1-Advised Calvin was on the phone @ the moment but I will put him to Calvin's VM

\*\*\* CASE CLOSE 08/04/2004 01:03:16 PM (Local Time) RHurtice Resolution Code = Information Given.

\*\*\* CASE REOPENED 08/05/2004 10:18:09 AM (Local Time) CRountrise with Condition of Open and Status of Working.

\*\*\* PHONE LOG 08/05/2004 11:25:05 AM (Local Time) CRountrise Action Type: Outgoing call  
PAT, KMA EASTERN REGION, STATES

1. NEEDING CLARIFICATION ON WHAT CUSTOMER IS WANTING

### WRITER STATES:

1. EXPLAINED DAVE, THE ASST SERVICE MANAGERS COMMENTS.

### PAT, STATES

1. SOUNDS LIKE THE SITUATION IS RESOLVED WILL CALL GLEN AND EXPLAIN SITUATION
2. CALL ME BACK IF YOU HAVE HEARD FROM CUSTOMER.

\*\*\* PHONE LOG 08/05/2004 11:43:10 AM (Local Time) CRountrise Action Type: Outgoing call

### WRITER STATES:

1. CLEO PATRICK EXPLAINED THERE WERE NO MESSAGES FROM CUSTOMER.
2. LEFT MESSAGE FOR CALL BACK ON NEXT POSSIBLE STEP.

\*\*\* PHONE LOG 08/05/2004 08:53:07 AM (Local Time) CRountrise Action Type: Incoming call

FAT WOLFONG EASTERN REGION, STATES

1. IF SHE HAS NOT CONTACTED YOU.
2. YOU CAN CLOSE IT UNTIL SHE CONTACTS YOU.
3. SHOULD SHE THEN ASK FOR ASSISTANCE THEN WE WILL GO FROM THERE.
4. IF SHE NEVER LEFT A MESSAGE AND NOT CALLED BACK.
5. SHE MUST BE OK WITH THE ANSWER.

### WRITER STATES:

1. WILL CLOSE CASE PENDING FURTHER CONTACT.

\*\*\* CASE CLOSE 08/09/2004 08:54:04 AM (Local Time) CRountrise Resolution Code = Information Given.

\*\*\* CASE REOPENED 02/07/2005 10:44:22 AM (Local Time) CLausch with Condition of Open and Status of Working.

\*\*\* PHONE LOG 02/07/2005 10:44:31 AM (Local Time) CLausch Action Type: Incoming call  
cust called to advise

1. the gas tank needs to be replaced & the dealership said that this would be covered
2. now they are saying that his will not pay for this
3. the insurance co advised of the repair costs when the veh was to Dorshel Ida last year
4. Dorshel advised to have the tank replaced due to the fuel contamination but the ins co
5. only advised to flush the tank & that is what I authorized
6. now the dealership advised that the orig contamination issue was due to a seal on the top of the tank
7. now the warranty will not cover this gas tank repair due to the repairs that the other dealership did

writer called Fleisher Kia & spoke to Bob

1. bob has advised that this fuel tank was repaired at Dorshel Ida
2. what happened is that the screws were drilled out in the tank when the fuel sender was replaced
3. the screws should not have been replaced, this is not the correct repair, the tank should have been replaced
4. now the holes from the screws have rusted & the fuel is leaking out, this is causing the oil
5. this is not a warranty issue, this is a dealership repair issue
6. the claim Glen is going to goodfill the fuel sender but not the tank, this will be at the cust cost
7. thanks for telling us that this was actually the ins co that was advising the cust on what to repair on the veh

**Case History**

8. we would have done the same thing if this is what the cust wanted

writer thanked Bob for this info

writer advised cust

1. this all started on the veh when there was contaminated fuel, when the ldn dealer ship advised to
2. replace the fuel tank but the cust did not do this recommended work to the veh
3. then the dealership repaired what the cust aulthed to be done & no more than that
4. He cannot go back & re-diagnose what the veh needed when it was at Dorshel ldn
5. but this was not a warranty issue at Dorshel ldn, it was caused by contaminated gas
6. & now the damage to the gas tank was due to the fix that the cust wanted & aulthed
7. & this gas tank will not be cov

\*\*\* CASE CLOSE 02/07/2005 10:48:34 AM (Local Time) Clausch Resolution Code = Not Under Warranty.

**Attachments to Case:**

File Name

Location

Email Attachment 07/20/2004 01:16:29 PM

\\scopstar\Clarity\OBJCA\_Attachments\Send-History\Case\_K338815\_NEExtra\_07-20-2004142854.doc

\*\*\*\*\*End Case Report K338815\*\*\*\*\*



2/27/06  
14:39:53  
wmd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
8/16/01

VIN No : KNDJB623715 [REDACTED]

Model . . 42212  
Series . SPORTAGE

In Service Date:

8/16/01

<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>
5/25/05	W NY023	52508	1 01	Fuel Injector Insula	INSULATOR-FUEL DIST.	53864
2/01/05	W NY059	62598	1 01	Fuel Pump Assy and/o	PUMP ASSY-FUEL	48492
1/20/05	W NY059	61851	1 01	High Tension Cable A	CORD-H.T.	48126
1/20/05	W NY059	61851	2 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	48126
5/10/04	W NY023	53166	1 01	Air Flow Sensor Assy	METER-AIR FLOW	38089
2/09/04	W NY023	31075	1 01	Door Trim Panel Ass	WIRING ASSY-DOOR,DRI	34463
6/03/03	W NY023	71481	1 01	Wire Harness Assy (F	RELAY-MAIN	25154
5/19/03	W NY023	67743	1 01	Tie Rod End Assy, R&	ROD ASSY TIE,RH	25153
5/19/03	W NY023	67743	2 01	Wheel Alignment (2Wh	SPARE TRE-T115/70D15	25153
5/19/03	W NY023	67743	1 02	Tie Rod End Assy, R&	ROD ASSY TIE,RH	25153
3/27/03	W NY023	55838	2 01	Power Window Switch	SWITCH-P/W,MAIN	21161
3/27/03	W NY023	55839	1 01	Cigarette Lighter /	LIGHTER-CIGAR	21161

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:39:53  
wmd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAH  
KIAPROD

VIN No : KNDJB623715

Model . . 42212  
Series . SPORTAGE

In Service Date: 8/16/01

<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>
3/27/03	W NY023	55839	2	01 Cigarette Lighter /	LIGHTER-CIGAR	21151
11/22/02	W NY023	29190	1	01 Idle Speed Actuator	ACTUATOR-IDLE SPEED	17132
9/06/02	W NY023	10689	1	04 Door Window Regulator	REG.POWER-WINDOW,LH	14286
5/30/02	W NY023	88858	1	01 Door Power Window Re	REG.POWER-WINDOW,LH	10051
5/30/02	W NY023	88858	2	01 Door Body Side Weath	CHAN.-GLASS RUN A,LH	10051

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
[REDACTED]	[REDACTED]	KNDJA7236W3 [REDACTED]	K310517	65,432
Woburn MA 01801			Dealer: MA007 Herb Chambers Kia of	

**Case History**

Complaint Warranty

\*\*\* PHONE LOG 04/28/2004 11:17 AM US Mountain Standard Time CRountree

CUSTOMER STATES

1. 98 KIA SPORTAGE.

2. **FUEL TANK** RUSTED WAS LEAKING FUEL.

3. EXTENDED WARRANTY WOULD NOT COVER IT BECAUSE IT

4. VEHICLE AT PRIVATE.

5. NOT GOING TO FIGHT ANY MORE.

6. WRITING TO DLR OWNER AND BBB.

WRTR STATES

1. SORRY FOR THE PROBLEM.

2. ADVISED CUSTOMER SHE COULD ASK DLR FOR APPT WITH DPSM.

3. ADVISED CUSTOMER TO SPEAK TO SVCE MGR.

8/31/1998

\*\*\* CASE CLOSE 04/28/2004 11:18 AM US Mountain Standard Time CRountree

2/27/06  
14:40:07  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
8/31/98

VIN No : KNDJA7236W5 [REDACTED]

In Service Date:  
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>
3/05/03	R MA007	82511	1 01		BELT-A FRT, LH	54236
8/22/02	E MA007	68840	1 01	Idle Speed Actuator	ACTUATOR-IDLE SPEED	48337
4/29/02	D MA007	60267	1 01	KNUCKLE/HUB ASS'Y R&	SUB HUB KIT#2-W/OABS	44696
2/21/02	R MA007	55661	1 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	43026
12/11/01	G MA007	50784	1 02	Alternator Assy, R&R	ALTERNATOR	41126
5/11/01	W MA007	35999	1 01	Blower Motor (Front)	BLOWER MOTOR ASSY	24618
5/11/01	W MA007	35999	2 01	OIL SEAL, R&R	SEAL OIL	34618
5/11/01	W MA007	35999	1 02	Blower Motor (Front)	BLOWER MOTOR ASSY	34618
3/12/01	W MA007	31716	1 01	Catalytic Converter	PIPE & CAT CONV ASSY	32800
11/29/00	W MA007	25365	1 01		SILENCER ASSY-MAIN	29972
11/29/00	W MA007	25365	2 01	Water Pump Assy and/	GASKET-WATER PUMP	29972
10/25/00	R MA007	23241	1 01		CAT.CONV-MANIFOLD	28800

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:40:07  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
8/31/98

VIN No : KNDJA7236W5

Model . . 42442  
Series . SPORTAGE

In Service Date:

<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>
9/07/00	W	MA007	20343	1 03		CONSOLE ASSY-CTR	27400
7/20/00	W	MA007	17256	1 01		DOOR ASSY-FRT,RH	25800
5/15/00	W	MA007	13101	1 01	Center Channel & Gla	REG.ASSY-POWER,RHR	23700
5/11/00	W	MA007	12917	1 01	Door Upper Opening W	WTHSTP-BODY,RH	23600
5/11/00	W	MA007	12917	2 01	Door Upper Opening W	WTHSTP-DOOR,LH	23600
3/24/00	R	MA007	10030	1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	22296
3/24/00	W	MA007	10030	2 01	Console Lid, R&R	CONSOLE ASSY-CTR	22296
3/24/00	W	MA007	10030	3 01	Door Belt Inside Wea	DRIP WTHSTP,RH	22296
11/09/99	W	MA007	2369	1 01	FENDER(FRONT),COLOR-	FRT.GARNISH ASSY, RH	15433
10/29/99	W	MA007	1653	1 01	FENDER(FRONT),REFINI	FENDER ASSY-FRT,RH	15432
10/25/99	R	MA007	1434	1 01	SC009 KNUCKLE/HUB AS	SEAL-OIL	15300
10/25/99	W	MA007	1434	2 01		DISC-PLATE	15300

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:40:07  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

VIN No : KNDJA7236W5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

In Service Date: 8/31/98

<u>Repair Date</u>	<u>W Dlr</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/30/99	W	MA007	90504	1	DI SPARE TIRE CARRIER A	PIPE-S/TIRE CARRIER	14200
8/10/99	W	MA007	87458	A	01 WASHER PIPE & HOSE, R	HOSE-WASHER	11800
8/10/99	W	MA007	87458	B	01 R&R SPARE TIRE RELEA	RELEASE CABLE	11800
12/22/98	W	MA007	74524	A	01 ANTENNA ASSEMBLY, R&R	ANTENNA ASSY	3988
12/03/98	W	MA007	73862	A	01 BACK DOOR STRUT (4DR)	STAY-DAMPER ASSY, RH	3381
11/06/98	R	MA007	72587	A	01 SC007 CK AND ADJUST	PIPE-BRAKE, R.	2530
9/02/98	W	MA007	69381	C	01 BACK DOOR STRUT (4DR)	STAY-DAMPER ASSY, RH	114
6/19/98	W	8108W	R337941	01	COMPLETE VEHICLE DET		1
6/19/98	W	8108W	R337942	01	PARKING BRAKE, CHECK	LEVER ASSY-P/BRAKE	1
6/19/98	W	8108B	W114691	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 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7231Y5 [REDACTED]	K348297	47,200
Hopewell Jct NY			Dealer: NY019 Heart Kia	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 08/05/2004 01:06 PM US Mountain Standard Time YLabarca

CUSTOMER STATES

1 I JUST PURCHASED

2 ALL THE GAS POURED OUT OF IT

3 THE FUEL PUMP, AND PICK UP TUBE IS BROKEN AND THE **GAS TANK** RUSTED

4 WHEN THEY REMOVED THE SCREWS THE BROKE THE TANK BECAUSE WAS RUSTED

5 THEY TOLD ME IT WASNT COVERED

6 I SPOKE TO STEVE

7 IM REQUESTING FOR IT TO BE COVERED

8 ITS BEEN TWO DAYS SINCE THEY HAD MY VEHICLE

WRITER STATES

1 APOLOGIZED TO THE CUSTOMER

2 ASKED IF SHE COULD HOLD WHILE I CALL THE DEALERSHIP

\*\*\* PHONE LOG 08/05/2004 01:13 PM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CALLED THE DEALERSHIP AND GONE FOR THE DAY

\*\*\* PHONE LOG 08/05/2004 01:14 PM US Mountain Standard Time YLabarca Action Type:Incoming call

WRITER GOT BACK TO CUSTOMER

WRITER STATED

1 THE SERVICE DEPARTMENT IS GONE FOR THE DAY

2 ADVISED THAT THE REPAIR WONT BE COVERED UNDER WARRANTY

3 ADVISED OF PTW TERMS

4 ADVISED TO CALL HER EXTENDED WARRANTY COVERAGE

CUSTOMER THANKED WRITER

\*\*\* PHONE LOG 08/05/2004 01:14 PM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CALLED DEALERSHIP AND SPOKE TO THE SERVICE MANAGER

\*\*\* CASE CLOSED 08/05/2004 01:14 PM US Mountain Standard Time YLabarca

2/27/06  
14:40:23  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
2/24/00

VIN No : KNDJA7231Y5

Model . . 42442  
Series . . SPORTAGE

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/29/05	S	NY019	47858	1 01	Belt-V or Drive Belt	BELT-V	58593
2/01/05	W	NY019	45097	1 01	Rear Axle Casing, R&	BRG-RR.WHEEL	57224
2/01/05	W	NY019	45097	2 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	57224
8/29/02	W	MA001	93966	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	31704
4/20/01	W	FL025	82921	1 01		WIRING ASSY-DOOR,DRI	14117
4/17/01	W	FL025	82655	1 01	Audio Assy, R&R	ETR MECH.DECK	14031
4/17/01	W	FL025	82655	2 01	Brake Disc Plate (Fr	DISK ASSY	14031
10/13/99	W	8108W	R970561	01	INTERIOR VEHICLE DET		1
10/13/99	W	8108W	R970562	01	PARKING BRAKE,CHECK	LEVER ASSY-P/BRAKE	1
10/13/99	W	8108B	W752111	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 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7231Y [REDACTED]	K324401	32,623
Corynghan PA [REDACTED]			Dealer:	

**Case History**

**Complaint Quality**

\*\*\* PHONE LOG 06/11/2004 07:17 AM US Mountain Standard Time ERuiz

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

1. I HAD NOTHING BUT PROBLEMS W/ THIS CAR.
2. I HAVE A BAD GASOLINE SMELL.
3. I NOTICE THE THE **FUEL TANK** WAS LEAKING GASOLINE.
4. YOU HAVE TO DO SOMETHING ABOUT IT.
5. HOW ABOUT IF MY WIFE WAS DRIVING THIS CAR.
7. I AM GOING TO TAKE YOU TO COURT AND SUIT ALL .....

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS OUT OF WARRANTY.
3. ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALER FOR INSPECTION.
4. HOWEVER, THE VEHICLE'S INSPECTION AND REPAIR WILL BE AT HIS OWN EXPENSE.
5. CUSTOMER DOESN'T HAVE AN ESC.
6. CALLER GOT IRATE AND DISCONNECTED.

\*\*\* CASE CLOSE 06/11/2004 07:17 AM US Mountain Standard Time ERuiz

2/27/06  
14:40:34  
wmd079  
VIN No : KNDJA7231Y5

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

NAKAMURAB  
KIAPROD  
In Service Date: 6/27/00

<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>
6/11/04	W	PA037	99812	1 02	Fuel Tank Assy, R&R	TANK ASSY-FUEL	32623
4/21/03	W	PA037	89521	1 01	Windshield Wiper Mot	LINK ASSY-F.WIPER	23400
4/21/03	W	PA037	89521	2 01	Blower Motor (Front)	BLOWER MOTOR ASSY	23400
4/21/03	W	PA037	89521	3 03	Radiator Assy, R&R (	RADIATOR ASSY	23400
3/18/03	W	PA037	88652	2 01		SILENCER ASSY-MAIN	22050
12/02/99	W	8108W	Z016251	01	INTERIOR VEHICLE DET		1
12/02/99	W	8108W	Z016252	01	OTHER PROCEDURES FOR	LEVER ASSY-P/BRAKR	1
12/02/99	W	8108B	B015261	01	ROOF, BUFFING		1
12/02/99	R	8108W	0314651	01	PUP72 REPL CENTER PA	PANEL ASSY-CTR	1

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723715 [REDACTED]	K383646	64,050
Niles IL		Dealer: IL001 Arlington Kia in Palestine		

**Case History**

Inquiry Other

\*\*\* PHONE LOG 10/25/2004 03:24 PM TMorales

Cust stated:

1. Last week had a flat tire and had R/A come out and when he was lifting the rear of the car and he broke the license plate holder
2. The cust also asked if he was too close to the **GAS TANK** and he said no like the cust was a dumb blonde
3. Now the cust tried to put gas and there is a leak now in the **GAS TANK**; have called R/A to have the veh towed to the dir
4. This has happened before; damage from R/A ; what does cust have to do to get it fixed
5. Why hasn't anyone caught the fact that the records are wrong in not showing cust as the original owner

Writer advised cust:

1. Apologized for the problem w/ the veh
2. Explained that the cust can file a claim w/ KIA claims
3. Explained how the dir might have mistakenly sent in the wrong original cust info
4. Explained that KIA can correct if cust can fax sales contract to writer; writer would then forward to correct dept to have this protected info corrected
5. Provided cust w/ writer fax number and instruction to mark attn Tom
6. Transferred cust at request to KIA claims queue and advised cust will call back upon receipt of fax (cust agreed)

Case closed pending receipt of fax

\*\*\* CASE CLOSE 10/25/2004 03:24 PM TMorales

\*\*\* NOTES 10/29/2004 01:32 PM TMorales Action Type:Manager review  
Writer received fax from [REDACTED] but the vin number was not legible.

\*\*\* PHONE LOG 10/29/2004 01:33 PM TMorales Action Type:Outgoing call

Writer called cust and lvm stating:

1. Sorry but the fax is not legible; in particular the vin
2. Believe it is the fax machine used as bands of lines appear to be missing
3. Please refax
4. Verified fax and writer number

\*\*\* NOTES 11/01/2004 10:56 AM TMorales Action Type:Manager review  
Writer received a more legible fax of sales contract from customer

\*\*\* NOTES 11/02/2004 03:00 PM TMorales Action Type:Manager review

Writer forwarding to NCA because:

1. RDR change requested by customer; claims to be original owner
2. Cust has faxed sales contract (attached to case)

\*\*\* NOTES 11/12/2004 08:31 AM Pacific Daylight Time ARomo Action Type:Manager review

File dispatched to RCA to:

1. Follow-up with Regional Marketing Manager to ensure RDR is corrected/changed
2. Contact customer to advise that change has been completed & file closed
3. Writer to dispatch case to the region for further handling
4. All documents are being forwarded to the Region via interoffice mail.

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723715 [REDACTED]	K383646	64,050
Niles II [REDACTED]			Dealer: IL001 Arlington Kia in Palatine	

Thanks

\*\*\* NOTES 11/12/2004 01:43 PM Central Daylight Time MRivas Action Type:Meeting  
WTR ACCEPTED FILE THIS DATE FOR RDR F/UP.  
WTR WILL F/UP WITH REGIONAL MANAGER; MIKE HELGESEN ON 12/10/04 IF RDR HAS NOT BEEN UPDT.

\*\*\* COMMIT 11/12/2004 01:44 PM Central Daylight Time MRivas Action Type:Callback Required

\*\*\* PHONE LOG 11/29/2004 05:01 PM Central Daylight Time MRivas Action Type:Incoming call  
WTR CALLED CUST @ 847/308-1964 & THERE WAS NO ANSWER, NOR VM AVAILABLE.

WTR CALLED CUST @ 847/795-1964 & LEFT VM MESSAGE ADVISING:  
1. RDR UPDT HAS BEEN COMPLETED  
2. RECORDS SHOW CUST AS ORIGINAL OWNER  
3. IF ANY ? RE: RDR UPDT PLEASE CALL WTR BACK  
WTR LEFT C/B# & EXT.  
WTR WILL ATTEMPT CALLING CUST BACK ON 11/30/04 TO ENSURE MESSAGE WAS RCVD.

\*\*\* PHONE LOG 12/01/2004 11:43 AM Central Daylight Time MRivas Action Type:Outgoing call  
WTR LEFT VM MESSAGE FOR CUST @ 847/308-1964 ADVISING:  
1. RDR HAS BEEN UPDT'D  
2. RECORDS SHOW CUST AS ORIGINAL CUST  
3. IF ANY ? OR FURTHER PLEASE C/B  
WTR THANKED CUST FOR HER PATIENCE.

\*\*\* CASE CLOSE 12/01/2004 11:43 AM Central Daylight Time MRivas

2/27/06  
14:40:44  
wbd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
10/01/01

VIN No : KNDJA723715 [REDACTED]

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

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/05/03	W ILO24	45420	1 01	Ignition Coil Assy,	COIL-IGNITION	48297
7/05/03	W ILO24	45420	2 01	Brake Disc Plate (Fr	DISC-PLATE	48297
11/30/02	W ILO24	53803	1 01	Door Power Window Re	REG.POWER WINDOW,LH	42058
4/27/02	W ILO24	36907	1 01	Radiator Assy, R&R (	RADIATOR ASSY	25044
4/27/02	W ILO24	36907	A 01	Radiator Assy, R&R (	RADIATOR ASSY	25044
1/19/02	W ILO24	36053	1 01	Audio Assy, R&R	ETR MECH.DECK	10199
12/15/01	W ILO24	49199	1 01	Door Window Regulato	REG.POWER WINDOW,LH	5710
12/15/01	W ILO24	49199	2 01		SHORT ENGINE	5710
6/19/01	W 8103W	AI6EC	1 01	Wire Repair Time (Ma		1
6/19/01	W 8103W	AI6EC	2 01	CIGAR LIGHTER, R&R	LIGHTER-CIGAR	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 EX 4X4	Case Number	Mileage
Hyde Park NY		KNDJA7236Y5	K347461	64,000
			Dealer: NY019 Heeri Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/04/2004 09:40 AM JHirschfield  
caller:

1. her **GAS TANK** is leaking gas and it is caused by rust
2. she has an extended warranty, but she sent an inspector out and they declined the repair also "they don't cover rust"
3. this car is not that old—and this gas leak is a safety hazard
4. NY019 has told her they see this problem a lot in these cars

wr

1. agree that gasoline leaking could be a potential safety concern
2. however rust is an environmental factor and probably due to the salted roads and winter conditions
3. her warranty was for 3/36 for these types of concerns and she is far beyond that
4. would like to speak with svc mgr and confirm the situation

cust:

1. she is friends with them all and doesn't want to get them annoyed at her  
wr assured cust there was no reason for them to be mad—just seeking clarification  
wr spoke with Steve, svc mgr @ NY019 who stated:
  1. the sending unit has rusted and a bolt snapped off—only way to repair it is by replacing the whole tank
  2. it is just the nature of the environment in that area
  3. he has seen it a few times in the past few years—simply rusted—probably from the salted roads, etc

wr reiterated to cust what Steve had stated  
cust thanked wr for the info

\*\*\* CASE CLOSE 08/04/2004 09:40 AM JHirschfield

\*\*\* PHONE LOG 08/04/2004 01:28 PM US Mountain Standard Time TShamburger Action Type: Incoming call  
customer Mr. Rand (father) called

1. my daughter cannot pass the fed emission test
2. because the **GAS TANK** is leaking
3. there is rust but i think kia should make veh that will not rust like this
4. the dlr said its common for area
5. but i think other veh dont rust

wrt states

1. im sorry sir but rust is from the environment in the area
  2. the state throws down salt on the roads which can rust veh
  3. that is why individual rinse veh down in area to get the rust off
  4. or add undercoating in the winter to save the underneath parts of veh
  5. mfr warr covers for factory defects not wear and tear from the elements
- cust thanked wrt call ended.

\*\*\* CASE CLOSE 08/04/2004 01:28 PM US Mountain Standard Time TShamburger

2/27/06  
14:40:57  
wsd079  
VIN No :

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
10/21/99

In Service Date:

KNDJA7236Y5

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>
12/09/05	R NY019	58615	3 01		BELT-A FRT, LH	84946
1/03/03	W NY019	07562	1 01	Brake Wheel Cylinder	VALVE-SOL.	33018
1/22/02	W NY019	90793	1 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	32588
6/22/01	W NY019	81599	1 01	Heated Oxygen Sensor	SENSOR-OXYGEN	25129
9/21/00	W NY019	70634	1 01	Exhaust System Repos	SILENCER ASSY-MAIN	11174
8/25/00	W NY019	69511	1 01	Belt-V or Drive Belt	BELT-V	10056
10/29/99	W NY019	59127	1 01	RADIATOR, R&R	RADIATOR	265
9/03/99	W 8108W	R934881	01	INTERIOR VEHICLE DET		1
9/03/99	W 8108W	R934882	01	PARKING BRAKE, CHECK	LEVER ASSY-P/BRAKE	1
9/03/99	W 8108B	W493711	01	FRONT BUMPER, BUFFIN		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]	kndja7239y5 [REDACTED]	K103210	31,940
New Lebanon OH [REDACTED]			Dealer: OH029 Matt Castrucci Kia	

**Case History**

Complaint Warranty

\*\*\* PHONE LOG 08/26/2002 08:25 AM US Mountain Standard Time TShamburger customer called:

1. cust states his **FUEL TANK** leaked through the seal
2. and it soaked his rug and seatbelts.
3. the dealer is ordering a fuel sending unit.
4. the seal was tighten at a private garage
5. I pulled out the rug because it was really stink
6. Tim at the dealer told me to call you to try and get the rug replaced.

Wrt states:

1. advised cust to speak to the SM at the dealer.
2. the SM can actually call his district mgr to see if this is something kia could cover.
3. Tim might not have known the procedures.
4. I would have to call the SM anyway to asked him about this situation so he could call his kia rep.
5. cust said, he will speak to the SM
6. cust thanked wrt
7. wrt states I can touch base w/sm but it would not be until tomorrow.

\*\*\* PHONE LOG 08/28/2002 12:06 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called Matt Castrucci Kia and spoke to SM Steve regarding this cust rug and seatbelt.
2. SM states Tim did talk about this and I will bring it up with Don DPSM.
3. wrt thanked SM

\*\*\* CASE CLOSE 08/28/2002 12:06 PM US Mountain Standard Time TShamburger Referred to dealer.



2/27/06

14:41:08

wsd079

VIN No : KNDJA7239Y9

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

7/22/00

Model . . 42422

Series . SPORTAGE

Repair Date	W Dlx T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
9/20/02	W OH029	74048	1 01	Fuel Pump Assy and/o	TANK ASSY-FUEL	32981
9/11/02	W OH029	73319	1 01	Seat Belt (Rear), R&	BELT B-R., LH	32603
9/11/02	W OH029	73319	2 01	Window Plate & Lens	WINDOW PLATE ASSY	32603
9/11/02	W OH029	73319	3 04	Ignition Coil Assy,	COIL-IGNITION	32603
8/23/02	W OH029	72046	1 01	Ignition Coil Assy,	COIL-IGNITION	31940
8/23/02	W OH029	72046	2 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	31940
12/08/00	W OH029	31184	1 01	Door Power Window Re	W/REG.POWER-FRT., LH	8760
12/08/00	W OH029	31184	2 01	Spark Plug Assy, R&R	SPARK PLUG	8760
12/08/00	W OH029	31184	3 01	Thermostat Assy, R&R	THERMOSTAT SET	8760
12/08/00	W OH029	31184	4 02		WIRING ASSY-INJECTOR	8760
11/21/00	F OH029	30115	1 01	Engine Oil Filter As		7711
4/10/00	W 8103W	A00T9	3 01	Tire Assy or Wheel A	WHEEL-DISC, ALUMI.	1

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:41:08  
wsd079  
VIN No :

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD  
7/22/00

KNDJA7239Y8 [REDACTED]

Model . . 42422  
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>			
3/14/00	W 8103W	A00T9	1 01	Wire Repair Time (Ma		1
3/14/00	W 8103W	A00T9	2 01		CHAN-CENTER, RH	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]	KNDJA7236Y5 [REDACTED]	K191739	24,280
Malone NY [REDACTED]			Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 07/18/2003 06:48 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. I HAD MY MUFFLER REPLACED IN DEC. OF LAST YEAR.
2. IT IS GIVING ME PROBLEMS AGAIN
3. I WOULD LIKE TO KNOW IF THIS IS UNDER WARRANTY

WRITER STATES.

1. THE WARRANTY COVERS DEFECTS IN MATERIAL AND WORKMANSHIP
2. THE MUFFLER IS COVERED UNDER THE BASIC LIMITED WARRANTY WHICH IS STILL ENFORCE ON THE VEHICLE.
3. YOU WOULD NEED TO GET IT DIAGNOSED BY A KIA DEALERSHIP
4. IF IT IS DEFECTIVE IT WOULD BE COVERED.

\*\*\* CASE CLOSE 07/18/2003 06:48 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 07/28/2003 05:15 AM US Mountain Standard Time CHamilton Action Type: Incoming call  
Caller states:

1. **FUEL TANK** rusted off, when try to start it, fuel pours out of it
2. Called r/s, they told me to call 911 or the fire dept
3. We were close to my house, so we pushed it home
4. r/s told me to call police or 911
5. Also, my muffler has fallen off—spoke to someone there before about this
6. Have an appt on Wednesday for this issue
7. Have had this problem since I bought it
8. Tried to go lemon law, but was turned down
9. Need to get this veh towed to dir, how can I do this with my r/s

Wtr states:

1. Updated name and address
2. Recall outstanding SC017
3. Man warr is for man defects
4. Wtr unsure about r/s coverage this issue
5. Provided case number

Placed caller on hold, called r/s, spoke to Robert

Wtr states:

1. Customer wants info re towing
2. States **FUEL TANK** rusted off
3. What is procedure

Robert states:

1. If veh is leaking fuel, most tow vendors will not take until veh is secure
2. Advise to contact fire dept, they can secure or drain tank, then r/s will tow
3. When call with fuel leak, always have to have fire dept come out first

Placed Robert on hold, returned to caller and stated:

1. R/S will tow to nearest Kia dir once veh is secured
2. Will need to call fire dept first to ensure fuel is not leaking
3. Robert in r/s will give you this info and arrange the tow
4. Provided case number and case mgr ext

Warm transfer to Robert in r/s

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

<b>Last name</b>	<b>First name</b>	<b>VIN of 2000 SPORTAGE 4X4</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJA7236YS [REDACTED]	K191739	24,280
<b>Malone NY</b>	[REDACTED]		<b>Dealer:</b>	

\*\*\* CASE CLOSE 07/28/2003 05:15 AM US Mountain Standard Time CHamilton

2/27/06  
14:47:28  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
9/25/00

VIN No : KNDJA7236YS



Model . . 42422  
Series . SPORTAGE

In Service Date:

Repair Date	W Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
8/07/03	W VT001	67482	1 01	DI KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OAHS	24806
7/29/03	W VT001	67209	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	24501
7/29/03	W VT001	67209	2 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	24501
8/07/02	W VT001	55771	1 01	Belt-V or Drive Belt	BELT-V,RIBBED	16965
7/30/02	W VT001	55453	1 01		RELEASE CABLE	16964
7/30/02	W VT001	55453	2 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	16964
7/30/02	W VT001	55453	3 01		NOZZLE-WASHER	16964
1/21/02	W VT001	49284	1 01	Blower Motor (Front)	BLOWER MOTOR ASSY	10284
12/07/01	W VT001	48177	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	9463
9/20/01	W VT001	45944	1 02	Seat Belt (Rear), R&	BELT-R.SIDE,RH	7705
9/12/01	W VT001	45714	1 01	Electric Horn, R&R,	HORN-ELEC.,L.TONE	7910
9/12/01	W VT001	45714	2 01		BELT-R.SIDE,RH	7910

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:47:28  
wmd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD  
9/25/00

VIN No : KNDJA7236Y5 [REDACTED]

Model . . 42422  
Series . SPORTAGE

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/12/01	W VT001	45714	1 02	Electric Horn, R&R,	HORN-ELEC., L.TONE	7910
9/12/01	W VT001	45714	2 02		BELT-R.SIDE,RH	7910
9/12/01	W VT001	45714	1 03	Electric Horn, R&R,	HORN-ELEC., L.TONE	7410
9/12/01	W VT001	45714	2 04		BELT-R.SIDE,RH	7410
4/28/01	F NY029	40170	1 01	OIL BYPASS FILTER AS		3220
4/28/01	W NY029	40170	2 01	Wire Harness Assy (F	FUSE, 30A	3220
3/14/00	W 8108W	Z1548	1 01		TRIM-F.DOOR, LH	1
3/14/00	P 8108W	Z1548	7 01	Spot Repair		1
1/13/00	W 8108W	C235921	01	INTERIOR 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 1998 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237WS [REDACTED]	K1002504	66,492
PENSUAKEN NJ			Dealer: NJ002 Maple Shade Kia of	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/18/2005 12:11 PM US Mountain Standard Time BBrown  
CUST STATES

- 1 I HAVE BEEN SMELLING GAS FOR THE PAST COUPLE OF MONTHS
- 2 I HAVE FOUND THAT THE **GAS TANK** IS RUSTING THRU
- 3 THE SKID PLATE UNDER THE TANK IS ALL RUSTED; MAPLE SHADE KIA OF TURNERSVILLE DIAGNOSED THE PROBLEM
- 4 JIM (SM) AT NJ002 SAID HE WOULD CALL HIS REP BUT I HAVE NOT HEARD FROM HIM

WRITER STATES

- 1 APOLOGIZED
- 2 BUT THE WARRANTY ON TERMS OF THE LBW ARE 3/36; YOU ARE WELL OVER THAT

CUST STATES

- 1 THIS IS NOT SUPPOSED TO HAPPEN AND IT IS VERY DANGEROUS; A FIRE HAZARD
- 2 KIA SHOULD STEP UP HERE AND ASSIST

WRITER STATES

- 1 I WILL PRESENT YOUR CASE TO THE KIA REP BUT I CAN MAKE YOU PROMISES
- 2 I WILL CONTACT CUST AFTER A DECISION IS MADE

\*\*\* PHONE LOG 08/19/2005 09:40 AM US Mountain Standard Time BBrown Action Type: Incoming call

JIM (SM) AT MAPLE SHADE KIA STATES

- 1 THIS VEH HAS A RUSTY TANK, CUST HAS A HITCH SO I BET HE PROBABLY TOWSS A BOAT OR SOMETHIG
- 2 DPSM ROB KEALEY HAS ALREADY DECLINED COVERAGE; I CONTACTED HIM FOR THE CUST RIGHT AWAY
- 3 CUST IS TOO FAR OUT OF WARRANTY

\*\*\* PHONE LOG 08/19/2005 09:51 AM US Mountain Standard Time BBrown Action Type: Incoming call

WRITER STATES TO CUST

- 1 JIM(SM) AT MAPLE SHADE STATES THAT THIS IS NOT A DEFECT CAUSING THE VEH TO RUST
- 2 DPSM ROB KEALEY HAS DECLINED COVERAGE BASED ON THE FACT THAT THE WARRANTY EXPIRED 4 YEARS AGO

CUST STATES

- 1 OK I DO NOT AGREE W/ THIS DECISION AND IF I HAVE TO I WILL GO TO THE STATE OF NJ AND ALSO FOX NEWS NETWORK

\*\*\* CASE CLOSE 08/19/2005 09:52 AM US Mountain Standard Time BBrown

2/27/06  
14:47:44  
wmd079  
VIN No : KNDJA7237W5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
8/13/98

In Service Date:

Model . . 42422  
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
3/25/03	R	NJ002	15461	1 01		BELT A-FRT,LH	45697
7/05/02	R	NJ002	14408	1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	36485
7/05/02	R	NJ002	14408	2 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	36485
7/05/02	D	NJ002	14408	3 02	Steering Knuckle (Fr	SUB HUB KIT#2-W/OABS	36485
9/21/00	W	NJ002	12114	2 01	Door Power Window Re	REG.ASSY-POER,LH L	20862
9/21/00	R	NJ002	12114	1 01		CAT.CONV-MANIFOLD	20862
9/08/99	R	NJ002	10967	1 01	SC009 KNUCKLE/HUB AS	SEAL-OIL	8597
8/11/99	W	NJ002	10703	1 01	PRE SILENCER,R&R	GASKET-EXH.PIPE	8584
8/11/99	W	NJ002	10703	2 01	OTHER PROCEDURES FOR	WIRING ASSY-INST.	8584
12/09/98	W	NJ002	10272	1 01	OTHER PROCEDURES FOR	CLIP-LH	3756
10/22/98	R	NJ002	10157	1 01	SC007 CHECK BRK LINE	PIPE-BRAKE,R.	3662
8/14/98	W	NJ002	1014641	01	BATTERY,R&R	BATTERY-SPG 95-98	10

More...

F3=Exit

F11=Summary/Detail



2/27/06  
14:47:44  
wsd079  
VIN No : KNDJA7237W5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD  
8/13/98

In Service Date:

Model . . 42422  
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>
8/14/98	W	NJ002	1014642	01	WHEEL ALIGNMENT(FRON	ROD ASSY-TIE, LH	10
12/01/97	W	8108B	WP33121	01	OTHER PROC. FOR WHEE	PIPE-S/TIRE CARRIER	1
11/19/97	W	8108W	R169771	01	INTERIOR VEHICLE DFT		1
11/19/97	W	8108W	R169772	01	OTHER PROC. FOR WIND	ARM-F.WIPER	1
11/19/97	W	8108W	R169773	01	ADJUST WASHER JETS		1

Bottom

F3-Exit

F11-Summary/Detail



**KIA MOTORS**

# Consumer Assistance Center Case Report

Printed By: Bhakamura

Case Number - K485548

03/03/2006 01:46:01 PM

## Case Details

Title: GAS TANK-- Roussel

VIN: KNDJB7239Y6 [REDACTED]

Mileage: 121027

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: [REDACTED]

Fax: [REDACTED]

Address: [REDACTED]

Address2: [REDACTED]

City: TORRANCE

State: CA

Zip: [REDACTED]

## Dealer Details

Code: [REDACTED]

Name: [REDACTED]

## Case History

\*\*\* PHONE LOG 05/18/2005 09:44:22 AM (Local Time) SLantz Action Type: CUSTOMER STATES.

1. I WOULD LIKE TO KNOW WHY THE GAS TANK CRACKED.
2. WE HAD TO CALL THE FIRE DEPARTMENT AND EVERYTHING.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THE WARRANTY IS EXPIRED ON THE CAR AND I AM NOT SURE WHY THE GAS TANK CRACKED.
3. THE GAS TANK MAY BE DEFECTIVE, I AM SORRY, IT STILL NOT COVERED.
- 4.. SC017 OWNER MANUAL STICKERS - 2000 8
- SC039 SEAT BELT

\*\*\* CASE CLOSE 05/18/2005 09:44:22 AM (Local Time) SLantz Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 05/18/2005 02:27:17 PM (Local Time) FSharp with Condition of Open and Status of Working.

\*\*\* PHONE LOG 05/18/2005 02:34:15 PM (Local Time) FSharp Action Type: Incoming call KATHLEEN ROUSSELL stated:

1. I did before I just want to know why this isn't covered
  2. This is a leakage from the gas tank, I didn't hit anything to cause this
  3. The Fire dept was here and the hazmat people were here also
  4. I can be reached at hrehw@business at 510-320-8500
- WRITER stated:--(2 open recalls)
1. Apologized for inconvenience
  2. Advd cust veh is out of warranty that's why the gas tank won't be covered
  3. Advd cust if veh was still under warranty it would be diag and the dr would have to determine repair defects
  4. Advd cust a Kia FC Mgr will follow up but writer can't promise anything will be done

\*\*\* CASE DISPATCHED 05/18/2005 02:34:45 PM (Local Time) FSharp from WIP default to Queue Callcenter.

\*\*\* CASE ACCEPTED 05/18/2005 03:46:13 PM (Local Time) WNoonan from Queue Callcenter to WIP priority.

\*\*\* PHONE LOG 05/17/2005 08:51:06 AM (Local Time) HRaynolds Action Type: Incoming call MS. ROUSSELL STATES:

1. CALLING BACK ABOUT STATUS ON MY CASE

**Case History**

**WRITER STATES:**

1. WARM TRANSFER TO FGM, CARRIE'S EXT#

\*\*\* PHONE LOG 05/17/2005 08:04:48 AM (Local Time) Hamilton Action Type: Incoming call

Caller KATHLEEN Russell states:

1. Calling back to see how my request is progressing—asking that Kls replace the gas tank for me
2. Because it broke

Wtr states:

1. Updated mileage (121,027 miles)
2. Advised wtr in 2/25/2000
3. 3/00 LBW for gas tank is expired (by around 80K miles)
4. 6/00 PTW also expired at 80K miles
5. Apologized—repairs of this time will be at your expense

Caller states:

1. How can a gas tank break? What happened that caused this?
2. I was parked at a friend's house, went out in the morning to move the veh
3. There was gas all over the place, smelled terrible
4. Called AAA, they called the fire department and haz mat
5. Put it on a flatbed truck, tow driver said he could not tow it otherwise
6. Brought it to my house, it is parked in the driveway, it still looks cute
7. Have not had anyone look at it yet
8. Called a Dr, they said over \$600 to replace the tank

Wtr states:

1. Advised Wtr cannot speculate as to cause
2. Could be damage, defect, corrosion, many things that caused
3. Kls dr can probably tell you actual problem if they look at it
4. Regardless of if corrosion, damage or even defect
5. Veh is not under warr from Kls any longer, so repairs will be at your expense
6. Kls will not pay to replace the gas tank

Caller states:

1. OK, you mean the car has no warr left, I will have to pay

Wtr agreed

\*\*\* CASE CLOSE 05/17/2005 09:05:15 AM (Local Time) Hamilton Resolution Code = Auto Closed.

\*\*\*\*\*End Case Report K45548 \*\*\*\*\*

2/27/06  
14:47:58  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

VIN No : KNDJB7239Y5 [REDACTED]

Model . . 42222  
Series . SPORTAGE

In Service Date: 2/29/00

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
4/11/03	G CA161	12808	1 02	Water Pump Sub Assy,	SUPT.ASSY-CTR.BRG.	64004
1/24/02	W CA026	42780	2 01	Rocker Cover Assy an	GASKET-HEAD COVER	34030
1/24/02	W CA026	42780	3 01	Idle Speed Actuator	SEN.-THROTTLE SW.	34030
11/13/01	W CA026	41282	1 01	Timing Belt, R&R	BELT-TIMING	30512
11/13/01	W CA026	41282	2 01	Exhaust Manifold Gas	GSKT.ASSY-EXH.MANIF.	30512
3/01/00	W 8101W	T0836	1 02	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 2000 SPORTAGE EX 4X4	Case Number	Mileage
Walden NY		KNDJA7230Y	K1058443	50,000
			Dealer: NY007 Kia of Middletown	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 01/09/2006 09:01 AM US Mountain Standard Time DLyoua  
cust states:

1. took the vehicle to the kia dlrshp because of a smell with gasoline
2. the fuel pump & the **GAS TANK** had a crack in it
3. cust would like to know why this is not covered by warranty.

Writer advised:

1. so sorry to hear of this concern
2. advised that a call can be made to the kia dlrshp
3. rust is not covered under the kia warranty as a factory defect.

Writer placed customer on hold, called Kia of Middletown, spoke to David-Service Manager:

1. cust is calling wanting to know why this repair is not being covered by warranty
2. will you also perform the SC039 recall.

David states:

1. has been advised that the tank has rotted out, this is not a factory defect.
2. will attempt the recall, if parts are not available will order the parts.

Writer Thanked David for the information.

Writer advised customer:

1. dlrshp has advised that the tank has rotted out, this is not covered by the kia warranty
2. advised that the dlrshp will look at the recall & if parts are not available then they will be ordered

Cust states:

1. will the extended warranty cover this concern.

Writer suggested:

1. notify the kia dlrshp that you have an extended warranty
2. there is not information in this office indicating that there is an extended warranty.
3. apologized for the inconvenience that this is causing.

\*\*\* CASE CLOSED 01/09/2006 09:01 AM US Mountain Standard Time DL youa

2/27/06  
14:48:13  
wsd079  
VIN No : KNDJA7230Y5

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
12/19/99

In Service Date:

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>
27/10/06	R NY007	34894	A 01		BELT-A FRT, LH	51288
1/05/06	R NY007	33597	B 01		SPORTAGE OWNERS MANL	50146
8/21/03	D NY007	03878	A 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	24974
8/21/03	W NY007	07878	B 01	Door Window Regulator	W/REG.POWER-RR., LH	24974
1/28/03	G NY007	95042	A 01	Vacuum Pipe, R&R	HOSE ASSY-VAC.	18761
11/21/02	W NY007	92536	A 01	Fuel Tank Cap Assy,	CAP-FILLER	16200
10/03/02	W NY007	90494	A 01	Brake Master Cylinder	CYL.ASSY-TANDEM MA.	15100
10/03/02	W NY007	90494	C 01	Battery Assy, R&R	BATTERY-SPG 99-02	15100
4/27/01	W NY007	69719	C 01	Air Conditioning, Ev	O-RING	6900
4/27/01	W NY007	69719	B 01	Door Body Side Weath	DRIP WTHSTP, RH	6900
1/28/00	W PA023	57192	1 04		WIRING ASSY-FRONT	98
12/03/99	R 8108W	0315131	01	PUP72 REPL CENTER PA	PANEL ASSY-CTR	1

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:48:13  
wmd079  
VIN No :

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
12/19/99

In Service Date:

KNDJA7230Y5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
11/23/99	W 8108W	C200261	01	INTERIOR VEHICLE DET		1

Bottom

F3=Exit

F11=Summary/Detail