

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

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

Last name	First name	VIN of 1997 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7236V5 [REDACTED]	K64099	58,000
JONESBORO AR			Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 02/05/2002 02:35 PM US Mountain Standard Time WSpencer  
Customer States:

1. I have my car at a Chevy dealer nce because my **GAS TANK** is leaking
2. is that covered under warranty

Writer States:

I advised cust that her **GAS TANK** is covered under the original 3yr/36,000 basic warranty

2/27/06  
14:48:29  
wd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
6/23/97

In Service Date:

VIN No : KNDJB7236V

Model . . 42222  
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
11/16/00	D TN017	15753	2 02	Scan Tool Operation	TRANS ASSY-SHIPPING	4088
3/25/00	R TN015	19317	2 01	SC014/C123/C124 COMM	WIRING ASSY-INJ	3490
1/22/98	W NCD09	33830	1 01	RADIATOR GRILLE, R&R	ORNAMENT-KIA	1347
11/17/97	W OK002	1835521	01	OTHER PROC. FOR WIRE	WIRING ASSY-ENG.	1346
11/17/97	W OK002	1835522	01	EGR CONTROL VALVE (D	EGR VALVE KIT	1346
6/30/97	W OK002	1754751	01	EGR CONTROL VALVE (D	EGR VALVE KIT	92
4/10/97	R 8101W	P425031	01	ECM, INSPECT, REPLAC	UNIT ASSY-CONT.BGI	
3/05/97	W 8101W	2407181	03	ADJUST IDLE SPEED		
3/05/97	W 8101W	2407182	01	OTHER PROC. FOR WHEEL	PIPE S/TIRE CARRIER	
3/05/97	W 8101W	2407183	01	OTHER PROC. FOR PWR		
3/05/97	W 8101W	2407184	01	OTHER PROC. FOR REAR	STRIKER-DOOR LOCK	
3/05/97	W 8101W	G407181	01	INTERIOR VEHICLE DET		

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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 4X2</b> KNDJB723915 [REDACTED]	<b>Case Number</b> K520015	<b>Mileage</b> 64,105
<b>Eagle Pass TX</b> [REDACTED]			<b>Dealer:</b>	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 07/26/2005 08:46 AM US Mountain Standard Time TShamburger  
customer Hermelinda called

1. wanted to know if **GAS TANK** is covered, it has a hole.  
wrt states

1. **GAS TANK** would fall under the LBW which is 5/60K but has ended by your miles.

2. warr only covers for factory defects only anyways, if the hole is from corrosion or something from road hitting it, it would not have been covered.

3. referred cust to dlr for inspection, not covered.

4. no recalls.

2/27/06  
14:48:44  
wsd079  
VIN No : KNDJB723915

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMORAB  
KIAPROD  
5/27/01

In Service Date:

Model . . 42222  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/23/02	W TX002	A3078	1 03	Spark Plug Assy, R&R	CORD-H.T.	28308
12/23/02	W TX002	23078	1 01	Spark Plug Assy, R&R	CORD-H.T.	28308
12/23/02	G TX002	33078	1 01	Spark Plug Assy, R&R	CORD-H.T.	28308
1/28/02	W TX002	D4565	1 01		HEAD ASSY-CYL.	9791
12/07/00	W 8109W	L7907	1 01	Wire Repair Time (Ma		1

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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 2000 SPORTAGE EX 4X4</b> KNDJA7236Y4 [REDACTED]	<b>Case Number</b> K1022369	<b>Mileage</b> 58,000
<b>Whiting NJ</b>			<b>Dealer: NJ008 Pine Belt Kia</b>	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/04/2005 01:23 PM US Mountain Standard Time TShamburger  
customer [REDACTED] called --

1. i bought veh used in 2003 and i wanted to know wher on veh
2. the veh since i bought it used, have given me problems.
3. I took veh to two outside garages and they told me this veh cant be fixed and they didnt want to touch it.
4. the veh leaking fluid from under veh and i pulled veh into a garage and they told me the rear end is leaking
5. also the cable that releases the **GAS TANK** lid needs replacing dlr said its 300. to fix it and that its expensive b/c they have to
6. remove things in car to repair cable.
7. who in kia made like this was nuts, you shouldnt make it like this.
- 8.. so what are you going to do

wrt states;

1. im sorry but wrt will doc your complaint
2. but you should take veh to dlr for the cars problems, not outside garages that dont know how to repair veh.
3. dlr can charge 300. to replace cable in veh, its most likely their labor rate that makes it that price.
4. you can try another kia dlr if you wish.

cust states

1. fine you are not helping me.

\*\*\* PHONE LOG 10/04/2005 01:24 PM US Mountain Standard Time TShamburger Action Type:Outgoing call  
wrt called back cust

1. just wanted to mention you have a recall for seatbelt replacement on fir seats. you want to get it done
2. there is no charge to you

cust states

1. you call me for that, what good is that, if i cant fix the **GAS TANK** lid. call ended.

2/27/06  
14:48:55  
wmd079  
VIN No : KNDJA7236Y5

Warranty Service Department  
WARRANTY HISTORY INQUIRY

KAKAMURAB  
KIAPROD  
11/08/99

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>
3/16/01	W NJ022	19570	1 01		BRKT COMPT-FAN	16000
7/24/00	W NJ007	23597	1 01	Door Power Window Re	REG.ASSY-POWER,RHR	9952
7/24/00	W NJ007	23597	2 01	Door Glass Guide (Fr	CHAN.-GLASS RUN A,RH	9952
7/24/00	W NJ007	23597	3 01	Multifunction Switch	SWITCH-COMB.	9952
4/17/00	W NJ007	18187	1 05	Door Body Side Weath	DRIP WTHSTP,RH	4444
3/20/00	F NJ007	16612	1 01	OIL BYPASS FILTER AS		3831
3/20/00	W NJ007	16612	2 01	Shift Lever, R&R	LEVER ASSY-CHANGE	3831
8/10/99	W 8108W	R841171	01	INTERIOR VEHICLE DET		1
8/10/99	R 8108W	0258571	01	PUP69/AFFIX OBD INFO	OBD II INFO LABEL	1

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F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K220365	53,652
[REDACTED] Milanti MI			Dealer: MB009 Dick Scott Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/22/2003 07:53 AM BGauldin

cl is [REDACTED] father:

1. veh at DLR MB009.
2. the **GAS TANK** is leaking on the cover plate of the fuel pump.
3. gasket under the ring was the loc of leak.
4. can't remove screws due to rust.
5. speaking with SA Joe at MB009.
6. a new **GAS TANK** must be established.
7. want Kia to pay for repair of **GAS TANK**.
8. this is a design flaw.

writer stated:

1. apologized for the customer's inconvenience.
2. will speak with SM Lee.
3. unable to speak with SM Lee.
4. left VM to return cl.

writer did SM Lee; SM Lee out for 1/2 hrs.

1. ask to speak with SM Lee.
2. ask SA Joe about the veh.

SA Joe :

1. due to rust, unable to remove the screws to repair veh.
2. **GAS TANK** has to be replaced.
3. put thru to SM Lee D. VM

writer left VM for SM Lee to return cl:

\*\*\* PHONE LOG 09/22/2003 07:56 AM BGauldin Action Type:Outgoing call

writer cl DPSM J Oppedisano:

1. advised of issue.
2. advised not spoken with SM Lee, only SA .
3. customer requesting goodwill of repair or **GAS TANK**.

DPSM J Oppedisano stated:

1. go ahead and e-mail case.

\*\*\* EMAIL OUT \_ BGauldin Action Type:External email

Send to:[joppedisano@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K220365\_BGauldin\_09-22-2003085503.doc>>

\*\*\* PHONE LOG 09/22/2003 08:06 AM BGauldin Action Type:Incoming call



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K220365	53,652
Ypsilanti MI 00000			Dealer: M1009 Dick Scott Kia	

1. Left vrn - 16 months out of warranty, 3/36 - at 53,000 miles - denying any goodwill.

writer old customer:

1. Advised customer of DPSM J Oppediano decision of denying goodwill.

customer stated:

1. OK then - disconnected.

\*\*\* CASE CLOSE 09/22/2003 08:08 AM BGMldin

----- CAS TANK -----

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

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Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7234X [REDACTED]	K191598	47,000
Poughkeepsie NY [REDACTED]			Dealer: NY019 Heart Kia	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 07/17/2003 01:53 PM US Mountain Standard Time JCook

Customer Stated:(Very hard to understand)

1.Says he bought this vehicle used with 32,000 miles.

2.Says he was having a problem with a gas leak.

3.Says the dealer replaced the **GAS TANK** but his ext. warranty did not cover it under warranty.

4.Says he does not feel this is right.

5.Says he is not even sure if his dealer accepts his ext. warranty.

6.Says currently the vehicle is not running right.

7.Wanted to know what we could advise.

—Writer advised customer:

1.That his warranty start date is 11/8/99.

2.Advised that he has the remainder of the 5yr/60k ptw.

3.Advised that we do not have any info on his ext. warranty co.

4.Advised that the dealers are all independently owned and operated.

5.Advised of the next closest dealer in his area that he can call and see if they accept his ext. warranty contract.

6.Updated file with all new owner info.

\*\*\* CASE CLOSE 07/17/2003 01:54 PM US Mountain Standard Time JCook

Info given.

2/27/06  
14:49:08  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/08/99

VIN No : KNDJA7234X [REDACTED]

Model . . 42421  
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/11/01	R	NY019	89131	1 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	35293
12/11/01	W	NY019	89131	2 01	Door Upper Opening W	DRIP WTHSTP,LH	35293
7/25/01	W	NY019	83057	1 01	Mounting Adapter Dus	DISC-PLATE	32769
7/25/01	W	NY019	83057	2 01	Door Body Side Weath	CHAN.-GLASS RUN A,LH	32769
7/16/01	W	NY019	82622	1 01		WIRING ASSY-ENG	32562
6/27/01	W	NY019	81775	1 02	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	31978
1/04/01	W	NY019	74587	1 01	Outer Oil Seal, R&R,	SEAL-OIL	29759
1/04/01	W	NY019	74587	2 01	Audio Assy, R&R	REMAN-AM/FM CD RADIO	29759
1/04/01	W	NY019	74587	3 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	29759
1/04/01	W	NY019	74587	4 01		WIRING ASSY-FRT.NO.3	29759
1/04/01	W	NY019	74587	1 02	Outer Oil Seal, R&R,	SEAL-OIL	29759
12/19/00	F	NY019	74107	1 01	Engine Oil Filter As		28656

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:49:08  
wmd079  
VIN No :

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/08/99

In Service Date:

KNDJA7234X5

Model . . 42421  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Milage</u>
12/19/00	W NY019	74107 2	01	Belt-V or Drive Belt	BELT-V	28656
12/19/00	W NY019	74107 3	01	Release Cable (Spare	RELEASE CABLE	28656
12/19/00	W NY019	74107 4	01	Center Channel & Gla	CHAN-GLASS RUN,RH	28656
10/21/99	W CT008	160371A	01	PUSH ROD AND/OR FORK	PEDAL ASSY CLUTCH	146
6/24/99	W 8108W	R794441	01	COMPLETE VEHICLE DET		1
6/24/99	W 8108W	R794442	01	PARKING BRAKE,CHECK	LEVER ASSY-P/BRAKE	1
6/24/99	W 8108W	R794443	01	CLEAN LUG NUTS	NUT-HUB,RH	1
6/24/99	W 8108B	W431821	01	FRONT BUMPER, BUFFIN		1

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F3=Exit

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**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2000 SPORTAGE 4X2</b> KNDJB7230Y[REDACTED]	<b>Case Number</b> K1044289	<b>Mileage</b> 64,838
<b>Falmouth MA</b>			<b>Dealer:</b>	

**Case History**

**Complaint Quality**

\*\*\* PHONE LOG 12/01/2005 12:53 PM US Mountain Standard Time CHamilton

Caller states:

1. have to have a new fuel pump and **GAS TANK**
2. DFO

\*\*\* PHONE LOG 12/01/2005 01:41 PM US Mountain Standard Time CHamilton Action Type:Incoming call  
Correct notes, previous notes saved in error in Clarify crash

Caller [REDACTED] states:

1. Very unhappy with this car
2. Last time I filled it up with gas, I was only able to go 70 miles on a full tank of gas
3. I drove it over to Midas by my house, and they said I was leaking fuel.
4. Need a new fuel pump and **GAS TANK**
5. And they said it was very dangerous, that all it would have taken was a cigarette and it would have caught fire from the fuel leak
6. Should not need a new **GAS TANK** after 5 years
7. If this is not a problem, why did the Kia dir have the **GAS TANKs** in stock for this veh
8. I am a single mother, make \$23,000 per year and am facing a \$1000 repair bill on this 5 year old car

Wtr states:

1. Updated

2. Recalls:

SC017

SC039

3. W/S 7/8/2000

4. 3/36 LBW, 5/60 PTW

5. Advised w/s is 7/8/2000

6. 3/36 LBW (included **GAS TANK** and gas pump) expired, 5/60 PTW expired

7. Anytime you have a gas leak, even if you only smell gas, do not drive the car, always have it towed

Caller states:

1. I started smelling gas a week ago
2. Did not know what was wrong until I went 70 miles on a tank of gas
3. Driving around with my child in the car
4. Drove 1 1/2 miles to the Midas close to my house, they said it was leaking gasoline and not safe to drive
5. Where can I write a letter to Kia
6. Have not had the car looked at by Kia dir
7. Its only a 5 year car, thats all the longer it was built to last

Wtr states:

1. Provided Irvine address

\*\*\* CASE CLOSED 12/01/2005 01:41 PM US Mountain Standard Time CHamilton

2/27/06

14:49:21

wsd079

VIN No : KNDJB7230Y5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

In Service Date:

NAKANURA

KIAPROD

7/08/

Model . . 42222

Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mile</u>
6/21/02	W	MA016	05168	1 01	Spark Plug Assy, R&R	SPARK PLUG	20
9/12/00	P	MA016	84917	1 01	Bonnet (Hood), Color		2
6/28/00	W	8108W	A699	1 01	Parking Brake Lever	LEVER ASSY-P/BRAKE	
6/22/00	W	8108W	C8445	1 01	Wire Repair Time (Ma		

Bot

F3-Exit

F11-Summary/Detail

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

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230YS [REDACTED]	K197786	43,000
St Louis MO			Dealer: MC005 Lou Fusz Kia-West	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 08/01/2003 01:06 PM US Mountain Standard Time SSchutter

**CUST STATES:**

1. WANTS TO KNOW HOW TO FIND OUT IF THIS VEHICLE IS A LEMON
2. STARTED WITH PROBLEM WITH THE **GAS TANK**
3. HAS BEEN IN THE DEALERSHIP THREE-FOUR TIMES IN JUNE
4. AT DEALER NOW
5. KEEPS CUTTING OFF
6. DOES NOT ACCELERATE CANNOT PICK UP SPEED
7. WORKING WITH DOUG AT THE DEALERSHIP

**WRITER STATES:**

1. WILL BE HAPPY TO ASSIST YOU
2. ALL CONCERNS WILL BE DOCUMENTED IN THE FILE
3. WILL HAVE A FULL CASE MANAGER FOLLOW UP IN 72 HRS

\*\*\* PHONE LOG 08/03/2003 06:37 AM US Mountain Standard Time CDiaz Action Type:Incoming call

**Customer Stated:**

1. Towed to the dealer Friday.
2. Have not heard from the dealer yet.
3. Can I get a rental car.

**Writer Stated:**

- 1.

**Doug Stated:**

1. Temp gauge in the hot.
2. We can not figure it out.
3. Our tech is on the line with Kia Tech right now.
4. Towed on Friday
5. 10 a day for a rental if the customer needs.
6. I think the customer did not have a credit card to rent last time.
7. Should be able to over look that.
8. If she wants the rental car have her call me.

**Writer Stated:**

1. Advised the customer of the info.
2. Advised to keep in contact with Doug.

**Customer Stated:**

1. The **GAS TANK** was replaced.
2. Have taken the car to the dealer many times.
3. Frustrated with having to take the car to the dealer.

**Writer Stated:**

1. Advised that I will doc concerns here.
2. Advised that the dealer is working with Kia now to resolve the concern.
3. Customer understands and thanked writer for the help.

\*\*\* PHONE LOG 08/05/2003 02:59 PM US Mountain Standard Time MEstrella Action Type:Incoming call  
CALLER STATED:::

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y[REDACTED]	K197786	43,000
St Louis MO			Dealer: MO005 Lou Fusz Kia-West	

1. WHAT IS THE LEMON LAW
2. HOW DO I FIND OUT WHERE TO GET THAT INFO

WRITER STATED:::

1. CHRISTIAN IS YOUR CASE MGR - HE HAS CALLED LR FOR YOU

CALLER STATED:

1. I JUST WANT TO KNOW WHERE I CAN GET INFO ON THAT FROM - DO YOU ALL DO THAT OR WHERE DO I GO
2. DO NOT NEED TO SPEAK TO HIM- I ALREADY TALKED TO HIM TODAY

WRITER STATED:

1. THERE IS INFO ON THAT PROCESS IN THE WCIM - LAWS VARY PER STATE
2. WILL TELL CHRISTIAN YOU CALLED

CALLER STATED:

1. THANK YOU. THAT'S ALL I NEEDED TO KNOW

\*\*\* NOTES 08/05/2003 03:01 PM US Mountain Standard Time MEstralla Action Type:Manager review  
WRITER CALLED CHRISTIAN CASE MGR TOLD HIM CUST CALLED INQUIRED ON WHERE LEMON LAW INFO IS

\*\*\* CASE CLOSE 08/06/2003 07:13 AM US Mountain Standard Time CDiaz  
The dealer is assisting the customer with the repairs to the car.

\*\*\* PHONE LOG 08/18/2003 01:12 PM US Mountain Standard Time CDiaz Action Type:Incoming call  
Customer Stated:

1. The car is at the dealer.
2. I did not talk to the SM.
3. The car goes when I do not give gas.

Writer Stated:

1. Let me call the dealer and see what it going on.

Bill Stated: MO005

1. Can not duplicate the concern.
2. Never has been able to duplicate the idle concern.
3. I have been driving the car myself.
4. I have driven the car 10 miles today and 50 miles on it last week.
5. I will drive the more today.
6. She brought the car in with no gas. (just got back from putting gas in it)
7. The car is in bad shape. (dents, dirty, and not taken care of)
8. The customer has cleaned out the car there is nothing in the car at all. (glove box, trunk, and inside the car)
9. Before the car has come in like someone is living in it.

Writer Stated:

1. Customer hung up while on the phone with Bill.
2. Called the customer back and advised of the info.

Customer Stated:



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y[REDACTED]	K197786	43,000
St Louis MO 63110			Dealer: M0005 Lou Fusz Kia-West	

1. The car has been a danger to me and my family ever since we bought it.

Writer stated:

1. The dealer has tested your car it is driving fine right now.
2. Keep in contact with the SM for status.
3. Customer agreed.

\*\*\* CASE CLOSE 08/18/2003 01:13 PM US Mountain Standard Time CDiaz  
Customer will call back if needed.

\*\*\* NOTES 10/06/2003 04:25 PM Pacific Daylight Time OSprague Action Type:Manager review  
Customer sent letter that notes "2nd Notice"  
Customer states same as above

1. This vehicle has not been safe since the first day I purchased it
2. First the gas leak and now the acceleration problems.
3. I need this problem rectified as soon as possible.

Case Dispatch - Letter forwarded to the Central Region for handling

\*\*\* NOTES 10/08/2003 03:11 PM Central Daylight Time MRivas Action Type:Correspondence rec.  
CRCA RCVD ORIGINAL OF ABOVE CUST LTR.  
HARD FILE CREATED AND FWRD TO MLV FOR HANDLING.

\*\*\* PHONE LOG 10/09/2003 02:52 PM Central Daylight Time MViola Action Type:Outgoing call  
WTR SPOKE W/ CUST WHO ADVISED;

1. VEH CURRENTLY @ M0005 - LOU FUSZ WEST
  2. HAD VEH TOWED THERE LAST WEEK
  3. ALLEGES SPOKE W/ DOUG & TOLD HIM WAS CUTTING OUT
  4. NOW THEY CALLED ME & TOLD ME TO PU VEH BECAUSE THEY CANT DUPLICATE IT
  5. IVE HAD PROBLEMS W/ THEM CHANGING THE MILEAGE ON MY RECEIPTS
  6. I DROVE AROUND FOR 2 1/2 YEARS W/ AN UNSEALED **GAS TANK**
  7. HAD TUNE UP FROM M0005 AT 35,000 MILES
  8. TOOK VEH TO M0003 BECUSE WEST ISNT HELPING
  9. THEY SAID I NEED A TUNE UP & I HAVE IT WTR ON THE RECEIPT
  10. I DONT KNOW WHAT TO DO
- WTR ADVISED;
1. WTR WILL CONTACT DLR & GET MORE INFO
  2. WTR WILL C/B CUST W/ INFORMATION

\*\*\* PHONE LOG 10/09/2003 03:05 PM Central Daylight Time MViola Action Type:Outgoing call  
WTR SPOKE W/ SVM BILL DEMERCURIO @ M0005 THIS DATE  
SVM ADVISED:

1. CUST HAD VEH TOWED HERE LAST THURSDAY
2. CUST HAS NOT SPOKEN W/ ANYONE
3. CUST HAS NOT SPOKEN W/ DOUG
4. CUST SENT CERTIFIED LTR TO DLR PRNCPLE

**Kia Motors America  
Consumer Affairs Department**

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Last Name	First Name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y [REDACTED]	K197786	43,000
St Louis MO			Dealer: M0005 Lou Fusz Kia-West	

5. SVM & TECH HAVE DRIVEN VEH 75 MILES & CNY CONCERN
  6. CUST HAS HISTORY OF THIS INTERMITTENT ISSUE BUT WE CANNOT DUPLICATE
  7. HAS TRIED ON SEVERAL OCCASIONS TO HAVE CUST RIDE ALONG - CUST WILL SAY YES BUT NEVER COME IN
  8. CUST EVEN BROUGHT BROTHER IN ONCE - THEY P/U VEH - DROVE FOR 1.5 HRS & CAME BACK SAYING THE VEH WAS DRIVING FINE
  9. HAS CALLED CUST & ADVISED TO P/U VEH OTHERWISE STORAGE CHARGES WILL BEGIN TO ACCRUE
  10. ALSO - REGARDING UNSEALED **FUEL TANK** - WAS REPLACING FUEL SENDING UNIT - BOLTS WERE RUSTED & BROKE OFF
  11. HAD TO REPLACE THE **GAS TANK** DUE TO BOLT BREAKING - THEN REPLACED FUEL SENDING PUMP
  12. ADVISE CUST IF SHE HAS VEH INSPECTED AT ANOTHER KIA FACILITY & THEY FEEL SHE NEEDS ANOTHER TUNE UP, THEN HE WILL REFUND  
HER MONEY FROM THE 35,000 MILE PLUG & AIR FILTER
- WTR ADVISED:
1. WILL P/U W/ CUST THIS DATE

\*\*\* PHONE LOG 10/09/2003 03:28 PM Central Daylight Time MViola Action Type:Outgoing call

WTR SPOKE W/ CUST THIS DATE

WTR ADVISED:

1. REITERATED ABOVE CONVERSATION W/ SVM
  2. ADVISED CUST NEEDS TO P/U VEH PER SVM CONVERSATION W/ CUST
- CUST ADVISED:

1. I HAVE NOTHING BUT PROBLEMS W/ THIS DLR
2. I THINK THEY'RE JERKING ME AROUND
3. I THINK THEY'RE MESSING W/ MY MILEAGE BECAUSE BILL SAYS HE PUT 100 MILES ON MY CAR BUT I WROTE DOWN MY MILES & THERE WERENT 100 MILES ON IT

WTR ADVISED:

1. CUST NEEDS TO BRING THIS TO THE ATTNT OF DLRSHIP MNGMT
2. AT THIS POINT, SVM REQING CUST P/U VEH AS CONCERN CANNOT BE VERIFIED
3. ALSO CUST CAN BRING RO FROM LOU FUSZ & SVM WILL REVIEW & REIMBURSE WHATEVER NECESSARY FOR TUNE UP IF NEEDED

CUST ADVISED:

1. YEAH I GUESS I'LL DO THAT

\*\*\* CASE CLOSE 10/09/2003 03:31 PM Central Daylight Time MViola  
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

\*\*\* PHONE LOG 12/10/2003 10:19 AM Central Daylight Time DWojciechowski Action Type:Incoming call

LAS RCVD CALL FROM KEMESH WHO ADVISED:

1. SPOKE TO MLV 3 MONTHS AGO
  2. VEH WAS AT DLR FOR 2 MONTHS
  3. CUST CONCERN WAS THAT **GAS TANK** WASN'T SEALED AT TOP CAUSEING GAS TO SEAP OUT
  4. BOLTS ARE NOW RUSTED
  5. PROBLEMS HAVE BEEN ESCULATING SINCE THEN
  6. CUST HIRED ATTNY WHO SENT LTR TO DLR REQ REPURCHASE OF VEH
  7. CUST ALLEDGES THAT DLR IS LYING TO HER AS SHE BELIEVES THAT THE CHANGED THE ODOMETER READING ON RO'S
- WTR TO REVIEW FILE AND CALL CUST BACK

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y [REDACTED]	K197786	43,000
St Louis MO			Dealer: MO005 Lou Fuzz Kia-West	

\*\*\* PHONE LOG 12/10/2003 10:33 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED KEMESHA AND ADVISED:

1. RCVD UPDATE FROM LAS
  2. INQUIRED AS TO IF CUST HAS OBTAINED ATTNY
- CUST ADVISED:
1. IS DEALING W/ PREPAID LEGAL SERVICES
  2. FIRM SENT LTR TO DLR REQ REPURCHASE
- WTR ADVISED:
1. REQ CUST FWD COPY OF LTR SENT TO DLR
  2. ADVISED THAT IF CUST HAS ATTNY ON RETAINER WTR CANT ASSIST CUST
  3. ADVISED THAT IF LTR ADVISED DLR TO CONTACT CUST DIRECTLY WTR WILL CALL CUST BACK
- CUST AGREED

[!<For Internal Use Only

WTR CONFIRMED W/ RCAM WILLIAMS:

1. RCAM & WTR HAS NEVER HEARD OF "PREPAID LEGAL SERVICES"
2. WTR TO REQ CUST FWD COPY OF LTR SENT TO DLR FOR REVIEW & POSSIBLE RESOLUTION>!]

\*\*\* CASE CLOSE 12/10/2003 10:34 AM Central Daylight Time DWojciechowski  
FILE CLOSED PENDING RCPT OF LTR FROM CUST

\*\*\* NOTES 01/06/2004 06:24 PM Central Daylight Time DWojciechowski Action Type:Correspondence rec.  
CRCA RCVD FROM CUST VIA US MAIL:  
1. COPY OF LTR CUST ATTNY SENT TO DLR  
INFO ADDED TO HARDFILE

\*\*\* PHONE LOG 01/12/2004 08:57 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED BILL @ MO005:  
1. REQ COPIES OF  
A. REPAIR ORDERS  
B. TECH NOTES  
C. PUNCHTIMES  
D. BUYERS ORDER  
E. BANK AGREEMENT  
F. DEAL RECAP SHEET  
G. REBATE FORM  
DLR TO FAX ASAP

\*\*\* NOTES 01/12/2004 02:58 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM DLR, VIA FAX:  
1. SALES DOCS  
INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

\*\*\* NOTES 01/12/2004 04:40 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM DLR, VIA FAX:  
1. RO'S

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y [REDACTED]	K197786	43,000
St Louis MO [REDACTED]			Dealer: M0003 Lou Fuzz Kia-West	

INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

\*\*\* PHONE LOG 01/13/2004 06:36 PM Central Daylight Time DWojciechowski Action Type:Outgoing call

WTR CONTACTED CUST AND ADVISED:

1. RCVD DOC'S FROM CUST
2. RCVD DOC'S FROM DLR
3. DONT HAVE COPY OF RETAIL INSTALLEMNT CONTRACT
4. WTR CANT PROCEED WITHOUT

CUST ADVISED:

1. WILL FWD COPY ASAP

WTR ADVISED:

1. ONCE RCVD, WTR TO CONTACT CUST TO ADVISE A DATE BY WHEN HER DEICISION WILL BE AVAIALBLE
- CUST THANKED WTR FOR CALLING

\*\*\* CASE CLOSE 01/13/2004 06:37 PM Central Daylight Time DWojciechowski  
FILE CLOSED PENDING RCPT OF DOC'S FROM CUST

\*\*\* NOTES 02/10/2004 10:19 AM Central Daylight Time MRivas Action Type:Facsimile rec.

CRCA RCVD FROM CUST, VIA FAX:

1. COPY OF INSTALLMENT CONTRACT

INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

\*\*\* PHONE LOG 02/12/2004 03:16 PM Central Daylight Time DWojciechowski Action Type:Incoming call

WTR CONTACTED CUST AND ADVISED:

1. RCVD ALL NECESSARY DOC'S
2. ADDD IS 02/26/04

WTR TO COMPLETE RECAP NO LATER THAN 2/25/04

\*\*\* NOTES 02/26/2004 02:29 PM Central Daylight Time DWojciechowski Action Type:Meeting  
WTR DISCUSSED CASE WITH RCAM WILLIAMS

\*\*\* PHONE LOG 02/26/2004 02:33 PM Central Daylight Time DWojciechowski Action Type:Incoming call

WTR CONTACTED CUST AND ADVISED:

1. REVIEWED RO RECAP
2. INQUIRED AS TO IF CONCERN OF CUTTING OFF WHILE DRIVING IS STILL PRESENT
3. WTR WOULD LIKE TO SEND FTR TO DIAGNOIS AND REPAIR CONCERN
4. AFTER APPT WTR TO REEVALUATE CONCERN WITH OUTCOME OF APPOINTMENT

CUST ADVISED:

1. CONCERN IS STILL PRESENT
2. CUST WILL AWAIT CB FOR APPT

\*\*\* NOTES 02/26/2004 02:41 PM Central Daylight Time DWojciechowski Action Type:E-mail sent

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y [REDACTED]	K197786	43,000
St Louis MO [REDACTED]			Dealer: M0005 Lou Fuzz Kia-West	

WTR EMAILED FTR'S FOR APPOINTMENT REQ

WTR TO FU W. FTRS ON 03/01/04 IF NO RESPONSE

\*\*\* NOTES 03/02/2004 09:29 AM Central Daylight Time D'Wojciechowski Action Type:E-mail rec.  
WTR RCVD EMAIL FROM FTR GINN:  
1. REQ APPT FOR EVENING DROP OFF OF 03/09/04

WTR TO CONTACT CUST

\*\*\* PHONE LOG 03/02/2004 09:30 AM Central Daylight Time D'Wojciechowski Action Type:Outgoing call  
WTR LVM FOR CUSTA T HOME # ADVISING:  
1. REQ CB  
2. WTR WOULD LIKE TO SCHEDULE FTR APPT FOR 03/09/04

WTR TO FUW / CUST ON 03/04/04 IF NO RETURN CALL

\*\*\* PHONE LOG 03/03/2004 08:19 AM Central Daylight Time D'Wojciechowski Action Type:Outgoing call  
WTR LVM FOR CUST AT HOME # ADVISING:  
1. REQ CUST CONFIRM APPT OF 03/09/04  
2. REQ CB TO CONFIRM

WTR TO CONTACT CUST AGAIN ON 03/04/04 IF NO RETURN CALL

\*\*\* PHONE LOG 03/03/2004 11:59 AM Central Daylight Time D'Wojciechowski Action Type:Incoming call  
WTR RCVD CALL FROM CUST WHO ADVISED:  
1. WILL MAKE APPT  
2. WILL DROP VEH OFF ON EVENING OF 03/09/04

WTR TO FU W/ FTR ON 03/10/04 AS TO DIAGNOSIS

\*\*\* PHONE LOG 03/03/2004 12:02 PM Central Daylight Time D'Wojciechowski Action Type:Outgoing call  
WTR CONTACTED BILL @ M0005:  
1. ADVSIED OF APPT W/ FTR  
2. DLR NOTED

WTR EMAILED FTR FOR APPT CONFIRMATION

WTR TO FU W/ FTR ON 03/10/04 AS TO FINDINGS

\*\*\* PHONE LOG 03/10/2004 11:22 AM Central Daylight Time D'Wojciechowski Action Type:Incoming call  
WTR LVM FOR FTR GINN:  
1. REQ UPDATE ON STATUS OF REPAIRS

WTR TO FU W/ FTR ON 03/11/04 IF NO RETURN CALL

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7230Y [REDACTED]	K197786	43,000
St Louis MO [REDACTED]			Dealer: M0005 Lou Puzs Kia-West	

\*\*\* PHONE LOG 03/11/2004 10:32 AM Central Daylight Time DWOjciechowski Action Type:Incoming call  
WTR RCVD VM FROM FTR GINN WHO ADVISED;

1. CURRENTLY AT DLR
2. VEH WAS TOWED IN FOR NO START CONCERN
3. FTR NOTED THAT VEH HAS NOT BEEN DRIVEN FOR QUITE SOME TIME
  - A. BATTERY DEAD
  - B. A BIT DUSTY
4. FTR CHARGED BATTERY AND WAS ABLE TO DUPLICATE NO START CONCERN
  - A. VEH HAS NO SPARK
5. FTR REPLACED ECU W/ KNOWN GOOD PART AND VEH STARTED RIGHT UP
6. FTR PUT ORIGINAL ECU BACK IN VEH AND VEH ALSO STARTED RIGHT UP
7. FTR BELIEVES CONCERN IS DUE TO A LOOSE PIN FIT OR CONNECTOR
8. FTR TO CONTINUE TO CHECK ALL PIN FITS AND AND CONNECTORS
9. FTR TO ADVISE WTR OF ANY FURTHER FINDINGS

WTR TO FU W/ FTR IF NO RETURN CALL BY 03/12/04

\*\*\* PHONE LOG 03/12/2004 03:23 PM Central Daylight Time DWOjciechowski Action Type:Incoming call  
WTR RCVD CALL FROM FTR GINN ADVISING:

1. VEH IS REPAIRED
2. VEH IS IN NEED OF 30k MAINTENANCE
3. DLR TO ADVISE CUST OF MAINTENANCE

WTR TO FU W/ CUST ON 03/15/04 AFTER VEH PICK UP

\*\*\* PHONE LOG 03/15/2004 11:29 AM Central Daylight Time DWOjciechowski Action Type:Outgoing call  
WTR LVM FOR CUST AT HOME # RQ CB

WTR TO TRY CUST AGAIN ON 03/16/04 IF NO CALL BACK

\*\*\* PHONE LOG 03/16/2004 01:35 PM Central Daylight Time DWOjciechowski Action Type:Outgoing call  
WTR LM W/ FEMALE FOR CUST TO CB AT HOME #

WTR TO MAKE 3RD ATTEMPT ON 03/17/04 IF NO RETURN CALL

\*\*\* PHONE LOG 03/17/2004 02:08 PM Central Daylight Time DWOjciechowski Action Type:Incoming call  
WTR RCVD CALL FROM CUST AND ADVISED:

1. RCVD NOTIFICATION THAT VEH IS READY FOR PICK UP
  2. ADVISED THAT FTR FOUND LOOSE CONNECTION THAT MIGHT BE CAUSE OF CONCERN
  3. FTR ALSO NOTED THAT VEH IS IN NEED OF 30k MAINTENANCE THAT ALSO MIGHT BE CASUE OF CONCERN
  4. REQ CUST HAVE 30k MAINTENANCE COMPLETED, TEST DRIVE VEH FOR 30 DAYS
  5. REQ CB AFTER TEST DRIVE TO DISCUSS POSSIBLE GW COMP
- CUST AGREED

WTR TO FUW / CUST ON 04/17/04 AS TO TEST DRIVING

\*\*\* PHONE LOG 04/20/2004 01:34 PM Central Daylight Time DWOjciechowski Action Type:Outgoing call

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2000 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB7230Y [REDACTED]	K197786	43,000
St Louis MO	[REDACTED]		Dealer: MO005 Lou Fusz Kia-West	

WTR LVM FOR CUST AT HOME # REQ CB

WTR TO TRY AGAIN ON 04/21/04

\*\*\* PHONE LOG 04/21/2004 07:26 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR LVM FOR CUST AT HOME # REQ CB

WTR TO TRY AGAIN ON 04/22/04

\*\*\* PHONE LOG 04/22/2004 08:38 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR LVM FOR CUST AT HOME # RQ CB

WTR TO SEND NO CONTACT LTR TO CUST ON 4/23/04

\*\*\* CASE CLOSE 04/23/2004 06:58 AM Central Daylight Time DWojciechowski

2/27/06  
14:49:33  
wd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
12/01/00

In Service Date:

VIN No : KNDJB7230Y5 [REDACTED]

Model . . 42222  
Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
8/01/03	W MO005	01318	1 03	Wire Harness Assy (I	FAN ASSY-CONDENSER	4315
7/28/03	W MO005	01075	1 02	EGI Control Unit, R&	UNIT ASSY-CONT. EGI	4315
6/30/03	W MO005	99709	1 01	High Tension Cable A	COIL-IGNITION	3928
6/25/03	W MO005	99505	1 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	3919
6/20/03	W MO005	99271	1 01	Air Flow Sensor Assy	METER-AIR FLOW	3912
4/14/03	W MO005	96285	1 01	Brake Pad Assy (Fron	PAD SET-FRONT	3581
4/14/03	W MO005	96285	2 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	3581
11/25/02	W MO005	90487	1 01	Door Latch Assy (Fro	LOCK-RR, DOOR, LH	2978
11/25/02	W MO005	90487	2 01	Brake Master Cylinde	PISTON ASSY-MA.CYL.	2978
8/09/02	W MO005	85453	1 01	Belt-V or Drive Belt	BELT-V	2439
11/29/01	W MO005	73471	1 01	Power Door Latch Sol	CONTROLLER LOCK, RH	1475
11/29/01	W MO005	73471	2 01	Room Lamp Assy (Fron	BULB	1475

More...

F3-Exit

F11-Summary/Detail



2/27/06  
14:49:33  
wsd079  
VIN No : KNDJB7230YS

Warranty Service Department  
WARRANTY HISTORY INQUIRY  
Model . . 42222  
Series . SPORTAGE

In Service Date:

NAKAMURAB  
KIAPROD  
12/01/00

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/05/01	W MO005	59053	1 01	Brake Pad Assy (Front	PAD SET-FRONT	1106
7/20/00	W 8104W	40761	G 01	Wire Repair Time (Ma		
7/20/00	W 8104W	40761	1 01		WHEEL-DISC,ALUMI.	
7/20/00	P 8104W	40761	2 01	Spot Repair		

Bottom

F3-Exit

F11-Summary/Detail

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

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Last name	First name	VIN of 2001 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723215 [REDACTED]	K519781	53,000
VIRGINIA BEACH VA [REDACTED]			Dealer: VA006 Greenbrier Kia	

**Case History**

Complaint Service Decision

\*\*\* PHONE LOG 07/26/2005 05:20 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. THE **GAS TANK** HAS RUSTED AND IS LEAKING GAS.
2. I AM VERY UPSET THIS HAPPENED BECAUSE IT IS AN EXPENSIVE REPAIR.
3. THE DEALERSHIP IS TELLING ME IT IS GOING TO BE OVER \$700 FOR THE REPAIR.
4. I WOULD LIKE TO KNOW WHAT KIA CAN DO FOR ME.

WRITER STATES.

1. I AM SORRY THIS IS GOING ON
2. LET ME CALL THE DEALERSHIP

\*\*\* PHONE LOG 07/26/2005 05:23 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CLINTON SERVICE MGR.  
CLINTON STATES.

1. THE CAR IS HERE AND THE RUSTING IS NOT FROM THE INSIDE IT IS ON THE OUT SIDE.
2. THE CAR IS REGISTERD IN.H. AND THE UNDERCARRIGE IS RUSTED BECAUSE OF ALL THE SALT THEY PUT ON THE ROADS.

\*\*\* PHONE LOG 07/26/2005 06:48 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK AND ADVISED OF NON WARRANTY COVERAGE.

1. REFERRED TO WARRANTY MANUAL UNDER SECTION, KIA WILL NOT COVER REPAIRS DUE TO CORROSIVE MATERIALS SPRAYED ON THE ROAD.
2. PAGE 11 OF WARRANTY MANUAL.
3. I AM SORRY THIS IS THE CASE.
4. YOU DO LIVE IN THE N.,E. PART OF THE COUNTRY AND SALT IS SPRAYED ON THE ROAD TO AVOID FREEZING.
5. I AM SORRY

CUSTOMER STATES.

1. DOES KIA NOT PUT A COATING ON THE UNDER CARRIAGE.

WRITER STATES.

1. WE DO BUT IT IS NOT DESIGNED TO PROTECT AGAINST THE CORROSIVE MATERIALS
2. I AM SORRY THIS IS THE CASE BUT IT IS LISTED IN THE WARRANTY MANUAL, I AM SORRY

\*\*\* CASE CLOSE 07/26/2005 06:48 AM US Mountain Standard Time SLarez

2/27/06  
14:49:44  
wad079  
VIN No : KNDJB723218

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/15/00

In Service Date:

Model . . 42222  
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
8/01/05	W	VA006	30675	A 01	Fuel Tank Gauge Unit	GAUGE-FUEL TANK	54756
8/01/05	W	VA006	30675	B 01		TUBE-VACUUM	54756
7/25/05	W	VA006	30456	B 01		SENSOR-T/PRESS	54732
3/14/03	W	MA011	59379	A 01	Center Support Beari	BEARING	17639
9/01/00	R	8108W	P6768	1 01		SPORTAGE OWNERS MNL	1
9/01/00	R	8108W	P9181	2 01		WTY/CA MANL, 2000MY	1
8/14/00	W	8108W	A8092	1 01	Wire Repair Time (Ma		1
8/14/00	W	8108W	A8092	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKR	1

Bottom

F3=Exit

F11=Summary/Detail

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

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2000 SPORTAGE EX 4X4</b> KNDJA7232Y5 [REDACTED]	<b>Case Number</b> K200400	<b>Mileage</b> 26,000
<b>Grand Rapids MI</b>			<b>Dealer: MI011 Kia Towne</b>	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/07/2003 10:44 AM US Mountain Standard Time SSchuster

**CUSTOMER STATES:**

1. TOOK VEHICLE TO DEALER Kia Towne BECAUSE THEIR WAS AN EXTREME SMELL OF GAS
2. TURNED OUT TO BE THE FUEL PUMP
3. DEALER SAID TO REPLACE IT THEY HAVE TO GO THROUGH THE **GAS TANK**
4. THE **GAS TANK** HAS RUST ON IT SO THEIR IS A CHANCE SOMETHING MIGHT BREAK.
5. DEALER SAID HE IS NOT COVERED FOR THE REPAIR WOULD COST \$ 430.00
6. HE PAID EXTRA FOR RUST PROOF
7. REQUESTING ASSISTANCE BECAUSE HE ALWAYS BRINGS THE VEHICLE TO THE DEALER FOR MAINTENANCE
8. VEHICLE HAS HAD A LOT OF REPAIRS
9. VEHICLE ONLY HAS 26,000 MILES TAKES VERY GOOD CARE OF IT.
10. PLEASE CALL CELL [REDACTED]
11. CAN WE HAVE A LOANER

**WRITER STATES:**

1. APOLOGIZE FOR FRUSTRATION
2. THAT PART IS COVERED UNDER THE BLW WHICH WAS 3/36
3. KIA DOES NOT HAVE A LOANER PROVISION
4. WILL HAVE A CASE MANAGER FOLLOW UP IN 72 HRS

\*\*\* PHONE LOG 08/08/2003 05:27 AM US Mountain Standard Time SLarez Action Type:Incoming call

**CUSTOMER CALLED BACK**

**CUSTOMER STATES.**

1. I WAS SUPPOSED TO HEAR FROM SHERRY YESTERDAY REGARDING A GOOD WILL REQUEST.
2. MY CAR DOES NOT HAVE BUT 25K MILES.
3. THE FUEL PUMP WENT OUT AND THE DEALERSHIP SAID IT IS GOING TO COST MORE THEN \$400
4. I HAVE HAD A LOT OF PROBLEMS IN THE PAST WITH THIS CAR.
5. I WANTED TO KNOW IF KIA WOULD OFFER ANY GOOD WILL ASSISTANCE.

**WRITER STATES.**

1. THE VEHICLE IS OUT OF WARRANTY FOR THIS PART.
2. WHAT I CAN DO IS CALL THE SERVICE MGR AND FIND OUT WHAT THE SITUATION IS.
3. SHERRY WAS NOT GOING TO GET BACK WITH YOU, SHE LEFT IT FOR A CASE MANAGER TO RETURN YOUR CALL.
4. IT IS DOCUMENTED SHE ADVISED YOU IT WOULD BE ABOUT 72HRS BEFORE ANYONE CONTACTS YOU.

**CUSTOMER STATES.**

1. THAT IS WHAT SHE TOLD ME.

**WRITER STATES.**

1. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT CAN BE DONE.

\*\*\* PHONE LOG 08/08/2003 05:28 AM US Mountain Standard Time SLarez Action Type:Outgoing call

**WRITER CALLED SVC MGR DAVE**

**DAVE STATES.**

1. THE CAR HAS HAD A LOT OF REPAIRS
2. OUR KIA CONTACT IS JOE OPPENDISANO
3. I WILL CALL HIM.

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7232Y [REDACTED]	K200400	26,000
Grand Rapids MI			Dealer: MD011 Kia Towne	

WRITER STATES.

1. IF HE GOOD WILLS ANYTHING YOU MAY ADVISE THE CUSTOMER
2. IF NOT I CAN CALL HIM.

\*\*\* NOTES 08/08/2003 05:38 AM US Mountain Standard Time CHamilton Action Type:Manager review  
For case mgr SLarez, wr to close case

\*\*\* CASE CLOSE 08/08/2003 05:42 AM US Mountain Standard Time CHamilton

\*\*\* PHONE LOG 08/08/2003 09:34 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DAVID IN SERVICE

DAVID STATES.

1. I SPOKE TO JOE AND THE CUSTOMER WAS HERE WHILE I DID IT.
2. JOE DID TAKE CARE OF THE SITUATION AND THE CUSTOMER IS AWARE
3. WE TOOK CARE OF IT.

\*\*\* CASE CLOSE 08/08/2003 09:41 AM US Mountain Standard Time SLarez

2/27/06  
14:50:12  
wsd079  
VIN No : KNDJA7232Y5

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
5/10/00

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>
12/22/05	R MI011	62203	1 01		SPORTAGE OWNERS MANL	51270
12/22/05	R MI011	62203	2 01		BELT-A FRT,LH	51270
8/07/03	G MI011	38509	1 01	Fuel Pump Assy and/o	PUMP ASSY-FUEL	25727
5/09/03	W MI011	36257	1 01	Muffler Assy, R&R	SILENCER ASSY-MAIN	23611
3/05/03	W MI011	32901	1 01	Solenoid Valve Assy,	VALVE-SOL.	22660
2/27/03	W MI011	32740	1 01	Fuel Tank Hoses, R&R	SUB ASSY-T/F	22533
1/11/02	W MI011	23723	1 01	Spark Plug Assy, R&R	SPARK PLUG	14968
1/11/02	W MI011	23723	2 01	Speaker Assy (Rear),	SPEAKER ASSY-RR	14968
1/11/02	W MI011	23723	3 01	Spare Tire Carrier,	STOPPER ASSY	14968
12/11/01	W MI011	23069	1 01	Door Power Window Re	W/REG.POWER-RR.,LH	14573
11/07/01	W MI011	22180	1 01	Door Body Side Weath	CHAN-GLASS RUN,RH	14010
10/24/01	W MI011	21744	1 01	Keyless Entry Transm	TCU	13540

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:50:12  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
5/10/00

VIN No : KNDJA7232Y5 [REDACTED]

Model . . 42442  
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>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/17/01	W MI011	21556	1 01	Heated Oxygen Sensor	SENSOR-OXYGEN	136397
10/17/01	W MI011	21556	2 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	136397
10/17/01	W MI011	21556	1 02	Heated Oxygen Sensor	SENSOR-OXYGEN	13397
10/17/01	W MI011	21556	2 03	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	13397
7/18/01	W MI011	18785	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	11290
7/18/01	W MI011	18785	2 01	Console Box (Front),	CONSOLE ASSY-CTR	11290
1/24/01	W MI011	13765	1 02		I/P COMPT-UP	7136
1/02/01	W MI011	13137	1 01	Spark Plug Assy, R&R	SPARK PLUG	6823
11/01/00	W MI011	12069	1 01		I/P COMPT-UP	5507
10/04/00	W MI011	11056	1 01		GLOVE BOX ASSY	4848
8/23/00	F MI011	11290	1 01	OIL BYPASS FILTER AS		3633
6/13/00	W MI011	9519	1 01		SPEAKER ASSY-RR	1718

More...

F3-Exit

F11-Summary/Detail

2/27/06

14:50:12

wnd079

VIN No : KNDJA7232YS [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKANURAB

KIAPROD

5/10/00

Model . . 42442

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
11/03/99	R 8103W	72014H1	01	POP72 REPL CENTER PA	PANEL ASSY-CTR	
10/28/99	W 8103W	H008451	01	INTERIOR VEHICLE DET		

Bottom

F3=Exit

F11=Summary/Detail



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

Page 1 of 2

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kn0j97238x5 [REDACTED]	K1030011	49,225
[REDACTED] billy PA [REDACTED]			Dealer: PA006 Northeast Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/24/2005 01:01 PM US Mountain Standard Time CDiaz

Customer Stated:

1. 1999 sportage.
2. The car is at the dealer.
3. The **GAS TANK** is leaking.
4. Feel this should be covered.
5. Been speaking to John at the dealer. PA006
6. Dealer says it is not covered.
7. Feel this is safety issue.

Customer did not have the vin so writer called the dealer. PA006

Writer Stated:

1. Sorry for the concern.
2. Let me call the dealer.

Bob Stated: PA006 Service

1. Master cylinder leak and some other items.
2. Let me get you the vin.
3. The **GAS TANK** is leaking from the seam.
4. Out of warranty.
- 5.

Writer Stated:

1. Suggested to contact the Rob Kealey and run the customer request for assistance by him.
2. Will refer the customer back to the dealer for a decision.
3. Just want to make sure that we take the right steps.
4. SC039 to do

Writer Stated to the customer.

1. Car is out of warranty.
2. Will have Bob contact our DPSM.
3. Will send the case to our DPSM.
4. He will make the decision.
5. Keep in contact with Bob.
6. Bob should have a response from DPSM within 24 hours.

Customer Stated:

1. This should not happen to a **GAS TANK**.
2. Husband is an mechanic and has never seen anything like this before.
3. If is not covered we would not be willing to buy Kia again.

Writer stated:

1. I understand.
2. I will doc your comments.
3. Still, the car is out of warranty and we will address but I can not guarantee coverage.

Customer understands.

\*\*\* EMAIL OUT CDiaz Action Type:External email  
Send to:[RKealey@kiausa.com]

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 1999 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja7238x [REDACTED]	K1030011	49,225
Philly PA [REDACTED]			Dealer: PA006 Northeast Kia	

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

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

<<File Attachment: \\oopub\Clarity\OB\CA\_Attachments\SendHistory\Case\_K1030011\_CDiaz\_10-24-2005135956.doc>>

\*\*\* CASE CLOSE 10/24/2005 01:03 PM US Mountain Standard Time CDiaz  
Customer will call back if needed.

2/27/06

14:50:28

wad079

VIN No : KNDJA7238X5

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

7/29/99

Model . . 42421

Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
7/08/02	R PA006	43539	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	20513
5/24/01	W PA009	87315	1 01	Lower Arm Ball Joint	BALL JOINT-LWR	12436
5/24/01	W PA009	87315	2 01	Pivot Link Assy, R&R	LINK ASSY-PIVOT	12436
5/24/01	W PA009	87315	3 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	12436
3/21/01	W PA009	83525	1 01	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	11435
3/01/01	W PA009	82564	1 02	Steering Knuckle (Fr	KNUCKLE ASSY,RH	11105
12/04/00	W PA009	77888	1 01		RING-RETAINING	9784
11/30/00	W PA034	47464	A 01		WIRING ASSY-ENG	9708
11/30/00	W PA034	47464	C 01	Battery Assy, R&R	BATTERY-SPG 95-98	9708
11/30/00	W PA034	47464	D 01		WIRING ASSY-FRONT	9708
8/03/99	W PA009	1077881	01	OTHER PROCEDURES FOR	RETAINER-LOCK CYL.	187
5/19/99	R 8108W	0210831	01	PUP68 REPLACE STEERI	SEAL-OIL	1

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:50:28  
wmd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
7/29/99

VIN No : KNDJA7238X5 [REDACTED]

In Service Date:  
Model . . 42421  
Series . SPORTAGE

<u>Repair</u>	<u>W Dlr</u>	<u>Repair</u>		<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
<u>Date</u>	<u>T No.</u>	<u>Order#</u>	<u>Ver</u>			
5/13/99	W	BT08W	R724901	01	COMPLETE VEHICLE DET	

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]	KNDJA723XY5 [REDACTED]	K1057342	85,000
wells river VA [REDACTED]			Dealer:	

**Case History**

Complaint Reimbursement

\*\*\* PHONE LOG 01/05/2006 10:35 AM US Mountain Standard Time BBrown

Cust states

- 1 I bought the veh about a year and a half ago
- 2 earlier this year I noticed that the veh was using more gas than it should
- 3 I noticed a leak and I am far from kia dlr so I took it to the mech in my local area
- 4 The mechanic order a new tank and gas line because the tank was rusted away
- 5 I was charged \$1000 for the repairs
- 6 I do not think this should have happened and I would like to be reimbursed

Writer states

- 1 apologized
- 2 Warranty on the veh and the **GAS TANK** has long expired
- 3 Kia also does not warranty the work of a non kia mechanic
- 4 I can provide KMA address if cust wants to put his request in writing

Cust states

- 1 OK I will see what I can do to get this resolved because I was w/o a veh during these repairs and I lost so much gas prior to bringing the veh in

\*\*\* CASE CLOSE 01/05/2006 10:35 AM US Mountain Standard Time BBrown

2/27/06  
14:50:43  
wsd079  
VIN No : KNDJA723XY5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
In Service Date: 4/11/00

Model . . 42421  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/26/03	S NH007	44333	A 02	KNUCKLE/HUB ASS'Y R&	KNKLE & SHAFT W/OABS	60876
11/14/02	D NH007	42581	A 01	Axle Knuckle (Front)	KNUCKLE ASSY,RH	55628
11/14/02	R NH007	42581	B 01		SPORTAGE OWNERS MANL	55628
12/28/01	D NH007	36771	A 04	KNUCKLE/HUB ASS'Y R&	SPG HUB KIT#2-W/OABS	42029
3/30/01	W NH007	31264	A 01	Wiper Motor Assy, R&	MOTOR ASSY-WIPER	27633
3/24/00	W 8108W	Z2942	1 01	Parking Brake Lever	LEVER ASSY-P/BRAKE	1
3/24/00	P 8108W	Z2942	2 01	Spot Repair		1
1/06/00	W 8108W	C227281	01	INTERIOR VEHICLE DET		1

Bottom

F3-Exit

F11-Summary/Detail

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

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<b>Last name</b>	<b>First name</b>	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
		KNDJA72391	K77711	14,106
<b>Core WV</b>			<b>Dealer: WV006 Mountaineer Kia</b>	

**Case History**

**Complaint Quality**

\*\*\* PHONE LOG 04/29/2002 10:24 AM US Mountain Standard Time ERobinson  
CUST STATES:

1. I OWN A 2001 SPORTAGE EX W/ ONLY 14,106.
2. I HAVE A FUEL LEAK AND THE VEHICLE WILL NOT OPERATE.
3. I TOOK THE VEHICLE TO WV006 MOUNTAINEER KIA.
4. THE DEALERSHIP INFORM ME THAT THE PART AND SERVICE WILL BE AT MY OWN EXPENSE.
5. THEY STATED THAT I OVERFILL MY **GAS TANK** WHICH CAUSE THE FUEL GAUGE AND EVAPORATION SYSTEM TO MALFUNCTION.
6. I BELIEVE THIS IS A MANUFACTURE DEFECT.
7. YOU CANT TELL ME THAT I HAVE TO PAY FOR THIS SERVICE BECAUSE I OVERFILL MY GAS.

**WRT STATES:**

1. APOLOGIZE ABOUT ANY INCONVENIENCE
2. 5/60K BASIC LIMITED WARRANTY, 10/100K POWER TRAIN
3. KIA WILL HONOR THE PRODUCT AND HONOR THE WARRANTY.
4. PUT CUST ON HOLD AND TALK TO BRENDA SRV MNGT AND DEAN SRV ADVISOR STATES:
  - A. THE CUST OVERFEL THE **GAS TANK**.
  - B. THE CANNISTER MUST BE REPLACE
  - C. WE FOUND NO MANUFACTURE DEFECT.
  - D. WE HAVE TO CHANGE THE COMPLETE EVAP SYSTEM.
  - E. CALL ME BACK IN 15 MIN AND I WILL FIND THE PAGE ON THE OWNER'S MANUEL.
5. THANK BRENDA AND DEAN AND INFORM CUST OF THE STATUS.
6. WRT REQUEST TIME TO DO SOME RESEARCH AND WRT WILL CALL CUST BACK.

\*\*\* PHONE LOG 04/29/2002 01:52 PM US Mountain Standard Time ERobinson Action Type:Incoming call  
CUST STATES:

1. COULD YOU TELL ME THE STATUS OF MY CASE?

**WRT STATES:**

1. CALL THE DEALERSHIP AND THE DEALERSHIP AND WRT ARE WORKING TOGETHER PERTAINING TO MANUFACTURE WARRANTY.
2. INFORM CUST DEALERSHIP ARE INDEPENDENTLY OWN PRIVATELY OPERATED.
3. DUE TO AN ANTI TRUST LAW WRT CANNOT TELL THE DEALERSHIP HOW TO RUN THEIR BUSINESS.
4. THE DEALERSHIP EXHAUST THEIR RESOURCES AND MAY REFUSE TO SERVICE A VEHICLE.
5. REFERRED CUST TO THE SELLING DEALERSHIP.
6. WRT WILL DOCUMENT CUST'S CONCERNS.

\*\*\* PHONE LOG 04/29/2002 01:54 PM US Mountain Standard Time ERobinson Action Type:Incoming call  
CUST STATES:

1. TALK TO GREG PARKER SRV MNGT AT THE SELLING DEALERSHIP WV003 WARNER KIA.
2. THEY WILL SERVICE THE VEHICLE UNDER THE MANUFACTURE WARRANTY.

**WRT STATES:**

1. TRANSFER CUST TO THE R/A.
2. WRT WILL DOCUMENT CUST'S CONCERNS.

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
██████████	██████████	KNDJA72391 ██████████	K77711	14,106
State WV			Dealer: WV006 Mountaineer Kia	

\*\*\* CASE CLOSE 04/29/2002 01:54 PM US Mountain Standard Time ERobinson  
REFERRED CUST TO THE DEALERSHIP.

\*\*\* PHONE LOG 04/29/2002 02:52 PM US Mountain Standard Time ERobinson Action Type:Incoming call  
WRT STATES:

1. TALK TO HECTOR MARTINEZ SUP FOR CROSS COUNTRY MOTOR CLUB.
2. INFORM CUST THAT THE NEAREST DEALERSHIP REFUSE TO DO ANY MORE SERVICE FOR CUST.
3. THE DEALERSHIP USE ALL THE RESOURCES AND WILL NOT ACCEPT THE VEHICLE.
4. THEY WILL CHARGE THE CUST AT CUST'S OWN EXPENSE FOR THE SERVICE.
5. WRT APPROVE THE TOW FROM THE CLOSEST DEALERSHIP TO THE SELLING DEALERSHIP DUE TO THE FACT THAT THE SELLING DEALERSHIP WILL HONOR THE PRODUCT AND HONOR THE WARRANTY AND SERVICE CUST'S VEHICLE AT NO COST.

\*\*\* CASE CLOSE 04/29/2002 02:52 PM US Mountain Standard Time ERobinson  
REFERRED CUST TO THE DEALERSHIP.

\*\*\* NOTES 04/30/2002 01:20 PM US Mountain Standard Time CRevels Action Type:Manager review  
4/30/02 (CR) REC'D CALL FROM DEALER - MOUNTAINEER, WV006 - 345PM

1. KIRK (SRV MGR) STATES HE REVD CALL FROM CALL CTR. (ED ROBINSON)
2. DLR/ST. CALL CTR. SAID NOTES WERE NOT IN FILE @ TIME OF CALL CTR. SPEAKING W/CUST - WRITER ADVISED
1. CALL CTR. NOTES SAY THEY CALLED DLR (WV006) & SPOKE W/ (SRV MGR) BRENDA & DEAN A. DLR ADVISED REPAIR WAS NOT A MANUF. DEFECT
2. NOT SURE WHY CALL CTR. AUTHZ'D VEH TO GO TO ANOTHER DLR FOR REPAIR.

4/30/02 (CR) PLACED CALL TO DEALER: WARNER, WV003 - 355PM

1. SRV MGR IS SPEAKING W/SOMEONE FROM KIA AS WE SPEAK - CANNOT COME TO PHONE

4/30/02 (CR) PLACED CALL TO DPSM: JOE O - 4PM

1. DPSM HAS NOT SPOKEN TO ANY DLR REGARDING REPAIRS
2. DPSM THOUGHT ISSUE WAS RESOLVED YESTERDAY WHEN CUST WAS INFORMED THEY NEEDED TO PAY FOR REPAIRS

\*\*\* PHONE LOG 04/30/2002 01:49 PM US Mountain Standard Time ERobinson Action Type:Incoming call  
KIRK FROM PARTS AND WARRANTY ADMINISTRATION CALLING ON BEHALF OF WV006 STATES:

1. YOU BACK STAB ME.
2. WE INFORM THE CUST THAT THE SERVICE AND PART WILL BE AT CUST'S OWN EXPENSE.
3. THE DEFECTIVE PART IS NOT UNDER THE MANUFACTURE WARRANTY.

WRT STATES:

1. APOLOGIZE TO KIRK ABOUT ANY MIS UNDERSTANDING.
2. WRT USE THE PROTOCOL FOR CONSUMER AFFAIR THAT IF THE CUST DOES NOT LIKE THE DECISION PERTAINING TO THE DIAGNOSTIC. CUST CAN TAKE THE VEHICLE TO ANOTHER DEALERSHIP FOR A SECOND OPINION.
3. WRT TRANSFER CUST TO R/A FOR SERVICE PER CUST'S REQUEST.



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

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72391 [REDACTED]	K77711	14,106
[REDACTED] [REDACTED] WV [REDACTED]		Dealer: WV006 Mountain Kia		

\*\*\* PHONE LOG 04/30/2002 01:50 PM US Mountain Standard Time ERobinson Action Type:Outgoing call  
WRT STATES:

1. LEFT A VOICE MAIL PERTAINING TO CASE K77711 FOR DPSM JOE OPPEDISANO.

\*\*\* PHONE LOG 04/30/2002 01:51 PM US Mountain Standard Time ERobinson Action Type:Outgoing call  
WRT STATES:

1. LEFT A DETAIL MESSAGE FOR CARL REVELS REGIONAL ANALYST PERTAINING TO CASE K77711.

\*\*\* PHONE LOG 04/30/2002 01:56 PM US Mountain Standard Time CRevels Action Type:Outgoing call  
4/30/02 (CR) PLACED CALL TO CALL CTR. - E. ROBINSON - 440PM

1. CALL CTR. & 'ERCA' DISCUSS CASE NOTES & CAME TO UNDERSTANDING THAT CALL CTR WAS SIMPLY TRYING TO HELP CUST GET A SECOND OPTION ON REPAIR NEEDED
2. CALL CTR. DID NOT AUTHZ. ANY REPAIR
3. CUST DETECTED SOME CONCERN BTWN. CUST & DLR (WV006) & THOUGHT IT BEST TO HAVE VEH TAKEN TO SECOND DLR.
4. IF CUST GETS SECOND OPTION WHICH STATES CUST MUST PAY CUST WILL PAY BUT CUST DID NOT WANT TO SETTLE FOR FIRST OPTION FROM DLR (WV006)

\*\*\* PHONE LOG 04/30/2002 01:59 PM US Mountain Standard Time ERobinson Action Type:Incoming call  
MARGIE (NATIONAL) STATES:

1. YOU OVERSTEP YOUR BOUNDARY.
2. YOU NEED TO STAY NEUTRAL.
3. YOU GOT TO INVOLVE W/ THE CUST.
4. YOU SHOULD HAVE CALLED DPSM.
5. DPSM CAN MAKE THE AUTHORIZATION NOT KCC.
6. FIND OUT WHERE THE VEHICLE IS AT AND THE COST FOR THE TOW AND CALL ME BACK.

\*\*\* PHONE LOG 04/30/2002 02:04 PM US Mountain Standard Time ERobinson Action Type:Incoming call  
CARL REVELS STATES:

1. WHAT HAPPEN?

WRT STATES:

1. CLARIFY THAT WRT DID NOT MEAN TO MIS REPRESENT THE DEALERSHIP.
2. WRT CLARIFY TO CUST THAT CUST HAVE THE RIGHT TO TAKE THE VEHICLE TO THE ANOTHER DEALERSHIP FOR A SECOND OPINION.
3. WRT DID MAKE THE MISTAKE BY SENDING CUST TO R/A FOR THE TOW.
4. WRT SHOULD HAVE CALL DPSM.
5. WRT DID CALL THE DEALERSHIP 2 OTHER TIMES AND LEFT A VOICE MAIL FOR THE DEALERSHIP AND NO ONE RETURN WRT CALL.
6. WRT APOLOGIZE AND WANTED TO INFORM CARL OF THE SITUATION.

\*\*\* PHONE LOG 04/30/2002 02:28 PM US Mountain Standard Time ERobinson Action Type:Outgoing call  
WRT STATES:

1. TALK TO GREG MCCARTY SRV MNGT AT WARNER KIA.
2. GREG STATES:

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2001 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723915 [REDACTED]	K77711	14,106
Core WV [REDACTED]		Dealer: WV006 Mountaineer Kia		

- A. THE VEHICLE CAME IN OVERNIGHT.
- B. WE HAVE A REPAIR ORDER AND WILL PERFORM A DIAGNOSTIC TOMORROW 05/01/2002.
- 3. THANK GREG AND WRT WILL CALL GREG BACK FOR A FOLLOW UP.

\*\*\* PHONE LOG 04/30/2002 02:37 PM US Mountain Standard Time ERobinson Action Type:Outgoing call  
WRT STATES:

- 1. TALK TO GREG MCCARTY SRV MNGT AND GREG STATES:
  - A. THE VEHICLE IS AT THE DEALERSHIP.
  - B. IT CAME IN OVER NIGHT.
  - C. WE MAD A TICKET AND WE WILL PERFORM THE DIAGNOSTIC ON THIS VEHICLE ON 05/01/2002.
- 2. WRT THANK GREG AND WILL BE DOING FOLLOW UPS.

\*\*\* PHONE LOG 05/01/2002 08:48 AM US Mountain Standard Time CRevels Action Type:Incoming call  
5/1/02 (CR) RECD CALL FROM DPSM, JOE O. - 1135AM

- 1. DPSM/ST. VEH IS CURRENTLY @ DELAER (WARNER, WV003) FOR INSPECTION
- 2. DLR WILL ADVISED DPSM OF FINDINGS

\*\*\* PHONE LOG 05/01/2002 11:57 AM US Mountain Standard Time CRevels Action Type:Incoming call  
5/1/02 (CR) RECD CALL FROM DPSM, JOE O. - 250PM

- 1. DEALER (WARNER, WV003) HAS CALLED DPSM TO SAY 'CANNISTER VALVE' IS DEFECTIVE
  - A. VALVE SHOULD OPEN & CLOSE
  - B. VALVE STUCK OPEN ONCE OVERFILLED - DID NOT CLOSE
- 2. DPSM HAS AUTHZD REPAIR
- 3. DPSM IS REQUESTING PARTS FROM DLR FOR INSPECTION ONCE REPAIRS ARE COMPLETED

\*\*\* CASE CLOSE 05/02/2002 01:17 PM US Mountain Standard Time CRevels

2/27/06  
14:50:54  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
7/02/01

In Service Date:

VIN No : KNDJA72391

Model . . 42441  
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
5/24/05	W	WV010	18823	1 01	Side Protector No.1,	PROTECTOR-NO.1, RH	59795
1/24/05	W	WV010	18488	1 01	Fuse, R&R, One	ALTERNATOR	59611
12/16/04	W	WV010	18256	1 01	Heated Oxygen Sensor	SENSOR-OXYGEN	58253
11/04/04	W	WV010	17873	1 01	Auto Free Wheel Hub	FREE WHEEL HUB-VACUU	56916
11/04/04	W	WV010	17873	2 02	Brake Master Cylinde	CYL.ASSY-TANDEM MA.	56916
11/04/04	W	WV010	17873	8 01	Exhaust Manifold Ass	GSKT.ASSY-EXH.MANIF.	56916
10/04/04	W	WV010	17614	1 01	Tail Pipe Assy, R&R	PIPE ASSY-TAIL	55803
7/30/04	W	WV010	17060	2 01	Sunvisor Assy, R&R,	SUNVISOR,RH	53009
7/30/04	W	WV010	17060	3 01	Console Lid, R&R	LID ASSY-CONSOLE	53009
11/04/03	W	WV010	14685	1 05	Fuel Pump Assy and/o	SENSOR-T/PRESS	42989
9/22/03	W	WV010	14286	1 01	Side Protector No.1,	PROTECTOR-NO.1, RH	41291
7/21/03	W	WV010	13650	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	39271

More...

F3-Exit

F11-Summary/Detail

2/27/06

14:50:54

wd079

VIN No : KNDJA72391

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

7/02/01

Model . . 42441

Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
6/19/03	W	WV010	13288	1	01 Blower Motor (Front)	BLOWER MOTOR ASSY	38269
4/23/03	W	WV003	12368	1	01 CUP HOLDER, R&R	HOLDER-CUP	35946
4/23/03	W	WV003	12368	2	01 Door Power Window Re	REG.ASSY-WINDOW,RH	35946
4/23/03	W	WV003	12368	3	01 Wheel Hub Assy (Fron	KNKLE & SHAFT W/OABS	35946
4/30/02	W	WV003	8840	1	01	VALVE-CUT	14107
4/29/02	W	WV006	10340	1	01 Filler Neck & Fuel H	PIPE ASSY-INLET	14106
2/16/02	W	WV006	02091	1	01	HOLDER-CUP	10450
2/16/02	W	WV006	02091	2	01 Door Opening Weather	WTHSTP ASSY-DOOR,RH	10450
2/16/02	W	WV006	02091	3	01 Door Opening Weather	WTHSTP ASSY-DOOR,LH	10450
12/14/01	W	WV006	10050	1	01 Door Upper Opening W	WTHSTP-DOOR,LH	8109
12/14/01	W	WV006	10050	2	01 Door Power Window Re	REG.POWER WINDOW,LH	8109
9/08/01	F	PA024	61743	A	01 OIL BYPASS FILTER AS		3692

More...

F3-Exit

F1-Summary/Detail

2/27/06  
14:50:54  
wsd079  
VIN No : KNDJA72391 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAFROD  
7/02/01

In Service Date:

Model . . 42441  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/27/01	W 8108W	G6315	1 01	Wire Repair Time (Ma		
3/27/01	P 8108W	G6315	2 01	Spot Repair		
3/01/01	R 8108W	02824	1 01		SPORTAGE OWNERS MNL	

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB6236X [REDACTED]	K356749	35,000
Reporte IN [REDACTED]			Dealer: IN013 Nielsen Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 08/25/2004 06:33 AM US Mountain Standard Time ERuiz  
\*\*\*CALLER STATED\*\*\*

1. I HAVE TO ORDER A **GAS TANK** BECAUSE IT RUSTED THOUGH ALREADY
2. THE VEHICLE IS ONLY 5 YEARS OLD.
3. JUST THE PART IS \$195.
4. IT STARTED LEAKING GAS.
5. MY HUSBAND GOT UNDER NEATH AND REMOVED THE SHIELD, HE FOUND ABOUT 5 DIFFERENT HOLES

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. INFORMED THE CUSTOMER ABOUT OPEN RBCALL SC039.
3. ADVISED THE CUSTOMER TO TAKE THE VEHICLE BACK TO THE DEALER FOR RECALL SVC.
4. VEHICLE EXPIRED THE WARRANTY AT 3/36.
5. CUSTOMER DOES NOT HAVE AN ESC.
6. VEHICLE'S REPAIR WILL BE AT THE CUSTOMER'S EXPENSE.

\*\*\* CASE CLOSE 08/25/2004 06:33 AM US Mountain Standard Time ERuiz

2/27/06  
14:51:12  
wsd079  
VIN No : KNDJB6236X

Warranty Service Department  
WARRANTY HISTORY INQUIRY  
Model . . 42212  
Series . SPORTAGE

In Service Date:

NAKANURAB  
KIAPROD  
6/01/99

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage	
12/11/01	W	IN013	19788	1	01	Battery Assy, R&R	BATTERY-SPG 99-02	19278
11/29/01	R	IN013	19624	2	01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	19147
11/29/01	R	IN013	19624	2	01	SC010 SPG OBD INFORM	OBD II INFO LABEL	19147
5/02/01	W	IN013	17471	1	02	Idle Speed Actuator	ACTUATOR-IDLE SPEED	15478
3/29/01	W	IN013	17101	1	01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	15080
3/29/01	W	IN013	17101	2	02	Catalytic Converter	CAT.CONV-MANIFOLD	15080
4/24/00	W	IN013	13456	1	01		WIRING ASSY-FRT,NO3	5646
4/24/00	W	IN013	13456	2	01		WIRING ASSY-FRT,NO3	5646
3/17/00	R	IN013	13081	1	03	SC014/C123/C124 CONN	WIRING ASSY-INJ	5148
4/08/99	W	8108W	R730161	01	OTHER PROCEDURES FOR	LAMP HI.MTD STOP		
4/08/99	W	8108W	R730162	01	CLEAN LUG NUTS	NUT-HUB,RH		
4/08/99	W	8108W	R730163	01	OTHER PROCEDURES FOR	SCREW-TAPPING		

More...

F3-Exit

F11-Summary/Detail

2/27/06

14:51:12

wsd079

VIN No : KNDJB6236X5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

In Service Date:

6/01/99

Model . . 42212

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/02/98	W 8108W	R528601	01	COMPLETE VEHICLE DET		1
10/02/98	W 8108W	R528602	01	ADJUST FUEL FILLER L	LID ASSY-FILLER	1
10/02/98	W 8108W	R528603	01	INSTALL TOOL KIT	MAT-FLOOR, FRT	1
10/02/98	W 8108B	W196771	01	FRONT BUMPER, BUFFIN		1
10/01/98	R 8108W	0027901	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 1999 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	knrdjb623xx [REDACTED]	K121569	19,000
[REDACTED] East Hartford CT			Dealer: CT008 Suburban Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 11/14/2002 04:22 PM US Mountain Standard Time OSprague

[REDACTED] Park received Fax of "Hotline Action Request" from U.S. Dept of Transportation

Fax states:

1. Engine Stalling
2. Dealership refuses to fix, because they cannot duplicate the problem

Case dispatched to National queue for handling  
Paperwork forwarded to M.Cameron

\*\*\* SEND CASE HISTORY 11/14/02 03:42:39 PM OSprague

Case details sent to mcameron@kisusa.com.

\*\*\* NOTES 11/14/2002 05:45 PM US Mountain Standard Time M.Cameron Action Type:Manager review

Writer dispatching case to call center queue requesting customer contact & investigation as to complaint filed with NHTSA, as well as dealer contact. Customer alleges "dealership refuses to fix stalling concern because they cannot duplicate the problem."

Call center representative to advise write of results of investigation for coordination of any required action.

\*\*\* PHONE LOG 11/15/2002 07:23 AM US Mountain Standard Time JCook Action Type:Incoming call

Writer called number listed in file, and it was to a Home Depot in Glastonbury, CT.

1. Was advised that they have never heard of [REDACTED], and felt we had the wrong number.
2. This is the only number we have available for customer.

\*\*\* PHONE LOG 11/15/2002 07:31 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called and spoke to Mike (Svc. Mgr @ CT008) who stated:

1. Says this customer has not been to his dealer since 5/20/02 at 16483 miles.
2. Says at the time they replaced her front brakes and performed 2 recalls (Sc007, Sc010) on the vehicle.
3. Says she also come in for a stalling problem which they could not duplicate at the time.
4. Says she has not been to his dealer in 6 months or more.
5. Mike advised this writer of the home and work number for the customer he has on file.
6. Thanked Mike for his help.

\*\*\* PHONE LOG 11/15/2002 08:01 AM US Mountain Standard Time JCook Action Type:Incoming call

Writer called customer at work who stated:

1. That she has not been back to the dealer since May of this year.
2. Says they keep telling her that they cannot duplicate her concern.
3. Says her car still stalls and is very dangerous.
4. Says she is not going back to a dealer that cannot fix her vehicle.
5. Says this dealer is far enough from where she lives, and she could not possibly go to a dealer even further.
6. Says she was told that the warranty had expired on her vehicle as well.
7. Says she just wants her vehicle to be fixed to where she feels safe, but will not waste her time going back to the dealer for them to tell her there is no problem.

—Writer advised customer:

1. That her warranty start date is 11/23/99.
2. Advised that she has the remainder of the 5yr/60k powertrain and the 3yr/36k limited basic warranty which expires at the

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 4

LAST NAME	FIRST NAME	VIN of 1999 ZDR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjb623xx[REDACTED]	K121569	19,000
East Hartford CT [REDACTED]			Dealer: CT008 Suburban Kia	

end of this month.

3. Advised that we need to get her back to a dealer, which she refused to do until they are willing to really look at her vehicle.
4. Advised that we will document her concerns.
5. Advised that we are going to do some further research and we will get back with her.

\*\*\* SEND CASE HISTORY 11/15/2002 12:53:18 PM JCook  
Case details sent to rdameron@kiausa.com.

\*\*\* PHONE LOG 11/15/2002 01:01 PM US Mountain Standard Time JCook Action Type:Outgoing call  
Writer called and advised Dpsn Rod Dameron about this case, who stated:

1. That he has no problem taking a look at this vehicle.
2. Says he is willing to test drive it with her as well as make sure there is no driver error, and to experience her problem.
3. Says we need to find out from her when the vehicle has this stalling problem, is it in the morning, evening, certain weather conditions etc.
4. Says we need to get her to the dealer and advise the Svc. Mgr Mike Filipone of this vehicle and he will contact Rob to come and inspect the vehicle.
5. Says we need to try to get some specifics, or the same thing is going to happen when he test drives the vehicle, and the concern will not be able to be duplicated.
6. Thanked Rob for his time.

\*\*\* PHONE LOG 11/19/2002 02:13 PM US Mountain Standard Time JCook Action Type:Outgoing call  
Writer called and left message for customer to give this writer a callback tomorrow during the day, since she does not like being contacted at work.

1. Advised that we would like to schedule an appt. for the Kia rep to look at her vehicle.

\*\*\* PHONE LOG 11/20/2002 11:40 AM US Mountain Standard Time CDiaz Action Type:Incoming call  
Customer Stated:

1. Returning Jason's call.

Writer conferenced the customer and Jason together.

\*\*\* PHONE LOG 11/20/2002 11:57 AM US Mountain Standard Time JCook Action Type:Incoming call  
Customer Stated:

1. Says she got this writer's message.
2. Says her vehicle seems to have the stalling problem when the **GAS TANK** is medium to low.
3. Says when it is warmer outside, the stalling problem is worse, and there is a smell.
4. Says in general when it is warmer outside it is worse.
5. Says she will take it to the dealer to test drive it with the Kia rep, but it would have to be on the weekend, because she works all week long, unless they are going to put her in a rental.
6. Says she does have the day after Thanksgiving off.

—Writer advised customer:

1. That we will have to speak with the Kia rep and we will get back with her today or tomorrow.

\*\*\* FORWARD 11/21/2002 07:22 AM US Mountain Standard Time CRevela

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 1999 2DR SPORTAGE 4X</b> kndjb623xx [REDACTED]	<b>Case Number</b> K121569	<b>Mileage</b> 19,000
<b>East Hartford Ct</b>			<b>Dealer: CT008 Suburban Kia</b>	

**\*\*\* PHONE LOG 11/22/2002 06:42 AM US Mountain Standard Time MDougherty Action Type:Incoming call**

1. 11/21/02 writer called customer at main #--writer left vm
2. writer called customer at work #
3. writer advised that we would like to schedule the inspection/test drive with the DPSM
4. customer states she can only do this on the weekends or at night.
5. writer explained that the DPSM has normal business hours.
6. customer states the earliest that she can get to the dealership is at 4:30
7. writer asked her which day would be the best?
8. Customer states, "Tuesday the 26th at 4:30 will be ok, but if they need to keep the car, I will need a rental."
9. writer said ok.
10. writer advised that we will confirm with the dpsm and the dealer and then call her back.
11. customer states she has already advised that SHE DOES NOT WANT TO BE CONTACTED AT HER WORK #
12. writer apologized and stated that I was not aware of that info.
13. customer requests that writer leave her a message on her answering machine confirming the appt.
14. writer said ok.

**\*\*\* PHONE LOG 11/22/2002 06:43 AM US Mountain Standard Time MDougherty Action Type:Incoming call**

1. writer spoke to DPSM
2. DPSM states 11/26/02 at 4:30 --CT008 will be ok
3. writer advised that writer will send an email to confirm

**\*\*\* PHONE LOG 11/22/2002 06:46 AM US Mountain Standard Time MDougherty Action Type:Incoming call**

1. writer called SM Mike at CT008
2. writer explained that DPSM will be in on 11/26/02 at 4:30 to test-drive/inspect customer's vehicle.
3. Mike said that is fine, he has not had this vehicle in service for the last six months
4. writer advised if she has to leave her vehicle she will need a loaner--Mike said ok.

**\*\*\* PHONE LOG 11/22/2002 06:46 AM US Mountain Standard Time MDougherty Action Type:Incoming call**

1. writer called customer at main #--left message confirming that the appt has been set.

**\*\*\* NOTES 11/22/2002 06:47 AM US Mountain Standard Time MDougherty Action Type:Manager review**

1. writer sent an email to DPSM to confirm  
file will remain at my desk

**\*\*\* PHONE LOG 11/27/2002 07:15 AM US Mountain Standard Time MDougherty Action Type:Incoming call**

1. writer rec'd call from DPSM
2. DPSM states that he inspected this vehicle at the dealership and he took a test drive in it
3. dpsm states they will be ordering an engine harness and an injector harness
4. dpsm states they will repair the vehicle
5. the customer is in a rental.

writer will follow up with customer once repairs are completed.

[!<For Internal Use Only

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

Last Name	First Name	VIN of 1999 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjb623x [REDACTED]	K121569	19,000
East Hartford CT [REDACTED]		Dealer: CT008 Subaru/Kia		

DPSM was able to verify a smell from the cat converter and a slight engine stumble.>]

\*\*\* PHONE LOG 12/04/2002 08:37 AM US Mountain Standard Time MDougherty Action Type:Incoming call

1. writer called SM MF at CT008
2. SM states that the customer's vehicle is finished—they replaced 2 wiring harnesses and the main cat.
3. SM states he will contact the customer to return rental and pick up her vehicle
4. writer said thanks.
5. writer will follow up with customer in a few days.

\*\*\* PHONE LOG 12/09/2002 07:39 AM US Mountain Standard Time MDougherty Action Type:Incoming call

1. writer called customer at main #—writer left vm for customer to contact me at the region.
2. writer called customer at work #—writer was advised that she was on another line, writer left a message for customer to contact me at the region.

\*\*\* PHONE LOG 12/10/2002 08:05 AM US Mountain Standard Time MDougherty Action Type:Incoming call

1. writer called customer at main #—writer left vm for customer to contact me at the region.
2. writer re-reviewed the notes above—customer did not want to be contacted at work #—therefore writer just left the message at main #.

\*\*\* PHONE LOG 12/11/2002 06:53 AM US Mountain Standard Time MDougherty Action Type:Incoming call

1. writer called customer.
2. writer followed up on repairs to the vehicle.
3. customer states that the vehicle has been 'so far so good'
4. customer states that the vehicle usually acted up in the summertime with the heat anyhow.
5. customer states they replaced 2 things that were causing the problem.
6. customer states the technician did leave some oil marks in her car, but have agreed to clean it, so it is ok.
7. writer advised customer if she has any further concerns to contact writer directly.
8. customer said ok.
9. customer also stated that the DPSM Rob gave her his card and told her to contact him if there were any further problems.
10. customer states Rob was really great, he was very patient with her and she appreciated this.

\*\*\* CASE CLOSE 12/11/2002 06:53 AM US Mountain Standard Time MDougherty

2/27/06  
14:54:23  
wsd079  
VIN No. : KNDJB623XX9 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/24/99

In Service Date:

Model . . 42212  
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>
4/25/03	S	CT008	49051	A 01	Brake Disc Plate (Fr	DISC-PLATE	22534
12/04/02	E	CT008	38878	A 01	Front Muffler Assy (	PIPE & CAT CONV ASSY	20249
12/04/02	G	CT008	38878	B 01	Wire Harness Assy (I	WIRING ASSY-INJECTOR	20249
12/04/02	G	CT008	38878	C 01	Engine Wiring Assy,	WIRING ASSY-ENGINE	20249
12/04/02	E	CT008	38878	A 02	Front Muffler Assy (	PIPE & CAT CONV ASSY	20249
12/04/02	G	CT008	38878	C 02	Engine Wiring Assy,	WIRING ASSY-ENGINE	20249
12/04/02	E	CT008	38878	A 03	Front Muffler Assy (	PIPE & CAT CONV ASSY	20249
12/04/02	G	CT008	38878	C 06	Engine Wiring Assy,	WIRING ASSY-ENGINE	20249
5/20/02	W	CT008	26674	A 01	Brake Disc Plate (Fr	DISC-PLATE	16483
5/20/02	R	CT008	26674	B 01	SC007 CHECK BRK LINE	PIPE-BRAKE,R.	16483
5/20/02	R	CT008	26674	C 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	16483
11/16/01	W	CT008	15935	A 01		WIRING ASSY-ENG	13598

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:54:23  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

VIN No : KNDJB623XX5 [REDACTED]

Model . . 42212  
Series . SPORTAGE

In Service Date: 11/24/99

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
11/07/01	R CT008	15268	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	13549
11/07/01	W CT008	15268	B 01	Exhaust Manifold Gas	GSRT.ASSY-EXH.MANIF.	13549
11/07/01	W CT008	15268	C 01	Battery Cable Assy,	CABLE-BATTERY	13549
10/18/01	W CT008	13918	A 01	Seat Belt (Front), R	BELT A-R., 1	13347
10/18/01	W CT008	13918	B 01	Door Body Side Weath	CHAN.-GLASS RUN A,LH	13347
6/07/01	W CT008	05713	A 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	114589
6/07/01	W CT008	05713	B 01	Brake Pad Assy (Fron	PAD SET-FRONT	114589
6/07/01	W CT008	05713	C 01		WIRING ASSY-FRONT	114589
6/07/01	W CT008	05713	A 02	Muffler Assy (Rear),	SILENCER ASSY-MAIN	11589
6/07/01	W CT008	05713	B 02	Brake Pad Assy (Fron	PAD SET-FRONT	11589
6/07/01	W CT008	05713	C 02		WIRING ASSY-FRONT	11589
5/22/01	W CT008	04829	A 01	Strut Insulator Assy	SHOCK ABSORBER-FRT.	11342

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:54:23  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/24/99

VIN No : KNDJB623XXS [REDACTED]

Model . . 42212  
Series . SPORTAGE

In Service Date:

11/24/99

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
5/22/01	W CT008	04829	B 01	Windshield Wiper Spi	LINK ASSY-F.WIPER	1134
4/10/01	W CT008	02237	A 01		WIRING ASSY-ENG	1079
4/10/01	W CT008	02237	B 01	Brake Disc Plate (Fr	DISC-PLATE	1079
10/11/00	W CT008	92849	A 01	Fuel Tank Assy, R&R	TANK ASSY-FUEL	859
10/11/00	W CT008	92849	B 01	Fuel Injector Assy,	INJECTOR ASSY-FUEL	859
10/11/00	W CT008	92849	C 01	Surge Tank Assy and/	GASKET-SURGE TANK	859
10/11/00	W CT008	92849	D 01	Door Body Side Weath	CHAN.-GLASS RUN A, LH	859
10/11/00	W CT008	92849	E 01		WIRING ASSY-DOOR, PAS	859
9/22/00	W CT008	91889	A 01		HOSE-DRAIN	8314
9/22/00	W CT008	91889	B 01		WIRING ASSY-ENG	8314
6/08/00	R CT008	82103	A 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	7141
6/08/00	W CT008	82103	B 01	Air intake Hose, R&R	HOSE-AIR INT.	7141

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:54:23  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
11/24/99

VIN No : KNDJB623XX [REDACTED]

Model . . 42212  
Series . SPORTRAGE

In Service Date:

Repair Date	W	Dlr T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
1/18/00	W	CT008	168528A	01	SUB TANK ASSEMBLY, R&	PUMP COMPT-WATER	5967
1/05/00	W	CT008	163889A	01	BATTERY, R&R	BATTERY-SPG 95-98	5201
6/02/99	W	8104W	3828801	01	BATTERY, CLEAN AND CH	BATTERY-SPG 95-98	1
5/24/99	W	8104W	3815634	01	OTHER PROCEDURES FOR	UNIT-CENTER CONTROL	1
5/14/99	W	8104W	3809011	01	CLEAN LUG NUTS	NUT-HUB, RH	1
5/14/99	W	8104W	3809012	01	ADJUST FUSE DOOR	COVER-HOLE	1
5/14/99	W	8104W	3809013	01	OTHER PROCEDURES FOR	SCREW-TAPPING	1
11/23/98	W	8104W	364103G	01	INTERIOR VEHICLE DET		1
11/23/98	W	8104W	3641031	01	BATTERY, CLEAN AND CH	BATTERY-SPG 95-98	1

Bottom

F3=Exit

F11=Summary/Detail



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 1999 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7238X5 [REDACTED]	K222544	74,700
SILVERSPRING MD [REDACTED]			Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 09/25/2003 12:04 PM US Mountain Standard Time ERuiz

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

1. I HAVE A 99 KIA SPORTAGE.
2. THE VEHICLE HAS A LEAKING **GAS TANK**.
3. I HAVE AN ESC, BUT I DONT KNOW IF THEY WOULD COVER THIS OR NOT.

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

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. VEHICLE IS OUT OF THE MANUFACTURE WARRANTY.
3. WRT SUGGESTED TO CALL THE ESC FOR MORE INFO.
4. CALLER THANKED WRT FOR THE INFO

\*\*\* CASE CLOSE 09/25/2003 12:04 PM US Mountain Standard Time ERuiz

2/27/06  
14:54:41  
wmd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
3/31/99

VIN No : KNDJA7238X5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

In Service Date:

3/31/99

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/30/01	R MD014	29537	1 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	44976
10/30/01	R MD014	29537	2 01	SC010 SPG OBD INFORM	OBD II INFO LABEL	44976
10/30/01	R MD014	29537	1 03	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	44976
5/18/01	G MD017	50917	1 01	Steering Knuckle (Fr	KNKLE & SHAFT W/OABS	40444
2/22/01	W MD017	38724	2 01		DOOR ASSY-FRT,RH	35916
12/20/00	W MD017	30069	1 01	Room Lamp Lens and/o	BULB	33133
12/20/00	W MD017	30069	3 01	Console Lid, R&R	CONSOLE ASSY-CTR	33133
12/20/00	W MD017	30069	4 01	Power Steering Pump	BELT-V	33133
12/20/00	W MD017	30069	5 01		CAT.CONV-MANIFOLD	33133
12/20/00	W MD017	30069	6 01		HOSE ASSY-VAC.	33133
5/16/00	W MD017	12318	1 01	Heater Blower Motor,	BLOWER MOTOR ASSY	20758
5/16/00	W MD017	12318	2 01	Door Window Regulato	W/REG.POWER-FRT.,RH	20758

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:54:41  
wmd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
3/31/99

In Service Date:

VIN No : KNDJA7238X5 [REDACTED]

Model . . . 42442  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>	
5/16/00	W	MD017	12318	3	01	Steering Knuckle (Fr	SPG HUB KIT#2-W/OABS	2075
5/16/00	W	MD017	12318	4	01	Seat Assy (Front), R	SEAT-F., LH	2075
5/01/00	R	MD017	11963	1	01	SC014/C123/C124 CONN	WIRING ASSY-INJ	2003
5/01/00	W	MD017	11963	2	01		CHAN-GLASS RUN, RH	2003
5/01/00	W	MD017	11963	4	01	Console Lid, R&R	CONSOLE ASSY-CTR	2003
1/24/00	W	MD017	1094023	01		BLOWER MOTOR, R&R	BLOWER MOTOR ASSY	1444
1/24/00	W	MD017	1094024	01		GLASS RUN CHANNEL, R&	CHAN-GLASS RUN, RH	1444
11/11/99	W	MD017	1076941	01		OTHER PROCEDURES FOR	SWITCH-OIL PRESSURE	1029
11/11/99	W	MD017	1076942	01		BATTERY, R&R	BATTERY-SPG 95-98	1029
10/20/99	R	MD017	1072651	01		SC009 KNUCKLE/HUB AS	SEAL-OIL	888
7/13/99	W	MD017	9543	2	01	OIL FILLER CAP, R&R	HEAD ASSY-CYL.	557
6/21/99	F	MD017	9091	1	01	ENGINE OIL, CHANGE	FILTER, OIL	4644

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:54:41  
wed079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD  
3/31/99

In Service Date:

VIN No : KNDJA7238X5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
2/24/99	W 8108W	R647451	01	OTHER PROCEDURES FOR	WIRING ASSY-FRT	1
11/30/98	W 8108W	R536921	01	COMPLETE VEHICLE DET		1
11/05/98	R 8108W	0084101	01	BRAKE LINE & INTERME	PIPE-BRAKE,R.	1

Bottom

F3=Exit

F11=Summary/Detail

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

Page 1 of 1

<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2000 SPORTAGE 4X2</b> KNDJB723XY3 [REDACTED]	<b>Case Number</b> K435744	<b>Mileage</b> 48,000
<b>PROVIDENCE RI 02094</b>			<b>Dealer:</b>	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 03/14/2005 07:53 AM SLarez  
CUSTOMER STATES.

1. THE **GAS TANK** WAS LEAKING AND WE HAD TO GET THE CAR TOWED.
2. WE COULD HAVE HAD A MAJOR PROBLEM IF A FIRE OCCURED.
3. I WENT ON LINE AND SAW A PENDING LAW SUITE WITH THE SAME KIND OF LEAK FROM THE **FUEL TANK** AS WE HAVE.
4. I WOULD LIKE TO KNOW IF THERE IS A RECALL.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. NO RECALL ON THIS COMPONENT, I AM SORRY

CUSTOMER STATES.

1. I WOULD LIKE TO FILE A COMPLAINT.

WRITER STATES.

1. GAVE COMP:PAINT NUMBER.
1. GAVE CASE NUMBER.

2/27/06  
14:55:06  
wd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

VIN No : KNDJB723XY5 [REDACTED]

Model . . 42222  
Series . SPORTAGE

In Service Date:

3/15/00

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/14/05	R MA012	79621	1 01		BELT-A FRT,LH	46171
3/14/05	W MA012	79621	2 01	Hub Bearing (Front),	BRG-FRT,WHEEL,IN.	46171
4/02/03	D MA012	95887	1 01	Brake Caliper Assy (	MASTER VAC.ASSY	31779
12/07/02	W MA012	83747	2 01	Door Power Window Re	W/REG.POWER-RR.,LH	29863
8/13/02	W MA012	71630	1 01	Time & Alarm Control	ECU-ETWIS	27929
7/31/02	W MA012	70305	1 01	Door Outside Handle	HANDLE ASSY-OUT,LH	27728
6/25/02	W MA012	66699	1 01	Door Power Window Re	W/REG.POWER-RR.,LH	27214
6/25/02	W MA012	66699	3 01	Fuel Tank Cap Assy,	CAP-FILLER	27214
6/25/02	W MA012	66699	2 01	Center Control Unit,	SWITCH-HOOD	27214
9/10/01	W MA012	39514	1 01	Door Power Window Re	W/REG.POWER-RR.,LH	22081
9/10/01	W MA012	39514	2 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	22081
4/18/00	F MA011	7398	A 01	OIL BYPASS FILTER AS		2812

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:55:06  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
3/15/00

VIN No : KNDJB723XY5 [REDACTED]

Model . . 42222  
Series . SPORTAGE

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
4/18/00	W MA011	7398	B UI		HINGE ASSY-B,RH	2812
1/03/00	W 8108W	C225481	01	INTERIOR VEHICLE DET		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 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7234Y5 [REDACTED]	K61754	27,000
N. Tonawanda NY [REDACTED]			Dealer: NY022 Northtown Kia	

**Case History**

Complaint Replacement

\*\*\* PHONE LOG 01/22/2002 07:57 AM US Mountain Standard Time ALee

Customer [REDACTED] stated:

1. if frustrated w/the performance of the veh.
2. from time of purchase cust has had nothing but problems w/veh.
3. veh is at dlr twice a month for the same problems.
4. dlr has repaired the veh once.
5. there is rust around the **FUEL TANK**.
6. there is a crack on the dash & water is leaking on the carpet, now the carpet needs to be replaced, and dlr needs to find the leak.
7. the belts have replaced on the veh 8x & the belts are still squealing.
8. the molding on the door keeps falling off, now the molding is hanging & scratching the paint.
9. there is a build up of rust around the **FUEL TANK**.
10. this veh is a lemon & Kia needs to take back this veh & destroy it.
11. cust has been dealing w/Ross the svc mgr at dlr and dlr has not fixed the problems.
12. how many times does the need to go to the dlr for the same problem.
13. this is not right that the veh is consistently at the dlr.
14. doesn't want the veh anymore.
15. requesting that Kia take back this veh or replace veh w/another.
16. has attempted to trade in veh but dlr will only give cust 7K for the veh.
17. this offer will not cover the loan on the veh.
18. veh is a piece of junk not worth having.
19. if this issue is not resolved cust will have to take legal action.

Writer stated:

1. apologized for the inconvenience.
2. Kia buy back policy is in accordance w/cust state laws.
3. if cust chooses to seek legal action cust has that right as a consumer.
4. Kia will stand behind there product & repair the veh under the terms of the warranty.
5. Kia has provided cust with a great warranty to assist veh w/any problems the veh may have @ no expense to cust if problem is caused by a mfg defect.
6. will call dlr for a follow up to past repairs performed on the veh.
7. will call cust w/an update.

\*\*\* PHONE LOG 01/24/2002 12:19 PM US Mountain Standard Time ALee Action Type:Outgoing call

Writer called dlr & Russ (svc mgr) stated:

1. cust brought veh to dlr on 1/15/02 for a leak concern rust around the **GAS TANK** complaint.
2. dlr has ordered a new carpet for the veh & made an appt to have veh svc on 2/6/02.
3. when carpet is installed dlr will perform a leak test, but so far dlr has not been able to duplicate problem.
4. dlr replaced the fuel neck for to address rust problem.
5. @ time of visit cust didn't mention problem w/any belt or squealing problem.
6. veh is registured under Stephanie Ricktor.
7. advise cust to bring veh back for svc if there is a problem.
8. dlr has offered to trade cust into another veh but cust was not satisfied w/offer.

Writer stated:

1. will document comments.
2. will advise cust to take veh to dlr for an inspection.

[<For Internal Use Only

Russ believes the cause of the leak is from snow off cust boots. Dlr tried to trade cust into another. Dlr only able to give cust 7k for the trade in of the veh. Cust was not satisfied w/off, now cust is requesting repurchase. >|]



**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB7234Y [REDACTED]	K61754	27,000
N. Tonawanda NY			Dealer: NY022 Northtown Kia	

\*\*\* PHONE LOG 01/24/2002 12:24 PM US Mountain Standard Time ALee Action Type:Outgoing call

Writer called cust & stated:

1. advised cust of info given by dlr.
2. dlr will address concerns presented to @ time of svc.
3. Kia will continue to stand behind there product & repair the veh under the terms of the warranty.
4. if cust chooses to seek legal action cust has that right.
5. advised cust writer was not legally trained & was unable to provide cust w/legal advise.
6. Kia's buy back policy is in accordance w/cust state laws.

Customer stated:

1. is tired of getting the run around/brush off of everyone.
2. because Kia has not satisfied cust in any way cust is going to call the Attn Gen Office & lawyer to seek legal action against Kia.
3. Kia is going to buy back this veh.
4. cust will never buy another Kia product & will not recommend any to buy a Kia.
5. this veh is junk & refuses to continue to pay for a veh that keeps breaking down.
6. thank you for no help, have a nice day.
7. cust disconnected.

\*\*\* CASE CLOSE 01/24/2002 12:25 PM US Mountain Standard Time ALee

Dlr will assist w/repairs.

2/27/06  
14:55:20  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
5/05/00

VIN No : KNDJB7234Y5 [REDACTED]

In Service Date:  
Model . . 42221  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/28/03	G NY022	23169	1 02	Door Glass Guide (PF	CHAN.-GLASS RUN A, LH	41032
10/25/02	C NY022	18964	1 03	Muffler Gasket, R&R	GASKET	37636
6/28/02	W NY022	13131	1 01		BRKT COMPT-FAN	33481
6/28/02	W NY022	13131	2 01	Door Upper Opening W	WTHSTP-FRT DOOR, RH	33481
6/28/02	W NY022	13131	3 01	Front Muffler Assy (	CAT.CONV-MANIFOLD	33481
2/06/02	W NY022	07032	1 01	Floor Carpet Mat Ass	MAT-FRT.FLOOR	28101
2/06/02	W NY022	07032	2 01	Door Belt Outside We	WTHSTP-GLASS, OUT, RH	28101
2/06/02	W NY022	07032	3 01	Door Body Side Weath	CHANNEL-CTR RUN, RH	28101
2/06/02	W NY022	07032	4 01	CIGAR LIGHTER, R&R	LIGHTER-CIGAR	28101
2/06/02	P NY022	07032	5 01	Front Door (Lower),		28101
1/15/02	W NY022	06218	1 01	Filler Neck & Fuel H	REINF ASSY-F/INLET P	27081
12/20/01	W NY022	05469	1 01	Power Steering Pump	V-BELT	25997

More...

F3=Exit

F11=Summary/Detail

2/27/06

14:55:20

wad079

VIN No : KNDJB7234YE

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKANURAB

KIAPROD

In Service Date:

5/05/00

Model . . 42221

Series . SPORTAGE

Repair Date	W	Dir T No.	Repair Order#	Var	Repair Labor Code	Causal Part	Mileage
12/20/01	W	NY022	05469	2 01	Cowl Top Cover, R&R	GRILLE-ASS'Y-COWL	25997
12/20/01	W	NY022	05469	3 01	Spare Tire Carrier H	HINGE-LWR	25997
11/17/00	W	NY022	21599	A 01	Door Glass and/or Wi	REG.ASSY,WINDOW,LH	9589
11/17/00	W	NY022	21599	B 02	Manual Transmission	GEAR ASSY-1ST	9589
8/23/00	W	NY022	19457	A 01		SEAL-OIL	5491
7/05/00	F	FL069	13080	1 01	OIL BYPASS FILTER AS		3153
6/21/00	W	FL069	12590	1 01	Quarter Fixed Glass,	MLDG-QTR.WINDOW,RH	2362
6/06/00	P	FL069	11922	1 04	Spot Repair		1813
5/22/00	W	FL069	11332	2 01	Quarter Fixed Glass	MLDG-QTR.WINDOW,RH	1089
5/22/00	W	FL069	11332	1 01	Wheel Alignment (2Wh	ROD ASSY-TIE,LH	1089
5/04/00	W	FL065	33399	1 01	Battery Assy, R&R	BATTERY-SPG 99-02	8
3/24/00	W	8104W	23717	1 01	Battery, Charging	BATTERY-SPG 95-98	1

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:55:20  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
5/05/00

In Service Date:

VIN No : KNDJB7234Y5 [REDACTED]

Model . . 42221  
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>
3/20/00	W 8104W	22867	G 01	Wire Repair Time (Ma		
3/20/00	W 8104W	22867	1 01		MLDG-QTR.WINDOW,LH	
3/17/00	W 8104W	22839	G 01	Wire Repair Time (Ma		
3/17/00	P 8104W	22839	1 01	Spot Repair		
3/17/00	W 8104W	22839	2 01		WHEEL-DISC,ALUMI.	
10/06/99	R 8104W	6936861	01	PUP69/AFFIX OBD INFO	OBD II INFO LABEL	

Bottom

F3-Exit

F11-Summary/Detail

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA7237YS [REDACTED]	K258636	28,000
Pelham Manor NY		Dealer: NY004 Kia of Westchester		

Case History

Complaint Quality

\*\*\* PHONE LOG 12/26/2003 08:56 AM BGauldin

clr is [REDACTED] friend:

1. veh is at local gas station.

2. current issue is **GAS TANK** leaking.

3. the veh needs a **GAS TANK** and want to know if the **GAS TANK** is covered.

4. took recall SC017, writer name and ext.

5. veh repair will be less expensive at the gas station.

writer stated:

1. apologized for the customer's circumstances.

2. if the **GAS TANK** is leaking, customer should call the fire dept.

3. no one will tow veh when customer's tank leaking while driving.

4. the 3 / 36 LBW has expired .

5. customer would need to have at authorized Kia dlr for diagnostic.

6. it is the customer's choice where the veh is to be repaired.

\*\*\* CASE CLOSE 12/26/2003 08:58 AM BGauldin

clr is friend of owner , owner veh has gas leak and at non Kia repair facility. writer gave SC017 recall and 3/36 LBW has expired.

2/27/06  
14:55:39  
wzd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
2/29/00

VIN No : KNDJA7237Y5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

In Service Date:

2/29/00

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/16/03	W NY004	4298	A 01	Heater Core, R&R	CORE ASSY,HTR	28941
12/16/03	W NY004	4298	B 01	Throttle Position Se	SEN.-THROTTLE SW.	28941
12/16/03	S NY004	4298	A 03	Heater Core, R&R	CORE ASSY,HTR	28941
11/04/03	W NY004	2797	A 02	Heater Core, R&R	CORE ASSY,HTR	27941
11/04/03	W NY004	2797	B 01	Cylinder Head Gasket	GASKET SET	27941
1/28/03	W NY004	47645	1 01	Heater Core, R&R	CORE ASSY,HTR	19483
1/28/03	W NY004	47645	2 01	Door Upper Opening W	WTHSTP-FRT DOOR,LH	19483
1/08/03	W NY004	46632	1 01	Solenoid Valve Assy,	VALVE ASSY-SOL.	19211
11/19/02	W NY004	44399	1 01	Door Body Side Weath	WTHSTP-FRT DOOR,RH	18364
9/18/02	W NY004	41330	1 01		WIRING ASSY-INST.	17729
9/12/02	W NY004	40959	1 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	17620
9/12/02	W NY004	40959	2 01	Throttle Position Se	SEN.-THROTTLE SW.	17620

More...

F3-Exit

F11-Summary/Detail

2/27/06  
14:55:39  
wgd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD

In Service Date: 2/29/00

VIN No : KNDJA7237Y5 [REDACTED]

Model . . 42442  
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage	
9/12/02	W	NY004	40959	3	01	Power Window Switcb	SWITCH-P/W,MAIN	17620
8/20/02	W	NY004	39799	1	01	Door Body Side Weath	WTHSTP-FRT DOOR,LH	17323
7/31/02	W	NY004	38661	1	01		WIRING ASSY-ENGINE	16951
8/01/01	W	NY046	88276	1	01	Airbag Control Modul	MODULE-AIRBAG,DRIVER	10864
8/01/01	W	NY046	88276	3	01	Brake Pad Assy (Fron	PAD SET-FRONT	10864
3/26/01	F	NY004	88844	1	01	OIL BYPASS FILTER AS		7791
10/05/00	W	NY004	79153	1	01		CAP-FILLER	3268
7/06/00	W	NY004	73265	1	03	Solenoid Valve Assy,	VALVE-SOL.	1898
1/28/00	W	8108W	Z071261	01	OTHER PROCEDURES FOR	LEVER ASSY-P/BRAKR		
1/28/00	W	8108B	B040211	01	DOOR, BUFFING			
12/14/99	R	8108W	0318111	01	PUP72 REPL CENTER PA	PANEL ASSY-CTR		
12/10/99	W	8108W	C213031	01	INTERIOR VEHICLE DET			

Bottom

F3-Exit

F11-Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2001 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723815 [REDACTED]	K435738	65,000
Charmco WV	[REDACTED]			Dealer:

**Case History**

**Inquiry Warranty Info**

\*\*\* PHONE LOG 03/14/2005 07:21 AM JHinchfield  
caller

1. is the **GAS TANK** underwarranty?
2. he appears to have a leak

wtr

- 1 would be covered under the 5/60 BLW, which has expired

\*\*\* CASE CLOSED 03/14/2005 07:31 AM JHinchfield



2/27/06  
14:55:52  
wsd079  
VIN No : KNDJA723815 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD  
6/23/01

In Service Date:

Model . . 42422  
Series . SPORTAGE

Repair Date	W	Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
10/02/04	W	WV011	07934	A 01	Lock Nut (Front) (Au	NUT-LOCK	59031
3/31/04	W	WV011	04660	A 01	Engine Sub Assy, (Lo	ORDER SHORT BLOCK	49302
3/31/04	W	WV011	04660	B 01	Door Latch Assy (Rea	LOCK ASSY-RR, DOOR, RH	49302
3/31/04	W	WV011	04660	A 02	Engine Sub Assy, (Lo	ORDER SHORT BLOCK	49302
2/18/04	W	WV011	03912	A 01	Exhaust Manifold Ass	MANIFOLD-EXH.	47308
2/18/04	W	WV011	03912	B 02	Timing Belt, R&R	BELT-TIMING	47308
11/03/03	W	WV011	02467	A 01	Auto Free Wheel Hub	FREE WHEEL HUB-AUTO	43040
7/15/03	W	WV011	00899	A 01		SENSOR-T/PRESS	36747
7/15/03	W	WV011	00899	B 01	Door Outside Handle	CONTROLLER-LOCK, RH	36747
7/15/03	W	WV011	00899	C 01		GLASS-WINDSHIELD	36747
5/28/03	W	WV011	00314	A 01	Engine Wiring Assy,	WIRING ASSY-ENGINE	34174
5/28/03	W	WV011	00314	B 01	Catalyst Case Assy (	CAT.CONV-MANIFOLD	34174

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:55:52  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
6/23/01

VIN No : RNDJA723815

Model . . 42422  
Series . SPORTAGE

In Service Date:

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
5/12/03	S WV011	00122	A 01	Catalyst Case Assy (	CAT.CONV-MANIFOLD	33771
5/12/03	W WV011	00122	B 01	Front Muffler Assy (	CONV. ASSY-CAT.	33771
5/12/03	S WV011	00122	C 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	33771
5/07/03	W WV011	00049	A 01	Catalyst Case Assy (	CAT.CONV-MANIFOLD	33587
4/16/03	W WV011	01841	A 01		CORD-H.T.	32819
4/16/03	W WV011	01841	B 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	32819
4/16/03	W WV011	01841	A 02		INJECTOR ASSY-FUEL	32819
2/25/03	W WV004	01261	A 01	CUP HOLDER, R&R	HOLDER-CUP	30934
2/25/03	W WV004	01261	B 01	Rear Cup Holder, R&R	CUP HOLDER-RR	30934
9/28/01	F WV004	34623	A 01	OIL BYPASS FILTER AS		5062
10/05/00	W 8108W	D6768	1 01	Wire Repair Time (Ma		1
10/05/00	W 8108W	D6768	2 01	Parking Brake Lever	LEVER ASSY-P/BRAKE	1

More...

F3=Exit

F11=Summary/Detail

2/27/06

14:55:52

wsd079

VIN No : KNDJA723815 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

NAKAMURAB

KIAPROD

In Service Date:

6/23/01

Model . . 42422

Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileag</u>
10/05/00	P 8108W	D6758	3	DI Spot Repair		
10/05/00	W 8108W	D6768	4	01 Console Box (Rear),	CONSOLE ASSY-RR	
9/06/00	R 8108W	07320	1	05	SPORTAGE OWNERS MNL	
9/01/00	R 8108W	P7454	1	01	SPORTAGE OWNERS MNL	

Bottom

F3=Exit

F11=Summary/Detail

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 1999 2DR SPORTAGE 4X</b> KNDJB6236X5 [REDACTED]	<b>Case Number</b> K278592	<b>Mileage</b> 32,000
<b>Elmira MI</b> [REDACTED]			<b>Dealer:</b>	

**Case History**

**Complaint Quality**

\*\*\* NOTES 02/09/2004 02:25 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Robert White, 2315842663

THIS VEHICLE WAS PURCHASED IN 2000, HAS 32000 MILES AND THE **GAS TANK** IS LEAKING, I HAVE NEVER HAD A VEHICLE THIS NEW AND LITTLE MILEAGE HAVE A **GAS TANK** GO BAD...IS THERE A WARRANTY, OR EXTENDED SERVICE ON THIS. I LOOKED AT THE TANK AND NO ROAD DEBRIS HAS HIT IT AND THE VEHICLE IS NEVER TAKEN OFF ROAD. PLEASE RESPOND.

\*\*\* PHONE LOG 02/10/2004 08:44 AM mospinoza Action Type: Outgoing call  
Writer phoned customer, line is busy.

\*\*\* PHONE LOG 02/12/2004 09:04 AM mospinoza Action Type: Outgoing call  
Writer phoned customer, left VM.  
Writer Stated:

1. BLW has expired on veh, which may have covered the **GAS TANK**.
2. My contact info for contact.

\*\*\* PHONE LOG 02/13/2004 12:05 PM mospinoza Action Type: Outgoing call  
Writer phoned customer, left VM.  
Writer Stated:

1. BLW has expired on veh, which may have covered the **GAS TANK**.
  2. My contact info for contact.
- Closing case pending customer contact.

2/27/06

14:56:06

wsd079

VIN No : KNEJTB6236X9 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

In Service Date:

NAKAMURAB

KIAPROD

2/28/00

Model . . 42212

Series . SPORTAGE

Repair Date	W Dlr T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
1/13/06	R MI019	14716	1 02		BELT-A FRT, LH	54278
2/07/02	R MI012	27443	A 01	SC022 SPORTAGE MANIF	CAT.CONV-MANIFOLD	12933
2/07/02	W MI012	27443	B 01		PIPE & CAT CONV ASSY	12933
12/04/00	W MI012	13620	1 01		HOSE-WATER, UPPR.	6121
6/13/00	F MI012	08019	1 01	OIL BYPASS FILTER AS		3599
5/08/00	W MI012	06945	1 01	Timing Belt, R&R	BELT-TIMING	2022
4/26/00	W MI012	06622	1 01	Phase Sensor, R&R	SENSOR-PHASE	1133
4/17/00	W MI012	06275	1 01	Toe-In (2Wheel)	ROD ASSY-TIE, LH	1133
4/13/00	R MI012	06190	1 01	SC014/C123/C124 CONN	WIRING ASSY-INJ	1074
4/13/00	R MI012	06190	2 01	SC007 CHECK BRK LINE	PIPE-BRAKE, R.	1074
4/03/00	W MI012	05723	1 01		TANK-WASHER	1021
5/27/99	W 8109W	26718	1 01	INTERIOR VEHICLE DET		1

More...

F3=Exit

F11=Summary/Detail

2/27/06  
14:56:06  
wad079  
VIN No : KNDJB6236X5 [REDACTED]

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKANURAB  
KIAPROD  
2/28/00

In Service Date:

Model . . 42212  
Series . SPORTAGE

<u>Repair Date</u>	<u>W Dlr T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
5/27/99	W 8109W	26718 2	01	CLEAN LOG NUTS	NUT-HOE, RH	1
5/27/99	W 8109W	26718 3	01	BATTERY, R&R	BATTERY-SPG 95-98	1
11/12/98	R 8103W	60302C1	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	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1024202	53,000
PURSGLOVE WV			Dealer: WV010 Bortz Kia	

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 10/10/2005 05:31 AM US Mountain Standard Time YLabarca

CUST STATES

- 1 3-4 TIME IN FOR **GAS TANK**
- 2 SHOOT'S OUT GAS UNDERNEATH
- 3 I CALLED A LAWYER
- 4 I NEED A RENTAL VEH
- 5 THE DLR TELLING ME THAT NO RENTAL GIVEN BY KIA
- 6 GOING TO BORTZ KIA
- 7 I SPOKE TO SOMEONE THERE I DONT KNOW
- 8 CL ME AT WORK [REDACTED]
- 9 I HAVE THE VEH NOW BUT I NEED TO FIND OUT HOW I CAN GET A LOANER VEH BEFORE I TAKE THE VEH IN
- 10 IM GOING TO FIND A WAY TO GET A LOANER VEH
- 11 IM GOING TO KEEP DRIVING THE VEH TILL SOMETHING HAPPENS

WRITER STATES

- 1 APOLOGIZED
- 2 CANNOT CHECK RECALLS NO VIN
- 3 REFERRED TO KIA DLR FOR DIAG AND TO CL ME WHEN THE VEH IS THERE
- 4 ADV OF MY NAME AND EXT
- 5 ADV THAT LOANER VEH NOT PROV OF THE KIA WARRANTY BUT CAN REQ ASSISTANCE HOWEVER NOT GUARANTEE

CUST THANKED WRITER

\*\*\* CASE CLOSE 10/10/2005 05:31 AM US Mountain Standard Time YLabarca

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

<b>Last name</b>	<b>First name</b>	<b>VIN of 2000 SPORTAGE EX 4X4</b>	<b>Case Number</b>	<b>Mileage</b>
Carroll OH		KNDJA723XY5	K931608	60,589
			<b>Dealer: OH028 Ricart Kia</b>	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 08/15/2005 05:38 AM US Mountain Standard Time DLyons

cust states:

1. would like to know if there would be any repair assistance that can be provided
2. there is a fuel leak that was just found yesterday
3. with the vehicle being just over the mileage didn't know if there could be any assistance or not
4. will there be a charge from the dlrshp to look at this concern

Writer advised:

1. so sorry to hear of this concern
2. the vehicle will need to be properly diagnosed by the kia dlrshp to determine if any assistance can be provided
3. there is a diagnosis fee anytime the vehicle goes in for service, if it is a warranty repair then kia will absorb the cost
4. until the vehicle is properly diagnosed there is not any way for writer to advise that repair assistance can be provided
5. the dlrshp management will be able to involve the appropriate personnel to determine if any repair assistance can be provided once the vehicle has been properly diagnosed.
6. will forward this information to the dlrshp so they are aware that cust will be calling to schedule an appointment.
7. updated cust info, no previous cases, no recalls.

\*\*\* CASE CLOSE 08/15/2005 05:38 AM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 08/15/2005 12:13 PM US Mountain Standard Time JTucson Action Type:Incoming call

Customer stated:

1. Called earlier today and info was supposed to be faxed to the dlr about her concern.
2. The vehicle hasn't been diagnosed yet, but it's just over the warranty by about 600 miles.
3. The dlr was to get a fax and they haven't received it yet.

Wtr stated:

1. Apologized.
2. Advised that the vehicle would need to be diagnosed first before assistance would be considered.
3. Advised that the dlr would get the communication on the Dealer Communication System, not an actual fax.
4. the dlr can pull up the info on the system with the case #.

\*\*\* CASE CLOSE 08/15/2005 12:14 PM US Mountain Standard Time JTucson

\*\*\* PHONE LOG 08/22/2005 01:19 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received call from Casey at Ricart Kia.

Casey states:

1. We had this customer come in and he wanted us to repair his vehicle.
2. He does not want us to do anything that would be at his expense.
3. I wanted to see what his conversation was with you.

Writer states:

1. Advised of case details.
2. The customer was advised that he may be responsible for a diagnostic fee for inspection.
3. He was also advised that he is out of warranty and coverage could not be guaranteed, but reviewed.



**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2000 SPORTAGE EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723XY [REDACTED]	K931608	60,589
Carroll OH	[REDACTED]		Dealer: OH028 Ricart Kia	

Case  
1. Thanks.

\*\*\* CASE CLOSE 08/22/2005 01:19 PM US Mountain Standard Time JProkopp

\*\*\* PHONE LOG 08/26/2005 08:43 AM US Mountain Standard Time TMorales Action Type:Incoerting call  
Casey Ricart KIA:

1. The fuel pump is rusted at the base where the **FUEL TANK**; this is out of warranty
2. The cust is trying to get the veh under coverage by KIA
3. I don't have a record there at all w/ this dir
4. Just want this documented because I told the cust I would tell you what is the latest

Writer advised:

1. Will document the call
2. If the cust wants to complain about his veh or warranty have him call us; we will reaffirm that the veh is out of warranty and try to educate him

Casey stated:

1. Ok thanks

2/27/06  
14:56:25  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

NAKAMURAB  
KIAPROD  
8/25/00

VIN No : KNDJA723XY5

Model . . 42442  
Series . SPORTAGE

In Service Date:

8/25/00

<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>
7/12/05	W OH030	00373	A 01	Power Window Regulat	W/REG.POWER-FRT.,RH	59229
7/12/05	W OH030	00373	D 01	Door Lock & Rod Assy	SWITCH-LOCK CYL.	59229
7/12/05	W OH030	00373	F 01	Door Upper Opening W	WTHSTP-FRT DOOR,RH	59229
7/12/05	W OH030	00373	G 01	Seat Belt (Rear), R&	BELT-R.SIDE,RH	59229
6/27/05	R OH030	99870	C 01		BELT-A FRT,LH	58296
5/15/02	W OH034	82884	A 01	Muffler Assy (Rear),	SILENCER ASSY-MAIN	22705
4/18/00	W 8103W	A04BW	1 01	Wire Repair Time (Ma		1
4/18/00	P 8103W	A04BW	2 01	Spot Repair		1

Bottom

F3-Exit

F11-Summary/Detail



**KIA MOTORS**

Printed By: Bnakarnura

# Consumer Assistance Center Case Report

Case Number - K828805

03/14/2006 03:23:40 PM

## Case Details

Title: ZOMA - NO CONTACT LTR 08/11/05 - HARD FILE

Yr: KNDJA723XY8

Mileage: 60900

Priority: Non-Priority

Severity: Low

STATUS: Closed

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

## Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: MCCOMB TWN SHP

State: MI

Zip: 48044

## Dealer Details

Code: [REDACTED]

Name: [REDACTED]

## Case History

\*\*\* PHONE LOG 08/03/2005 10:06:44 AM (Local Time) BBrown Action Type:

CUST STATES

1 BOUGHT 2000 KIA SPORTAGE USED FROM A FRIEND

2 I HAD A GAS SMELL AS I WAS DRIVING ON THE FREEWAY SUNDAY NIGHT

3 ONCE I GOT HOME I FOUND ALL OF THE GAS LEAKING OUT

4 I HAD VEH TOWED INTO LOCAL TECH AND HE FOUND RUSTING AND SAID HE HAD SEEN THIS BEFORE IN OTHER KIA VEHICLES I HAVE KEPT ALL OF THE RUSTED PARTS

5 I WOULD LIKE THIS DOCUMENTED SO NO ONE ELSE GETS HURT, I WANT TO BE REIMBURSED FOR THE REPAIRS I HAD DONE

6 I HAVE ALREADY CALLED NHTSA AND I WILL GET AN ATTORNEY

WRITER STATES

1 APOLOGIZED

2 EXPLAINED 3/35 LBW AND 5/60 PTW HAVE EXPIRED

3 KIA DOES NOT WARRANTY THE WORK OF A NON KIA MECHANIC, NOR TAKE INTO CONSIDERATION HIS EXPERIENCE W/ KIA

4 ADV CUST THAT AT THE VERY LEAST THE VEH AND PARTS MUST BE INSPECTED BY A DLR. I CAN MAKE NO GUARANTEES ABOUT REIMBURSEMENT BASED ON THE FACTS OF THIS CASE (USED VEH, OUT OF WARR, NON-KIA MECH ETC.)

\*\*\* NOTES 08/04/2005 11:21:03 AM (Local Time) BBrown Action Type: Manager review

\*\*\* EMAIL OUT 08/04/2005 11:52:08 AM (Local Time) BBrown Action Type: External email

Joe,

Here are case notes regarding the 2000 sportage w/ fuel leak caused by rusting. I wanted to give visibility just as a heads up. Cust is threatening a lawyer

Brian Brown ext 46782

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 949.593.5802 AND delete this email.

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

<<File Attachment: \\copub\clarity\08\CA\_Attachments\SearchHistory\Case\_K828805\_BBrown\_08-04-2005\14808.doc>>

\*\*\* PHONE LOG 08/04/2005 11:54:32 AM (Local Time) BBrown Action Type: Incoming call

WRITER LHM FOR DPGM J. OPPEDISANO STATING

1 CUST HAD FUEL LEAK WHILE DRIVING

2 CUST TOOK VEH TO LOCAL NON KIA MECHANIC AND VEH WAS REPAIRED

3 CUST IS NOW SEEKING REIMBURSEMENT BECAUSE THIS IS DEFECT IN HER OPINION AND SHE COULD HAVE BEEN SERIOUSLY HURT

**Case History**

**4 VEH IS WELL OUT OF WARRANTY**

**5 JUST WANTED YOU TO HAVE VISIBILITY BECAUSE CUST IS THREATENING A LAW SUIT**

\*\*\* NOTES 08/06/2005 03:31:32 PM (Local Time) BBrown Action Type: Manager review  
WRITER FORWARDING CASE TO REGION FOR VISIBILITY BECAUSE  
1 (FYI) CUST HAS THREATENED LAW SUIT AND NHSTA CLAIM AGAINST KIA FOR FUEL LEAK  
2 VEH IS WELL OUT OF WARRANTY AND CUST IS NOT ORIGINAL OWNER

\*\*\* CASE DISPATCHED 08/06/2005 03:32:24 PM (Local Time) BBrown  
from WIP "PRIORITY" to Queue Central Region.

\*\*\* NOTES 08/08/2005 08:40:01 AM (Local Time) DWojciechowski Action Type: Meeting  
WTR REVIEWED CASE AND WILL DISCUSS W. RCAM UPON HER ARRIVAL TO OFFICE

\*\*\* CASE ACCEPTED 08/08/2005 08:51:12 AM (Local Time) DWojciechowski  
from Queue Central Region to WIP CE08 - Detroit.

\*\*\* NOTES 08/08/2005 08:51:26 AM (Local Time) DWojciechowski Action Type: Meeting  
WTR REVIEWED CASE W/ RCAM

\*\*\* PHONE LOG 08/08/2005 08:53:01 AM (Local Time) DWojciechowski Action Type: Outgoing call  
WTR LVM FOR CUST AT ONLY # AVAILABLE REQ CB

WTR TO FU W/ CUST ON 08/09/05 IF NO RETURN CALL

\*\*\* PHONE LOG 08/08/2005 08:51:31 AM (Local Time) DWojciechowski Action Type: Incoming call  
WTR RCVD VM FROM CUST REQ CB AT ONLY # AVAILABLE

\*\*\* PHONE LOG 08/08/2005 08:53:16 AM (Local Time) DWojciechowski Action Type: Outgoing call  
WTR LM W/ CHILD FOR CUST MS .ZOMA AT ONLY # AVAILABLE REQ CB

WTR TO MAKE 3RD ATTEMPT ON 08/10/05

\*\*\* PHONE LOG 08/10/2005 01:20:01 PM (Local Time) DWojciechowski Action Type: Outgoing call  
WTR LM W/ CHILD FOR CUST TO CB AT PRIMARY #

WTR TO SEND NO CONTACT LTR ON 08/11/05

\*\*\* CASE CLOSE 08/11/2005 08:28:15 AM (Local Time) DWojciechowski Resolution Code = No Assistance Prov.  
NO CONTACT LTR TO CUST THIS DATE... FILE CLOSED

**Attachments to Case:**

File Name

Email Attachment 08/04/2005 11:48:35 AM

Location

\\apps\bat\Clarify\OBACA\_Attachments\Spec-History\Case\_K520005\_BBrown\_08-04-2005114808.doc

\*\*\*\*\*End Case Report K520005 \*\*\*\*\*

Dist Use: South  
 Region: South  
 Date: Sept. '98



### QUALITY ASSURANCE FIELD PRODUCT REPORT

KMA Use: g/n/a/k  
 Date: 9/1/98  
 CC: 4200 CG: FE

MODEL NUMBER <u>42221</u>		PART NAME <u>TANK Assy - Fuel</u>		REPORT NUMBER <u>9-4-98 AK</u>		DATE <u>9-4-98</u>	
VEHICLE IDENTIFICATION NUMBER <u>KINDS7B72B7ME</u>		PART NUMBER <u>OK018-42-110D</u>		DEALER NAME <u>WORLD SKR KIA</u>			
PROD DATE <u>2-3-98</u>		DELIVERY DATE <u>8-26-98</u>		DEALER CODE <u>TX032</u>			
MILEAGE <u>284</u>		REPAIR DATE <u>9-2-98</u>		CITY, STATE <u>SAN ANTONIO, TX</u>			
ATTACHMENTS: <input type="checkbox"/> PHOTO <input type="checkbox"/> PART <input checked="" type="checkbox"/> OTHER		PERSONALLY INSPECTED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		ORIGINATOR (PRINT) <u>FRANK KRAUSE</u>		<input type="checkbox"/> DOM <input checked="" type="checkbox"/> DPSM <input type="checkbox"/> OTHER	
SUBJECT: <u>Fuel TANK LEAK</u>							

CONDITION: Fuel LEAKING OUT OF Fuel TANK AREA

CAUSE: Fuel TANK HAS CRACK AT Fuel VAPOR NECK

ACTION/RESULTS: Replaced Fuel TANK

COMMENTS/RECOMMENDATIONS:  
Pressure TEST Fuel System AFTER FUEL Assembly.



**KIA MOTORS**

Printed By:DBolton-TL

# Technical Assistance Center Case Report

Case Number -T801024

01/11/2008 02:48:50 PM

## Vehicle Data

Model/Year: 2000 SPORTAGE 4X2

Engine: FE015993

Model Code: 42221

VIN: KNDJ87232Y [REDACTED]

Mileage: 77558

Prod Date: 11/14/1999

Warranty Start Date: 4/29/2000

Port Options: RR

Factory Options: CD, AC

## Dealer/Contact Data

Dealer: CA098 Mother Lode Motors Kia

Phone: (209) 532-6188

Fax: (209) 538-4521

Contact: Roger Chase

Contact Title: tech

Service District: WE05

## Case Details

Title: Unusual odor - Fuel

Symptom: Fuel Leak

System: Fuel System

Component:

Resolution:

Solution ID:

## Case History

PHONE LOG 06/28/2008 02:50:11 PM MGoldwasser Action Type:

states that there is fuel smell inside the vehicle and the engine has a rough idle intermittently.

Advised tech to check the fuel line coming off the return side of the fuel rail under the intake plenum, also advised the tech to inspect the fuel lines running up the firewall coming from under the body.

\*\*\*\*\*End Case Report T801024\*\*\*\*\*