

PE06-042

HYUNDAI

12/22/06

ATTACHMENT TAB 1

PART 1 OF 2 A

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723125	K336550	38,000
BROOMFIELD CO			Dealer: CO016 Cowboy Corral Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 07/12/2004 09:37 AM US Mountain Standard Time mespinoza

Customer Stated:

1. I was on a trip and the vehicle broke down.
2. I had to get a rental.
3. I want to know if I can get reimbursed.
4. The *fan* broke and damaged the radiator.

Writer Stated:

1. Apologized for the frustration.
2. Gave rdside claims address and instructions for submitting for "POSSIBLE" reimbursement.
3. Processing usually takes between 4-6 weeks.

*** CASE CLOSE 07/12/2004 09:37 AM US Mountain Standard Time mespinoza

*** PHONE LOG 09/03/2004 02:44 PM US Mountain Standard Time mespinoza Action Type:Incoming call

Customer Stated:

1. I called in a while back because I had broken down out of state and wanted to submit to be reimbursed for the rental.

Writer Stated:

1. I am showing that you called.
2. Transferred to rd.side claims.

*** CASE CLOSE 09/03/2004 02:45 PM US Mountain Standard Time mespinoza

*** PHONE LOG 09/03/2004 02:58 PM US Mountain Standard Time CDiaz Action Type:Outgoing call

Customer Stated:

1. Was trans to claims but they are closed.
2. No option to leave a message.

Writer Stated:

1. give me a call on Tuesday or Wednesday and I will get over to them.
2. Hours of operation at 8-5 M-F EST

*** CASE CLOSE 09/03/2004 02:59 PM US Mountain Standard Time CDiaz

Customer will call back.

*** PHONE LOG 09/14/2004 07:27 AM DZigabarra Action Type:Incoming call

Caller stated;

1. Received claim amount, but was shorted \$210 from what I asked for.
2. It happened about two months ago, sent to Medford address.
3. Rental reimbursement.
4. The *fan* broke and damaged the radiator.
5. Took to Cowboy Corral Kia for repair

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K336550	38,000
<u>BROOMFIELD CO [REDACTED]</u>			<u>Dealer: CO016 Cowboy Corral Kia</u>	

Writer stated:

1. Updated, no recalls.
 2. Can transfer you to roadservive claims so they can assist you.
 3. Provided writer contact information, if further assistance is needed.
- Transferred caller to claims.

*** CASE CLOSE 09/14/2004 07:28 AM DZigabarra

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1217210	97,700
DIXON MO [REDACTED]		Dealer: MO007 Head Motor Company		

Case History

Complaint Rental Car

*** PHONE LOG 08/21/2006 04:44 AM US Mountain Standard Time ELeon

WRITER RECEIVED CALL FROM CUSTOMER'S WIFE [REDACTED]

[REDACTED] STATED:

1. OUR VEHICLE WAS TOWED TO Head Motor Company ON FRIDAY EVENING.
2. THE MOTOR **FAN** BROKE AND THE VEHICLE NEEDS TO BE REPAIRED.
3. CAN WE GET A RENTAL?

WRITER STATED:

1. SORRY
2. IA DOES NOR HAVE PROVISIONS FOR RENTALS
3. RENTALS ARE NOT PART OF THE WARRANTY.

CUSTOMER STATED:

1. MY HUSBAND WILL HAVE TO NOT TO GET TO WORK.
2. THANK YOU.

*** CASE CLOSE 08/21/2006 04:44 AM US Mountain Standard Time ELeon

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K629377	44,000

Live Oak CA 95953

Dealer: CA085 Larry Geweke Kia

Case History

Complaint Rental Car

*** PHONE LOG 08/08/2005 12:30 PM US Mountain Standard Time TShamburger
customer Stacey called ---

1. the *fan* broke, and dlr has veh now, and they said they dont offer rentals.
2. and so they had to call someone to get ok for a rental.
3. but i bought veh 3 months ago and sales guy said i could get a rental, now they said kia does not offer it any longer.

wrt states:

1. im sorry
 2. unfortunately kia mfr warr has no provision for rentals
 3. sometimes dealers offer this but only as a courtesy only after they diag the veh depending on the dealer and the repair going over 24 hours.
 4. sometimes when the SM, feels necessary he can call kia rep to see if kia will offer any asst.
 5. but he is the only person to ok rentals.
 - 6 advise cust to wait for SM to get a decision.
 7. no rental.
- cust thanked wrt call ended.

*** CASE CLOSE 08/08/2005 12:30 PM US Mountain Standard Time TShamburger

*** PHONE LOG 08/08/2005 02:12 PM US Mountain Standard Time MLefebvre Action Type:Incoming call
Customer stated:

1. The *fan* broke on my car.
2. When I bought this car the dealer had said if the it was kept over night for a repair they would give me a loaner.
3. Now they say they will not give a loaner because none of the parts are back ordered.
4. I'm getting different stories from different people.
5. I just want to know in a loaner is covered by Kia.

Writer stated:

1. Apologized for frustration.
2. Loaners are not a provision of the Kia warranty.
3. Some dealers provide loaners as a court icy to their customers.
4. A dealer promise of a loaner would be between the dealer and the customer.

Customer stated:

1. Thanks a lot.

*** CASE CLOSE 08/08/2005 02:13 PM US Mountain Standard Time MLefebvre

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K467947	57,800
Conroe TX [REDACTED]			Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 05/19/2005 01:04 PM TMorales

Cust stated:

1. Was trying to climb a hill and heard something break
2. Raised the hood and the *fan* had broke up
- 3 Made it to where i was goiing

Writer advised:

1. Apologized for the problem
2. Can get a R/A tow set up for the cust (cust agreed)

Writer called KIA R/A and spoke to Kellie and gave preliminary info

Writer advised cust:

1. Will transfer you to Kellie in R/A

Cust stated:

1. Thanks

Writer warm transferred cust to R/A

*** CASE CLOSE 05/19/2005 01:04 PM TMorales

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K262803	16,701
Carrolton TX			Dealer: TX026 Huffines Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/05/2004 04:39 PM ABegoody

Customer (granddaughter) stated:

1. this veh was purchased by grandmother
2. cust makes the payments on the veh
3. from time of purchase cust has had many problems
4. has taken veh to the dlr for brake light being on
5. last visit to dlr was because the *fan* blade exploded
6. now the CEL is on
7. is tired of taking veh to the dlr for problems
8. when is enough
9. will looking into filing for the lemon law
10. will call the dlr to make an appt for an inspection
11. will call back if this problem is not resolved

Writer stated:

1. apologized for the inconvenience
2. if there is a problem w/the veh Kia will stand behind there product & repair the veh under the terms of the warranty
3. advised cust to call the dlr to make an appt to have the veh inspected
4. Kia will continue to work w/the dlr to get the veh repaired & running back to working order
5. Kia cannot guarantee that cust will never have problem
6. but Kia can warranty that if problem is caused by a defect the cost of the repairs will be covered by Kia
7. if cust chooses to file for the lemon law cust has that right as a consumer
8. the liability of Kia under this warranty is limited solely to repair or replacement of the parts defective on the Kia product

*** PHONE LOG 01/08/2004 04:06 PM ABegoody Action Type:Outgoing call

Writer called dlr (TX026) & Jonathan (svc adv) stated:

1. cust brought veh to dlr today @ 16,701 miles
2. veh came to dlr for CEL on, rough idle, veh has burning smell when heater is on, & a hole in the reservoir
3. dlr has not been able to look at the veh
4. dlr will try to get veh inspected tomorrow

Writer stated:

1. will document comments

*** PHONE LOG 01/09/2004 04:01 PM ABegoody Action Type:Outgoing call

Writer called dlr (TX026) & Jonathan (svc adv) stated:

1. dlr has not been able to inspect cust veh
2. dlr has called cust & advised cust of the current status

Writer stated:

1. will document comments

*** PHONE LOG 01/13/2004 09:42 AM ABegoody Action Type:Outgoing call

Writer called dlr (TX026) & Keith (SM) stated:

1. dlr replaced the spark plus for the CEL & rough idle concern
2. dlr was unable to duplicate the burning smell
3. dlr replaced the hose to the reservoir
4. cust was put in a rental during the time of the repair
5. veh has been repaired & picked up

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K262803	16,701
Carrolton TX [REDACTED]			Dealer: TX026 Huffines Kia	

Writer stated:

1. will document comments

*** CASE CLOSE 01/13/2004 09:43 AM ABegoody
veh repaired & picked up

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K527568	41,000
Trumbull CT	[REDACTED]		Dealer: CT010 Crabtree Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/04/2005 06:05 AM US Mountain Standard Time ATafoya

Writer received 800# vm,

Andrea Alexander 1.vehicle @ crabtree kia and part on back order / need rental

-writer called

--Andrea Alexander stated:

- 1.Veh at CT010 Crabtree Kia and The *fan* disintegrated and now they can't get the part. They won't give a rental
- 2.The veh has been there for 3 days.
- 3.Req rental, dlr is suppose to call someone from Kia but the guy won't return the dlr calls hopefully they will find out today
- 4.Req to be contacted at hm# [REDACTED]
- 5.Doesn't remember the name of person in svc helping cust.

--Writer stated:

- 1.Rentals and loaners not provision under KMA warranty and advised at dlr's discretion
- 2.Writer will forward to Kia f c mgr for review and made no guarantee.

*** PHONE LOG 08/04/2005 11:54 AM US Mountain Standard Time RBriones Action Type:Incoming call

Writer called CT010 and Ralph in svc stated:

1. Waiting on cooling *fan* on back order.
2. Have spoken with reg rep, and rental is all taken care of.
3. You must be dealing with an old case?

Writer Stated:

1. Yes, it is a case assigned to me.
2. Thanks for the info.

*** CASE CLOSE 08/04/2005 11:55 AM US Mountain Standard Time RBriones concerns noted.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K431546	38,000
Hemingway SC [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 03/01/2005 06:25 PM US Mountain Standard Time RBriones

Cust Stated:

1. Veh is still under warranty.
2. She has dealt before with dealership where we purchase the veh.
3. Has had issues with CEL.
4. Have taken veh into dlr in the past and was charged for what I thought should be under warr.
5. Now the *fan* blade is cracked.
6. My wife wants to take veh in to dlr svc, but is afraid they will charge her.

Writer Stated:

1. Apologized for service.
2. Adv cust that warranty covers defects or defective part concerns.
3. Because we can not diagnose problems over the phone, can not ever state for certain whether or not something is covered.
4. If Mrs Allen has a problem with svc while veh is there, she can certainly call us.
5. We can speak with svc dept about repair.

*** CASE CLOSE 03/01/2005 06:25 PM US Mountain Standard Time RBriones

info given

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1048224	33,000
Virginia Beach VA	[REDACTED]		Dealer: VA026 Lynnhaven Kia	

Case History

Complaint Quality

*** PHONE LOG 12/12/2005 11:24 AM US Mountain Standard Time TMorales

Cust stated:

1. I have had to take my veh to the dlr several times
2. Power steering belt squeals now; KIA says they are not covered under warranty
3. Car has only 30k miles on it
4. **Fan** blade is all cracked thru it; missing bolts in the top of the engine; my hoses are missing clamps
5. If I take it to the dlr they will say it is not under warranty and I dont' have the money to fix the belt
6. I can't be w/out the veh for inspection; I need a loaner veh
7. Maybe I can take the veh to the Lynn Haven Dlr Thur or Fri

Writer advised:

1. Apologized for the problem
2. The veh needs to be inspected by the dlr ; please make appt w/ the dlr and call writer to notify
3. Writer can makes sure the dlr inspects all problems and verify w/ the cust warrantability of the problems
4. Loaner vehs are not provided by the warranty
5. Provided writer contact info and case number

Cust stated:

1. Ok thanks

*** CASE CLOSE 12/12/2005 11:24 AM US Mountain Standard Time TMorales

*** PHONE LOG 12/12/2005 12:14 PM US Mountain Standard Time DLyons Action Type:Incoming call

Writer received 800# VM:

1. please call me back.

Writer found this case, cust spoke to another representative today. Closing case pending further customer contact.

*** CASE CLOSE 12/12/2005 12:14 PM US Mountain Standard Time DLyons

*** PHONE LOG 12/20/2005 02:49 PM US Mountain Standard Time TMorales Action Type:Incoming call

WRITER RECEIVED VM FROM CUST STATING:

1. PLEASE CALL BACK, NO ONE IS CALLING ME BACK

*** PHONE LOG 12/21/2005 01:02 PM US Mountain Standard Time TMorales Action Type:Outgoing call

WRITER CALLED CUST WHO STATED:

1. I CAN'T TALK RIGHT NOW, WILL CALL BACK

*** PHONE LOG 12/22/2005 11:31 AM US Mountain Standard Time TMorales Action Type:Incoming call

WRITER RECEIVED VM FROM CUST STATING:

1. I HAVE VERY BAD LARYNGITIS; I WILL CALL BACK PROBABLY IN A COUPLE OF WEEKS

*** CASE CLOSE 12/22/2005 11:32 AM US Mountain Standard Time TMorales

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723925	K1048224	33,000
Virginia Beach VA				Dealer: VA026 Lynnhaven Kia

*** PHONE LOG 01/04/2006 10:57 AM US Mountain Standard Time DFerrick Action Type:Incoming call
states:

1. I have a service appointment at Lynnhaven Kia for Monday morning
2. When I initially purchased the car at VA016 (Bay Kia) the driver's side visor was torn
3. VA016 has order the visor 7 different times and they do not match
4. The dlr told me that the visors don't match because the car is 2 years old
5. Now VA026 tells me that they can order a new sun visor for \$300
6. This is not right. I should not have to pay for it
7. Plus they want to charge me for the *fan* belt
8. I have missed 3 days of work getting this car fixed

Writer states:

1. Updated, apologized
2. Kia will ensure that your vehicle is repaired in accordance with the manufacturer's warranty
3. Once the vehicle is at a Kia dlr, writer can follow up on repairs to ensure that all of Kia's resources are being utilized to get vehicle repair
4. There is no compensation for loss of used of Kia
5. Writer to contact SM for further information
6. Writer placed caller on hold

Writer left VM for SM requesting call back

Writer went back to caller:

1. Writer advised caller that VM was left for SM
2. Writer to follow up with caller as soon as information becomes available

*** PHONE LOG 01/06/2006 01:49 PM US Mountain Standard Time DFerrick Action Type:Outgoing call
Writer contacted service department--recording stated that no one was available

1. Writer left VM requesting call back

*** PHONE LOG 01/09/2006 12:41 PM US Mountain Standard Time DFerrick Action Type:Incoming call
Writer left VM service requesting call back

*** PHONE LOG 01/10/2006 09:45 AM US Mountain Standard Time DFerrick Action Type:Incoming call
Writer recieved VM from Bill Whitaker (SM) requesting call back at 757-251-0041 ext 379

*** PHONE LOG 01/10/2006 09:52 AM US Mountain Standard Time DFerrick Action Type:Incoming call
Writer left VM for Bill Whitaker at 757-340-0800 ext 379, requesting call back

*** PHONE LOG 01/11/2006 12:36 PM US Mountain Standard Time DFerrick Action Type:Outgoing call
Writer contacted Brian (service) who stated:

1. Repairs have been taken care of under warranty

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1048224	33,000
Virginia Beach VA	[REDACTED]		Dealer: VA026 Lynnhaven Kia	

3. I advised him to contact you about the possibility of replacing both visors so that they match
4. Maybe you could get Paul Legood involved on that

Writer thanks Charlie

*** PHONE LOG 01/12/2006 10:40 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Writer left VM requesting call back

1. Writer provided phone #, case #, extension #

*** CASE CLOSE 01/16/2006 10:28 AM US Mountain Standard Time DFerrick
case closed pending further contact by caller

*** CASE CLOSE 01/18/2006 09:41 AM US Mountain Standard Time JCook
TREAD REVIEW DONE

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K203789	22,000
Bronx NY	[REDACTED]		Dealer:	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/14/2003 10:50 AM US Mountain Standard Time TShamburger
See details to follow --

*** PHONE LOG 08/14/2003 11:10 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer called:

1. wanted to know if a rental is covered.
2. im driving along and my vehicle broke down
3. the vehicle needs a new *fan*, radiator and other things because the *fan* broke
4. the dealer said they have no rental to offer
5. I have an ext warranty and I think they offer rental for 5. days.

wrt states:

1. through kia's mfr warr there is not rentals as a provision
2. the dealer sometimes offer them as a courtesy
3. if you think the ext warr will cover it, advised you call ext warranty co
4. wrt does not have that information avail here, the ext warr is from a seperate co.
5. not connected with the car mfr warranty

cust states:

1. understand thank you

*** CASE CLOSE 08/14/2003 11:10 AM US Mountain Standard Time TShamburger
info given

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723825	K204370	22,000
BRONX NY			Dealer: NY051 Bronx Kia	

Case History

Complaint Quality

*** PHONE LOG 08/15/2003 08:41 AM US Mountain Standard Time CLausch
cust advised;

1. was driving & the a/c made a noise a, pulled over & the *fan* was broken & damaged the veh
2. the dlr said that kia stopped making the veh due to issues with the kia sportages
3. have a EXT WARR that is giving me a hard time about the rental veh
4. want to turn in the veh due to this repair, overheard the service dept
5. say that kia discontinued the Sportages due to these type of issues

Writer Advised:

1. Kia stands behind the vehicle warranty & our product
2. Kia will continue to repair this vehicle under the manufacture's warranty for factory defects within the Kia warranty period.
3. Kia does not have a limit of repairs that Kia will complete on a veh, we will absorb all repair costs for the warr term
4. Kia's priority is to repair the vehicle to working order as soon as possible
5. Kia's goal is to repair the veh & resolve this issue for the cust asap
6. kia does not have a normal rental veh program with in the kia warr program, ref to warr booklet under " what is not cov "
7. the dlrs sometime have alt trans available to the cust but this is not mandtory
8. apologize for this inconvenience
9. cust will have to utilize the ext warr rental cov, sugg that the cust call the ext warr co & req a sup
10. to address why they are not assisting with this issue as you have paid for this coverage
11. apologize that the the cust overheard incorrect info on the Sportage
12. kia will be bring back the Sportage in 2004, did not have a release in 2003 due to the Sorento release

*** CASE CLOSE 08/15/2003 08:41 AM US Mountain Standard Time CLausch

*** PHONE LOG 08/18/2003 12:07 PM US Mountain Standard Time ATafoya Action Type:Incoming call

BEVERLY ANDERSON STATED:

1. PARTS ON BACKORDER FROM NY051 VEH AT DLR NOW. CUSTOMER IS REQ A RENTAL VEH
2. REQ TO BE CONTACTED BY KIA-FULL CASE MGR AT WK# 914-997-2900 OR HOME# 718-696-1981

WRITER STATED:

1. ALL COMMENTS AND CONCERNS WILL BE NOTED ON FILE, WRITER MADE NO GUARANTEE.
2. ADVISED BECAUSE CUST'S SITUATION NEEDS ADDITIONAL ATTN A KIA FULL-CASE MGR WILL BE CONTACTING CUST W/IN 72 BUSIN HOURS

*** PHONE LOG 08/19/2003 06:52 AM US Mountain Standard Time CLausch Action Type:Incoming call

CUST ADVISED:

1. NEED A RENTAL VEH , THE VEH IS STILL IN THE SHOP AWAITING THIS *FAN*
2. PLEASE ASSIST ME
3. WILL BE WAITING TO HEAR FROM YOU

WRITER ADVISED CUST

1. RENTAL IS NOT A NORMAL PART OF THE KIA WARR BUT WILL CALL THE DLR TO SEE IF THEY
2. CAN ASSIST WITH THIS REQUEST, WRITER WILL MAKE CALLS FOR THE CUST TO SEE WHAT KIA
3. CAN DO

WRITER PUT THE CUST ON HOLD & CALLED THE DLR NY051 & SPOKE TO MIKE

1. THE CUST IS CALLING REQUESTING A RENTAL VEH, DOES THIS DLR PARTICIPATE IN CCP PROGRAM

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K204370	22,000
BRONX NY [REDACTED]		Dealer: NY051 Bronx Kia		

2. IS THERE ANY LOANER VEH AVAILABLE TO ASSIST THE CUST WITH AT THIS TIME

MIKE ADVISED:

1. WE DO NOT HAVE LOANERS FOR THE CUST & THE PARTS ARE STILL ON BACK ORDER

WRITER ADVISED CUST

1. THE DLR DOES NOT HAVE ANY LOANERS TO OFFER THERE CUST
2. WILL CALL THE DPSM TO SEE IF HE IS WILLING TO OFFER THE CUST ANY GOODWILL RENTAL ASSISTANCE
3. WILL REQ A CALL BACK TO WRITER WITH AN ANSWER

*** SEND CASE HISTORY 08/19/2003 06:55:32 AM CLausch
Case details sent to DPAWLOWSKI@KIAUSA.COM.

*** PHONE LOG 08/19/2003 07:26 AM US Mountain Standard Time CLausch Action Type:Outgoing call
WRITER LVM WITH DAN PAWLOWSKI

1. CUST VEH IS AT THE DLR NY051 AWAITING THE *FAN* PARTS THAT ARE ON BACK ORDER
2. SPKE TO MIKE AT THE DLR & THEY DO NOT HVE LOANERS FOR THE CUST
3. THE VEH HAS BEEN AT THE DLR SINCE 8/14/03 & THE CUST IS LOOKING FOR RENTAL VEH ASSISTANCE
4. PLEASE LET WRITER KNOW THE DECISION ON THIS CUST REQ SO WRITER CAN LET THE CUST KNOW
5. SINCE THE DLR DOES NOT HAVE LOANERS, WHAT IS THE PROCEEDURE IF THIS REQ FOR GOODWILL
6. RENTAL ASSISTANCE IS ACCEPTED BY KIA, DOES THE CUST SUBMIT FOR REIMBURSEMENT OR ARE
7. THERE OTHER PROCEEDURES THAT WRITER NEEDS TO BE AWARE OF
8. GAVE DPSM WRITERS NAME, EXT & CASE # FOR A CALL BACK FOR CUST NOTIFICATION

*** PHONE LOG 08/19/2003 09:59 AM US Mountain Standard Time CLausch Action Type:Incoming call
Dan called to advise

1. will call the dlr on this issue & speak to the sm & the dlr gm
2. the sm will handle this issue & call the cust with an answer on this rental veh req

writer thanked Dan for the call back

*** PHONE LOG 08/19/2003 10:14 AM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called cust at work # [REDACTED]

1. spoke to the kia rep & he is calling the dlr at this time & advised that John the sm will have a decision for the cust
2. the dpsm will review this with the sm & the sm will contact the cust with the decision on the veh rental veh request
3. will try to call the dlr later today but cannot promise that writer will get an answer from the sm
4. this is now in the dlr hands to assist the cust or not with a rental veh

cust advised:

1. this is not acceptable, want you to call the dlr & find out whether or not i will get a rental veh or no
2. do not trust John the sm to call me on this issue

*** PHONE LOG 08/19/2003 10:55 AM US Mountain Standard Time ATafoya Action Type:Incoming call
CALLER STATED:

1. REQ TO SPEAK TO CANDY
- WRITER TRANSFERRED TO CANDY'S EXTENSION

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723825	K204370	22,000
BRONX NY			Dealer: NY051 Bronx Kia	

*** PHONE LOG 08/19/2003 12:17 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.

1. CANDY WAS SUPPOSED TO GET SOME INFORMATION FOR ME REGARDING A RENTAL
2. THE CAR IS GOING TO BE DOWN FOR A WHILE AND I CANNOT BE WITH OUT A CAR.
3. THE DEALERSHIP SAID CANDY HAS NOT CALLED AND I NEED A CAR TODAY

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. RENTALS ARE NOT PART OF THE WARRANTY, HOWEVER, CONSIDERING THE CIRCUMSTANCES CANDY HAS DECIDE TO GET SOME ASSISTANCE.
3. SHE WILL GET THE AUTHORIZATION OR DENIAL FROM OUR KIA REP.
4. ONCE SHE HAS AN ANS. SHE WILL RETURN THE CALL.

CUSTOMER STATES.

1. I HAVE LEFT MESSAGES FOR HER
2. I WANT AN ANS.
3. I WAS TOLD BY THE DEALERSHIP CANDY CAN MAKE THAT DECISION

WRITER STATES.

1. YOU WERE GIVEN SOME WRONG INFORMATION AND I AM SORRY.
2. CANDY WILL GET A HOLD OF THE PERSON SHE NEED TO AND AS SOON AS SHE DOES, SHE WILL RETURN YOUR CALL.

*** PHONE LOG 08/19/2003 11:36 AM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called ny051 & req john in kia service & someone in service disconnected the phone

writer called again & req service & asked for john

John was not there but mike the advisor advised:

1. the kia rep & the dpsm have not made contact as of this time so a decision has not been made

writer thanked Mike for this info

*** PHONE LOG 08/19/2003 11:45 AM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called cust

1. the sm has not made contact with the kia rep at this time
2. rental veh is not a normal part of the kia warr for any kia cust's
3. what writer has done for the cust is call the kia rep to see if he can review this parts delay issue & to determine if any goodwill
4. will be offered to the cust on the rental veh req
5. writer has called the dlr & the sm & the rep have not touched base at this time
6. what writer can do is escalate this to the highest level possible for the cust
7. am sorry that the kia warr provisions are no acceptable to the cust
8. there is no one else at this headquarters that can auth a rental veh for the cust
9. there may be public transp available for the cust to use while a determination is made on this issue

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723825	K204370	22,000
BRONX NY	[REDACTED]		Dealer: NY051 Bronx Kia	

cust advised:

1. this is not acceptable, want the veh repurchased, am paying for a veh that the parts are not available for the repair to be completed
2. want to speak to the region on this issue
3. will be calling the bbb & contacting my finance co on this issue
4. this is not acceptable, do not believe that there is no one to assist me at kia headquarters
5. WANT SOMEONE FROM KIA TO ASSIST ME NOW!!!

Writer will dispatch to the region due to

1. writer has called the dpsm on the cust req for rental veh assistance due to parts delay
2. dpsm advised that he would call the dlr on this issue
3. writer has called the dlr on this issue for a response & the sm will not speak to writer, is always busy & not available
4. cust now wants the veh repurchased due to parts availability & demands a call back from someone at kia
5. cust has advised that she will call her finance co & the bbb on this issue
6. have advised cust that rental is not a normal part of the kia warr per the section " what is not cov" in the warr booklet
7. cust is nearly hysterical ove this rental veh issue

*** FORWARD 08/20/2003 07:26 AM Pacific Daylight Time PDaigle

*** PHONE LOG 08/20/2003 03:06 PM Eastern Daylight Time LSantino Action Type:Outgoing call

1. Writer contacted Dan Pawlowski - DPSM.
2. Dan stated that he has contacted John Ross - SM at Bronx Kia. He told John to contact customer - he will offer her a rental at \$15/day for the maximum of 9 days - starting today.
3. Dan advised writer to call John to confirm that he has done this.

*** PHONE LOG 08/20/2003 03:07 PM Eastern Daylight Time LSantino Action Type:Outgoing call

1. Writer attempted to contact John Ross - SM Bronx Kia.
2. John was with a customer - left message for him to return my call.

*** PHONE LOG 08/21/2003 11:38 AM Eastern Daylight Time LSantino Action Type:Outgoing call

1. Writer received call from customer.
2. Customer wanted to know about help for a rental car.
3. Writer advised that DPSM has authorized a rental at \$15/day for the maximum of 9 days.
4. Customer wanted to know when her car would be repaired.
5. Writer advised that I have left a message for SM John Ross - waiting to hear back from him.
6. Customer advised that this is unfair - why does she have to pay for rental.
7. Writer advised that rentals are not a provision of Kia's warranty. DPSM has offered \$15/day as goodwill.
8. Customer advised that she will talk to her husband and call me back.

*** PHONE LOG 08/25/2003 01:35 PM Eastern Daylight Time LSantino Action Type:Incoming call

1. John Ross - SM Bronx Kia returned my call.
2. John stated that they are still waiting for the part to come in. Parts should be here today. John stated that they are waiting for the *fan* which has been backordered.
3. John stated customer's car has been there since August 14.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K204370	22,000
BRONX NY [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NY051 Bronx Kia	

*** PHONE LOG 08/26/2003 09:38 AM Eastern Daylight Time LSantino Action Type:Outgoing call

1. Writer contacted customer.
2. Writer advised customer that I had spoken with John Ross - SM.
3. John advised that parts should be there today.
4. Customer stated that she would call John later today to find out if vehicle was done and would call me later.

*** PHONE LOG 08/28/2003 10:41 AM Eastern Daylight Time LSantino Action Type:Incoming call

1. Writer received call from John Ross - SM.
2. John stated that the parts are there and they are working on customer's vehicle.
3. John advised that he would contact me when her vehicle is finished.

*** PHONE LOG 08/28/2003 10:42 AM Eastern Daylight Time LSantino Action Type:Outgoing call

1. Writer contacted customer.
2. Advised customer that her part is there and they are working on her vehicle.
3. Writer advised that John was going to call me when her vehicle was done and I would call her back to let her know.

*** PHONE LOG 08/28/2003 02:23 PM Eastern Daylight Time LSantino Action Type:Incoming call

1. Writer received call from John Ross - SM.
2. John stated that customer's vehicle is repaired. He test drove the car and everything is fine. He sent the car to be washed.
3. Advised writer to call customer to pick up her car.

*** PHONE LOG 08/28/2003 02:24 PM Eastern Daylight Time LSantino Action Type:Outgoing call

1. Writer contacted customer to advise her that her vehicle was done and she could pick it up.
2. Customer stated ok. She would pick up the car after work.

*** CASE CLOSE 08/28/2003 02:26 PM Eastern Daylight Time LSantino

*** PHONE LOG 09/02/2003 04:01 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. I WAS ADVISED BY LISA SANTINO TO SEND RENTAL BILLS IN FOR REIMBURSEMENT
2. I CALLED HER ON FRIDAY AND SHE DID NOT RETURN MY CALL
3. WAS GIVEN FAX NUMBER AND WANTED TO KNOW IF FAX WAS RECEIVED
4. WILL FOLLOW UP WITH LISA IN MORNING.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT REGION IS HANDLING CUSTOMERS CASE
3. EXPLAIN REGION OR KCC DID NOT WORK ON MONDAY
4. GENERALLY WOULD ASK CUSTOMER TO ALLOW 24 HOURS FOR RETURN CALL
5. CUSTOMER WILL NEED TO SPEAK TO LISA SANTINO AT REGION TO VERIFY IF FAX WAS RECEIVED.

*** CASE CLOSE 09/02/2003 04:02 PM US Mountain Standard Time TDonnelly
REFER TO REGIONAL ANALYST, LISA SANTINO FOR FOLLOW UP.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K383463	29,000
San Bernardino CA [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 10/25/2004 10:35 AM CHamilton

Caller states:

1. Is the *fan* clutch blade assembly covered under my warr
2. Here at the Shell station, getting my tune up
3. He said it's all bent up

Wtr states:

1. Updated, no recalls
2. W/S 11/1/2002
3. 5/60 LBW covers those parts for man defects--Kia dlr will have to inspect
4. Suggest call r/s, have veh towed
5. Warr repairs can only be done at Kia dlr svc

Caller states:

1. Will they give me a loaner to drive

Wtr states:

1. no rental under terms of the man warr, some dlrs have loaners, some do not
2. Check with SM

*** CASE CLOSE 10/25/2004 10:35 AM CHamilton

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925	K358438	75,500

Garland TX 75041

Dealer: TX059 Big D Kia

Case History

Inquiry Warranty Info

*** PHONE LOG 08/30/2004 05:12 AM DZigabarra

Caller stated:

1. **Fan** blade busted.
2. Have 10/100K warranty.
3. Car is at Big ""D"" Kia at.
4. Have extended warranty for basic.

Writer stated:

1. Updated, no recalls.
2. BLW has expired; believe **fan** blade falls under this part of warranty.
3. PTW 10/100K
4. Recommend talking with the SM for assistance, to see if part of PTW.
5. Only a kia dealer can determine if manufacturer's defect.
6. Car needs to be diagnosed and determined as manufacturer's defect, to be covered, if coverage available under warranty.
7. Recommend talking with extended warranty plan for their coverage.

*** CASE CLOSED 08/30/2004 05:12 AM DZIGABARRA

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723625	K198861	25,700
Las Cruces NM			Dealer: NM003 Jack Key Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/04/2003 04:39 PM US Mountain Standard Time CRountree
CUSTOMER STATES:

1. DRIVING DOWN FREEWAY, *FAN* CAME APART AND PUNCTURED THE RADIATION.
2. PREVIOUSLY VEHICLE WAS SHAKING; THE *FAN* HAS COME NOW.
3. VEHICLE WAS SHAKING AFTER THEY SUPPOSEDLY FIXED THAT PROBLEM.

WRITER STATES:

1. SORRY YOU HAVE THAT PROBLEM WITH THE VEHICLE.
2. PLEASE CALL BACK WHEN VEHICLE IS AT THE DEALER AND WRITER WILL FOLLOWUP WITH SM.

*** CASE CLOSE 08/04/2003 04:46 PM US Mountain Standard Time CRountree
ADVISED CUSTOMER TO CALL BACK WHEN CAR IS AT THE DEALER.

*** PHONE LOG 08/06/2003 01:50 PM US Mountain Standard Time CRountree Action Type:Incoming call
CUSTOMER STTES:

1. LEFT VM; VEHICLE IS AT DEALER.

*** PHONE LOG 08/06/2003 01:57 PM US Mountain Standard Time CRountree Action Type:Outgoing call
WRITER STATES:

1. CALLED DEALER TO SPEAK TO SM, MIKE.
2. ON HOLD.
3. SPOKE WITH STACEY, SA; SM NOT AVAILEBLE.

DEALER STTES;

1. CUSTOMER IS A FORMER EMPLOYEE.
2. *FAN* IS NOT AVAILABLE TILL 8/15/3.
3. REPLACED COIL THE LAST TIME IT WAS IN.
4. CUSTOMER SAID THEY WOULD DO THE SPARKPLUGS.
5. *FAN* COMING APART HAD NOTHING TO DO WITH SHAKING, BUT, WILL HAVE TO CHANGE RADIATOR AND *FAN* TO BE CERTAIN.

*** PHONE LOG 08/06/2003 02:00 PM US Mountain Standard Time CRountree Action Type:Outgoing call
WRITER STATES:

1. CALLED CUSTOMER TO GIVE UPDATE ON VEHICLE.
2. LEFT VM ASKING FOR A CALLBACK.

*** PHONE LOG 08/06/2003 02:05 PM US Mountain Standard Time CRountree Action Type:Outgoing call
CUSTOMER STTES:

1. CALLED RETURNING YOUR MESSAGE.

WRITER STTES:

1. STACEY SAYS THE *FAN* IS BACK ORDERED; NOT AVAILABLE TILL 8/15.
2. ONCE THEY PUT *FAN* AND RADIATOR IN; THEY CAN CHECK IT FOR SHAKING CONCERT.

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Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K198861	25,700
Las Cruces NM [REDACTED]			Dealer: NM003 Jack Key Kia	

*** NOTES 08/20/2003 12:06 PM Eastern Daylight Time JSifford Action Type:Manager review
Per e-Mail from Dawn Becker to Jim peterson--parts at PDC and being shipped this week to dealers
Upers will ship first.

*** CASE CLOSE 08/20/2003 12:06 PM Eastern Daylight Time JSifford

*** NOTES 09/04/2003 03:55 PM Eastern Daylight Time JSifford Action Type:Manager review
Writer waiting on Vehicle Down Report to verify status of repairs

*** NOTES 09/15/2003 08:42 AM Eastern Daylight Time JSifford Action Type:Manager review
8/05/03 W NM003 95590 1 07 COOLANT *FAN* ASSY, R& *FAN* ASSY-COOLING 25320
7/25/03 W NM003 94911 1 07 IGNITION COIL ASS'Y, COIL-IGNITION 25288

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1104923	37,000
New River AZ [REDACTED]			Dealer: AZ032 Mark Kia	

Case History

Inquiry Sales Promotion

*** PHONE LOG 05/12/2006 11:11 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller states:

1. What are the incentives on the 2006 Sedona?
2. What's the warr on the 2006, new?
3. I have this Sportage, love it
4. Had the *fan* break, did not even know it had warr, since I bought it used
5. Was trying to find the part, Dlr said it was under warr, I was so surprised
6. Whats the value of an ext warr, some dlrs say buy one, some say no

Wtr states:

1. Updated, no recalls
2. Warr this veh purchased used: W/S is 11/29/2002, balance 5/60 LBW, 5 yrs r/s
3. Warr on 2006 Sedona, if you buy one new is: 5/60 LBW, 10/100 PTW, 5/60 r/s
4. Discussed ext warr, check what covered and where can use

*** CASE CLOSE 05/12/2006 11:11 AM US Mountain Standard Time CHamilton
gave incentives on 2006 Sedona bought new and owner loyalty

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009270	23,681
El Paso TX [REDACTED]			Dealer: TX084 Motorway Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/02/2005 01:04 PM US Mountain Standard Time JProkopp

Customer states:

1. My vehicle broke down on the freeway.
2. I had it towed to EL Paso Kia.
3. The *fan* broke.
4. They said that they couldn't do any repairs until they got authorization from Kia.
5. It's been almost a week now.

Writer states:

1. Let me call your dealer and find out what is going on.

Writer contacted EL Paso Kia and spoke with Pat, the service manager.

Pat states:

1. All the blades on the *fan* are sheared off.
2. The radiator and the shroud both need to be replaced.
3. The engine has no compression.
4. We need authorization to replace the motor.
5. We are waiting to hear back from JMilner.

Writer got back on the line with the customer.

Writer states:

1. I spoke with your dealer.
2. The vehicle needs a new engine.
3. They need authorization from their area rep.
4. I will contact the area rep and ensure that he gets in touch with your dealer.

*** PHONE LOG 09/02/2005 01:04 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted JMilner and LVM.

*** PHONE LOG 09/02/2005 01:31 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received call from JMilner.

JMilner states:

1. I gave them authorization to replace the engine.

*** CASE CLOSE 09/02/2005 01:31 PM US Mountain Standard Time JProkopp

*** PHONE LOG 09/02/2005 03:54 PM US Mountain Standard Time ELeon Action Type:Incoming call

Customer states:

1. I called a few hours ago and got approval from Kia to have the motor replace.
2. The dealer said it will take 2 1/2 weeks to have the vehicle repaired.
3. I need transportation and the dealer does not have any vehicle i can have and to call you.

Writer states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009270	23,681

El Paso TX [REDACTED] Dealer: TX084 Motorway Kia

2. Kia does not have provisions for rental under the warranty.
3. The dealer may or may not have a program for rentals.

Customer states:

1. I need something to drive .
2. Can you call someone again to get an ok for a rental?

Writer states:

1. Let me put you on hold while I call the area rep.

Writer placed customer on hold.

Writer contact JMilner and left message to call writer.

Writer got customer back on the line.

1. I left the area rep a message to call me back.
2. I will call you back after i here from him.
3. I cannot guarantee if he will provide a rental for you.
4. You can call me on Tuesday if you have not heard from me.

Customer states:

1. Thank you
2. i will be waiting for your call.

*** PHONE LOG 09/06/2005 02:43 PM US Mountain Standard Time ELeon Action Type:Incoming call

Writer received phone message from customer.

Customer states:

1. I called last friday to see if Kia can get me a loaner?
2. Call me at [REDACTED]

*** PHONE LOG 09/06/2005 03:26 PM US Mountain Standard Time ELeon Action Type:Outgoing call

Writer contact dealer DPSM John Milner

Writer states:

1. Josh called you on Friday about this customer and also wanted to see if Kia can provide a rental since It will take 3 weeks for the work to be complete.

John states:

1. Lets talk with Pat service manager.

DPSM 3 way conference with Pat SM at EL Paso Kia.

Pat states:

1. I feel the customer drove the vehicle for a while until it broke down.
2. He has never had his vehicle in for any kind of service to us.
3. Scott the parts manager will let me know if any of the parts is on back order or not after the mechanics tear down the vehicle.
4. I will call DPSM John and will tell him either way .
5. From that point we'll have to determine if we can get the customer a rental.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009270	23,681
El Paso TX [REDACTED]			Dealer: TX084 Motorway Kia	

John states:

1. If they have the parts, we'll have to make sure the vehicle gets repaired ASAP.
2. If one part is on backorder then Kia will step up and get him a rental.
3. I will call you back when Pat Informs me of the parts situation.
4. Call back the customer and tell him you will call him back when the dealer assess the time frame when the parts will come in after the mechanic tears down the vehicle.

*** PHONE LOG 09/06/2005 03:32 PM US Mountain Standard Time TShamburger Action Type:Incoming call customer [REDACTED] called

1. left msg for Ed three hours ago but didnt get a call back yet.
2. he was working with me.

wrt states;

- 1.

*** PHONE LOG 09/06/2005 03:40 PM US Mountain Standard Time ELeon Action Type:Outgoing call

Writer contact customer at [REDACTED]

Writer states:

1. I spoke with the dealers area rep and Pat service manager.
2. If they have the parts, they'll make sure the vehicle gets repaired ASAP.
2. If one part is on backorder then Kia will attempt to get you a rental.
3. Pat will call back the area rep and informs him of the parts situation.
4. I will call you when I hear from the area rep and see if a rental can be provided.

Customer states:

1. I will call the dealer on Thursday or Friday if I haven't heard from you.
2. Thanks.

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

Send to:[Jmilner@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_K1009270_ELeon_09-06-2005163923.doc>>

*** NOTES 09/06/2005 03:43 PM US Mountain Standard Time ELeon Action Type:Manager review

Writer sending DPSM John Milner history.

*** PHONE LOG 09/07/2005 07:50 AM US Mountain Standard Time DLyons Action Type:Incoming call

cust states:

1. is still looking for a rental vehicle
2. does not feel that it's fair that he has to be without a vehicle because there is not a recall on the vehicle.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009270	23,681
El Paso TX [REDACTED]			Dealer: TX084 Motorway Kia	

3. wants to speak to the area rep

Writer advised:

1. so sorry to hear of this concern
2. according to the case notes the dlrshp & the area rep are aware of the cusotmer's request
3. would be happy to foward the information directly to Ed-FCM who is handling cust case.

Writer placed cust on hold to speak to Ed - Customer disconnected.

*** PHONE LOG 09/08/2005 07:35 AM US Mountain Standard Time ATafoya Action Type:Incoming call
--Writer received 800# vm, cust already contacted KCC

*** PHONE LOG 09/09/2005 01:34 PM US Mountain Standard Time MLefebvre Action Type:Incoming call
Customer stated:

1. I was waiting for some info on the rental car.
2. Ed was supposed to call me.
3. I have been without my car for 14 days.

Writer stated:

1. I see Ed is working on this case.
2. Ed has escalated your request for a rental car and request for parts to a regional kia rep.
3. He was going to call you when more info is available.
4. I can send a message to Ed to call you back.

*** PHONE LOG 09/09/2005 04:04 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED DEALER AND LEFT MESSAGE WITH PAT SERVICE MANAGE TO CALL WRITER BACK.

*** PHONE LOG 09/09/2005 04:05 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED CUSTOMER LEFT MESSAGE TO CALL WRITER .

*** PHONE LOG 09/12/2005 07:15 AM US Mountain Standard Time DLyons Action Type:Incoming call
Customer states:

1. is still seeking assistance for rental
2. has contacted the dlrshp who advised that the repair is going to take another three weeks
3. is seeking rental assistance

Writer advised:

1. so sorry to hear of this concern
2. according to the case notes Ed is trying to obtain further information from the dlrshp regarding the repair
3. advised that this will be documented & that the dlrshp may have returned call to Ed with information.
4. transferred to Ed's VM for return call to customer.

*** PHONE LOG 09/12/2005 04:08 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT PAT SM
PAT STATES:

1. WE HAVE THE **FAN** AND RADIATOR BUT NOT THE MOTOR

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723325	K1009270	23,681
El Paso TX			Dealer: TX084 Motorway Kia	

2. I HAVEN'T HEARD FROM THE DPSM .

WRITER STATES:

1. I WILL JOHN MILNER DPSM.
2. THANK YOU.

*** PHONE LOG 09/12/2005 04:19 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JOHN MILNER DPSM AND PAT SERVICE MANAGE -CONFERENCE CALL.

PAT STATES:

1. THE ENGINE HAS NOT ARRIVED AND SCOTT WILL BE IN TOMORROW TO CHECK HOW LONG IT WILL BE.

JOHN STATES:

1. HAVE SCOTT LOOK AND SEE IF THE ENGINE WILL TAKE TOO LONG TO GET HERE.
2. I RECOMMEND WE ACCOMMODATE THE CUSTOMER AND GET HIM A RENTAL
3. CALL ED AT HIS EXTENSION AND LET HIM KNOW TOMORROW.

*** PHONE LOG 09/13/2005 11:33 AM US Mountain Standard Time ABegoody Action Type:Incoming call
cust stated:

1. want to speak to sup
2. has been waiting for call back from dlr & Ed
3. needs to know if Kia is going to assist w/rental
4. cannot hold, wants call back @ [REDACTED] cell

writer stated:

1. apologized
2. adv cust will contact sup if needed
3. adv cust to hold, cust agreed
4. confirmed w/Ed, DPSM agreed to get cust in a rental
5. adv cust of update, adv cust writer will have to contact dlr & speak w/SM
6. will call cust back after speaking w/SM, cust was at work, could not hold

*** PHONE LOG 09/13/2005 11:50 AM US Mountain Standard Time ABegoody Action Type:Outgoing call
writer called tx084 & pat (SM) stated:

1. the parts mgr is at lunch
2. will have to get status of the part
3. SM is aware that DPSM has agreed to put cust in rental
4. will call Ed back w/an update
5. dlr will call cust w/update

writer stated:

1. will document comments
2. adv SM to contact cust on his cell for an update, gave SM cust cell #

*** PHONE LOG 09/13/2005 12:26 PM US Mountain Standard Time ABegoody Action Type:Outgoing call
writer called cust & stated:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009270	23,681
El Paso TX [REDACTED]		Dealer: TX084 Motorway Kia		

1. adv cust of update
2. SM is aware to put cust in a rental
3. SM will call cust on cell w/update
4. SM is waiting for parts mgr w/status of part

cust stated:

1. someone at dlr adv cust they order the *fan* & radiator
2. and dlr is going to try this repair before ordering the motor
3. has been w/out veh too long
4. will wait for dlr to call w/update

*** PHONE LOG 09/13/2005 12:45 PM US Mountain Standard Time ABegoody Action Type:Outgoing call
writer called tx084 & scott (parts mgr) stated:

1. parts gave svc the radiator, *fan*, & coolant
2. parts cannot order parts unless they are ordered by svc
3. parts does not have any parts (motor) on order
4. will transfer to svc

writer stated:

1. will document, requested to be transferred to svc

*** PHONE LOG 09/13/2005 01:16 PM US Mountain Standard Time ABegoody Action Type:Outgoing call
transferred to svc & pat (SM) stated:

1. has not had a chance to speak w/parts
2. will get cust in rental

writer stated:

1. cust needs rental, has been authorized by DPSM
2. conference cust online w/SM & writer
3. cust stated:
 - a. wife gets off work at 4:30 PM
 - b. will have wife go to dlr
 - c. wife will bring license & insurance card
4. pat (SM) stated:
 - a. dlr closes at 6 PM
 - b. have cust bring license & insurance card
5. will document comments

*** PHONE LOG 09/14/2005 09:29 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LEFT VM MESSAGE TO CALL BACK.

*** PHONE LOG 09/14/2005 10:59 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT VM MESSAGE.

*** PHONE LOG 09/15/2005 08:49 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CALLED CUSTOMER AT [REDACTED] AND HOME NUMBER AND LEFT VM MESSAGE TO CALL WRITER .

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009270	23,681
El Paso TX	[REDACTED]		Dealer: TX084 Motorway Kia	

*** CASE CLOSE 09/15/2005 08:50 AM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CALL BACK FROM CUSTOMER WITH FURTHER CONCERNS.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K216534	0
Montclair CA			Dealer: CA064 Power Kia Ontario	

Case History

Complaint Rental Car

*** PHONE LOG 09/11/2003 03:17 PM US Mountain Standard Time CDiaz
Customer Stated:

1. Current concern: **Fan** Blade
2. My **fan** blade broke and the car needs to go to the dealer.
3. I called the dealer and spoke to a female in service.
4. She told me to call you for authorization of a rental car.
5. She told me that the parts are on backorder and that they have to come from Germany.
6. Do not have the correct miles.

Writer Stated: CA064

1. I called the dealer.

Kathy Stated: CA064

1. The girl that takes the appointments advised the customer of that info.

Writer Stated:

1. Advised Kelly that I will refer the customer R/A for a tow to them.
2. Advised that if the DPSM needs to be called if a rental needs to be provided.
3. Kathy agreed.
4. Advised the customer that they need to have the car towed by Kia R/A
5. Would speak to Kathy regarding a rental car.
6. They will contact there Kia DPSM for review and passable assistance.
7. Customer agreed.
8. Gave case # and info to reach me back.
9. Trans to R/A for towing.

Bill Fordyce:

1. I believe the parts are here.
2. I have an update that I will send to you.
3. Usually we will have the customer rent the car and submit the receipt to the dealer.
4. Then we can submit to national from there.
5. Tell Kathy this is not the customer.

Writer stated:

1. Called the dealer and advised of the info.
2. Kathy understands.

*** CASE CLOSE 09/11/2003 03:17 PM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** PHONE LOG 09/11/2003 04:15 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED INCOMING CALL FROM CUSTOMER.
CUSTOMER STATED (SOBBING):

1. I HAVE A CASE NUMBER, CAN I SPEAK WITH CHRISTIAN?

WRITER STATED:

1. HE HAS LEFT, WOULD YOU LIKE HIS VOICE MAIL?

CUSTOMER STATED:

1. I AM AT THE DEALER AND THEY WOULD NOT GIVE ME A LOANER.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K216534	0
Montclair CA	[REDACTED]		Dealer: CA064 Power Kia Ontario	

2. I HAVE TO BE AT WORK TOMORROW AT 5AM AND I HAVE NO WAY TO GET THERE.
3. MY **FAN** BROKE OFF AND DAMAGED THE RADIATOR AND THE DEALER IS NOT GOING TO HAVE IT FIXED.

WRITER STATED:

1. WILL PHONE DPSM AND SEE IF THEY WILL MAKE GOODWILL OFFER.

CUSTOMER STATED:

- 1 CALL ME BACK AT [REDACTED]

*** PHONE LOG 09/11/2003 04:16 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED BILL FORDYCE, DPSM AND LEFT VM.

WRITER STATED:

1. EXPLAINED SITUATION.
2. LEFT NAME NUMBER AND EXTENSION FOR CALL BACK.

*** PHONE LOG 09/11/2003 04:28 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Power Kia Ontario AND SPOKE WITH DOUG, IN SERVICE.

1. WRITER ASKED ABOUT RENTAL.

DOUG STATED:

1. HAVE THE CUSTOMER PAY FOR THE RENTAL AND SUBMIT IT FOR REIMBURSEMENT.

WRITER STATED:

1. THANKS.

*** PHONE LOG 09/11/2003 04:30 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE NOT BEEN ABLE TO GET IN TOUCH WITH THE DPSM.
2. YOU CAN RENT THE VEHICLE AND SUBMIT THE RECEIPTS FOR CONSIDERATION OF REIMBURSEMENT.

CUSTOMER STATED:

1. I DO NOT HAVE MONEY TO DO THAT.

WRITER STATED:

1. WILL CALL YOU BACK TOMORROW ONCE WRITER CAN SPEAK WITH THE DPSM.

CUSTOMER STATED:

1. MY WORK NUMBER IS [REDACTED]

*** PHONE LOG 09/12/2003 08:13 AM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM BILL FORDYCE, DPSM.

BILL STATED:

1. WHAT THE CUSTOMER WILL NEED TO DO IS RENT A VEHICLE AND SEND IN THE RECEIPTS TO THE REGIONAL OFFICE AND WE WILL REIMBURSE THEM.
2. IF YOU HAVE ANY QUESTIONS LET ME KNOW.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K216534	0
Montclair CA [REDACTED]		Dealer: CA064 Power Kia Ontario		

*** PHONE LOG 09/12/2003 08:24 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE SPOKEN W/ THE KIA REP.

2. THE WAY THEY ARE HANDLING RENTALS IS TO HAVE YOU PAY FOR IT, AND SENT TO REGIONAL OFFICE FOR REIMBURSEMENT.

CUSTOMER STATED:

1. THE DEALERSHIP HAS PLENTY OF VEHICLES ON THEIR LOT AND I DON'T SEE WHY THEY CAN'T GIVE ME ONE FOR A WEEK WHILE THEY REPAIR MY VEH.

2. ME AND MY HUSBAND WILL BOTH HAVE TO SKIP THERAPY, AND IF SOMETHING HAPPENS WE ARE GOING TO HOLD KIA RESPONSIBLE.

3. I WILL NOT RECOMMEND A KIA TO ANYONE.

WRITER STATED:

1. THE OFFER IS STILL THERE, IF YOU CHANGE YOUR MIND.

*** CASE CLOSE 09/12/2003 08:26 AM US Mountain Standard Time WNoonan

RENTAL ASSISTANCE OFFERED, CUSTOMER DECLINED.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1039772	35,800

Shippingsburg PA

Dealer:

Case History

Complaint Warranty

*** PHONE LOG 11/17/2005 11:48 AM US Mountain Standard Time CDiaz
Customer Stated:

1. is the *fan* blade covered?

Wirter Stated:

1. Sorry for the concern.
2. 5/60 lbw for defects.
3. Get the car to the dealer, do you need r/a?

Cusotmer Stated:

1. The *fan* is cracked
2. Do not need R/A

*** CASE CLOSE 11/17/2005 11:48 AM US Mountain Standard Time CDiaz

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJA623125	K512914	43,000
TONOPAHA NV			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/15/2005 01:14 PM US Mountain Standard Time MEstrella

CALLER STATES:

1. BOUGHT CAR USED FROM LAS VEGAS NV DEALER, TRIED TO CALL THEM BUT NO THEY WERE NO HELP
2. AM STUCK IN BISHOP CA, HAD TO GET A HOTEL ROOM, MY RADIATOR **FAN** BROKE, IT JUST DISINTEGRATED
3. WHERE IS THE NEAREST DEALER AND HOW WILL I GET MY CAR THERE
4. DO I HAVE ANY WARRANTY
5. DEATH IN FAMILY AND VERY UPSET

WRTIER STATED:

1. APOLOGIZED
2. ADVISED THERE IS A BENEFIT CALLED Trip interruption
3. It covers warranty related disablements IF MORE THAN 150 MILES FROM HOME ADDRESS
2. BENEFIT OFFERS Up to \$300 total / 100.00 a day max -vehicle must be disabled for a minimum of 24 hours DUE TO A WARRANTY RELATED BREAKDOWN
3. Covers reasonable expenses---food, lodging, alternate transportation,
4. Must be over 150 miles from owners listed home and warranty repair take over 24 hrs to complete
5. They would need to submit brief cover letter w/ explanation and request for reimb.along w/ receipts and R/O to Kia Claims--
6. Provided Kia claims address
7. Provided #'s to dealers by zip code
8. advsied RSA will tow to nearest Kia dlr unlimited mileage at no cost
9. advised 5/60 blw and ptw for mfr defects
10. writer called dealerships for customer try to determine which was closest
11. conncted to RSA for towing set up
12. apologized

*** CASE CLOSE 07/15/2005 01:15 PM US Mountain Standard Time MEstrella

no recalls

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723625	K100506	64,788
Detroit MI			Dealer: MI012 LaFontaine Kia	

Case History

Legal Demand Letter

*** PHONE LOG 08/15/2002 12:30 PM US Mountain Standard Time TShamburger

Project Mgr:

1. Jowa Associates ordered a fleet of your veh's
2. I was told these veh's would hold up to our security officers.
3. we had four veh's that had the cooling *fan* fly off damaging other parts in veh.
4. two sportages this weekend had the cooling *fan* fly off
5. want is wrg with your veh its not working, they are breaking down
6. I would like to speak to a mgr who can do something.

Wrt states;

apologize for situation:

1. will doc your complaint and chk with dealership to see why this is happening.
2. wrt will let the kia rep know what is going on with your veh's
3. will call dealership and speak to Steve regarding your veh's
4. wrt will call you back.

*** PHONE LOG 08/16/2002 06:16 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called Steve SA yesterday and it said, yes the *fan*'s are flying off right after 60, miles or right before
2. cust is not happy because they have a whole fleet of them and when the *fan* flies off it damages other things.
3. cust is paying for one repair because car is out of warr. (kndja723625) miles on this veh 64,788 cust is paying \$1094.95 to repair it.
4. another one the did back on July 15th was KNDJA723025 which they had repaired themselves and they are bringing 5. in their receipts to see if they can be reimbursed.
6. KNDJA723225 is here now it has 59,000 miles, it's covered undr warr.
7. on they had another one that had the *fan* fly off but I don't know that veh's vin.

*** PHONE LOG 08/16/2002 06:17 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called Debbie at region and left message regarding this customer issue.

*** PHONE LOG 08/16/2002 06:18 AM US Mountain Standard Time TShamburger Action Type:Incoming call

Wrt states:

1. Debbie from region called back and left wrt a message.
2. just send the case to me and just add the other vin under one vin and if we need to make more case with other
3. vins we will.

*** NOTES 08/16/2002 06:34 AM US Mountain Standard Time TShamburger Action Type:Manager review

Wrts notes: Corliss Ramsey's number is 313-393-1190

*** PHONE LOG 08/20/2002 01:17 PM US Mountain Standard Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR DPSM KINDZIERA REQ CB REG FILE

*** PHONE LOG 08/21/2002 02:22 PM US Mountain Standard Time DWojciechowski Action Type:Incoming call

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K100506	64,788
Detroit MI [REDACTED]		Dealer: MI012 LaFontaine Kia		

- 2. RCVD CALL FROM DEAN AT DLR
- 3. VEH BELONG TO SECURITY GUARD COMPANY
- 4. REQ CB TO FURTHER DISCUSS

*** PHONE LOG 08/22/2002 10:39 AM US Mountain Standard Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR DPSM REQ CB REG CUST

*** PHONE LOG 08/23/2002 11:03 AM US Mountain Standard Time DWojciechowski Action Type:Incoming call
WTR RCVD VM FROM DPSM REQ CB ON CELL PHONE #

*** PHONE LOG 08/23/2002 11:03 AM US Mountain Standard Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR DPSM KINDZIERA REQ CB

*** PHONE LOG 08/23/2002 11:25 AM US Mountain Standard Time DWojciechowski Action Type:Incoming call
WTR RCVD CALL FROM DPSM WHO ADVISED;

- 1. REQ WTR CONTACT OWNER OF COMPANY FOR'
 - A. LIST OF VIN'S WITH PROBLEM
 - B. WHAT CUST IS REQ

*** PHONE LOG 08/23/2002 12:18 PM US Mountain Standard Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED CUST DAVID BROG AND ADVISED:

- 1. RCVD NOTIFICATION FROM KCC REG CONCENRS WITH SPORTAGES
- 2. REQ LIST OF VIN'S WITH CONCERNS
- 3. REQ REPAIR ORDERS FOR VIN'S THAT HAVE BEEN REPAIRED
- 4. REQ LTR ADVISING OF WHAT ASSISTANCE IS REQUIRED

*** CASE CLOSE 08/26/2002 06:47 AM US Mountain Standard Time DWojciechowski
FILE CLOSED PENDING RCPT OF LIST FROM CUSTOMER

*** PRIORITY CHANGE 11/21/02 11:46:56 AM MRivas

*** NOTES 11/21/2002 10:52 AM US Mountain Standard Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM NCA, VIA INTEROFFICE:

- 1. ADL - DATED 11/12/02 - STATING:
 - A. IN 02/02 , CUST PURCHASED 14 KIA SPORTAGES FROM LAFONTAINE KIA
 - B. BETWEEN 2/02 & 8/02 - 7 VEH LOST BLADES ON THE COOLING **FAN**, CAUSING OTHER DAMAGES
 - C. CUST HAS PAY APPROXIMATELY \$1,100 PER VEH TO FIX THE DAMAGES
 - D. JOWA WOULD LIKE TO BE MADE WHOLE FOR THE DAMAGES TO THEIR VEH
 - E. IF NO RESPONSE W/IN 14 DAYS FROM DATE OF LETTER, WILL INSTRUCT CLIENT TO PURSUE ALL NECESSARY LEGAL REMEDIES
- HARD FILE CREATED AND FWRD TO JSS FOR HANDLING.

*** NOTES 11/21/2002 11:12 AM US Mountain Standard Time MRivas Action Type:Correspondence sent

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K100506	64,788
Detroit MI [REDACTED]		Dealer: MI012 LaFontaine Kia		

*** PHONE LOG 11/21/2002 01:40 PM US Mountain Standard Time JShowalter Action Type:Outgoing call
WRITER LM FOR ATTY, JAMES AUSTIN, ADVISING OF FORTHCOMING LETTER.

*** CASE CLOSE 11/21/2002 01:40 PM US Mountain Standard Time JShowalter
FILE CLOSED PENDING REC'D OF REQUESTED DOCS FROM ATTY

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K99206	58,116
DETROIT MI [REDACTED]		Dealer: MI012 LaFontaine Kia		

Case History

Complaint Reimbursement

*** PHONE LOG 08/12/2002 09:47 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE **FAN** ITSELF BROKE INTO PIECES
2. IT CAUSED OTHER PARTS TO GET DAMAGED
3. THE SERVICE DEPARTMENT FIXED THE CAR BUT THEY CHARGED ME.
4. THEY RELIZED THAT THERE WAS A MISTAKE AND TOLD ME TO CALL YOU TO GET REIMBURSED.

WRITER STATES.

1. I AM SORRY ABOUT THE SITAUTION
2. WHAT YOU WOULD DO IS TAKE THE RECEIPT TO THE SVC MGR AT THE DEALERSHIP
3. HE WILL SUBMIT THE RECIEPTS TO THE DPSM FOR EVALUATION OF REIMBURSEMENT
4. IF THE DEALERSHIP DOES NOT KNOW WHAT I AM TALKING ABOUT CALL ME BACK AND I WILL SPEAK TO THEM.

*** CASE CLOSE 08/12/2002 09:48 AM US Mountain Standard Time SLarez

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1209649	20,047
RICHMONDHILL NY			Dealer: NY036 Five Towns Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/01/2006 10:57 AM US Mountain Standard Time RSabin

CUST STATED:

1. MY FATHER PURCHASED A KIA AND I WAS WONDERING WHAT WARRANTY HE WOULD HAVE LEFT ON IT
2. HE HAD A **FAN** THAT BROKE AND I WAS WONDERING IF THAT WOULD BE COVERED

WRITER ADVISED:

1. I DON'T SHOW YOUR DAD AS THE ORIGINAL OWNER SO HE WOULD HAVE THE REMAINDER OF A 5/60 LBW PTW AND 5/XX R/A (CUST STATED, HE BOUGHT THE VEH NEW " ADDRESS ON FILE IS THE SAME BUT NAME IS DIFFERENT)
2. I WOULD RECOMMEND FAXING ME OVER THE ORIGINAL SALE'S CONTRACT AND I CAN SUBMIT IT TO OUR NATIONAL OFFICE
3. RIGHT NOW THE ISSUE HE IS HAVING WOULD BE COVERED FOR DEFECT'S BUT I WOULD RECOMMEND TAKING IT TO THE DLR SO THEY CAN DIAGNOSE
4. PROVIDED FAX #

CUST STATED:

1. OK THANKS

*** CASE CLOSE 08/01/2006 10:57 AM US Mountain Standard Time RSabin

*** PHONE LOG 08/02/2006 08:15 AM US Mountain Standard Time HReynolds Action Type:Incoming call

[REDACTED] STATES:

1. CAR WAS TOWED TO FIVE TOWN KIA
2. THEY CAN'T SEE THIS CAR TILL DECEMBER
3. CONTACTED THE MAJOR KIA OF LONG ISLAND CITY
4. THEY CAN'T SEE MY CAR TILL DECEMBER EITHER
5. CAN'T WAIT THAT LONG

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, R/ A SHOULD HAVE CONTACT YOU FOR AVAILABILITY BEFORE TOW IN
3. WILL CONTACT THE KIA REP TO SEE IF WE CAN TOW TO ANOTHER KIA DEALER FOR REPAIR
4. WILL FOLLOW UP WITH CUSTOMER

*** PHONE LOG 08/02/2006 09:06 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. WRITER PHONED POPULAR KIA, SPOKE TO TRINA AT SERVICE
2. WOULD LIKE TO KNOW IF YOU CAN ACCEPT THE VEHICLE FOR REPAIR

TRINA STATES:

1. WE ARE BOOKED
2. CAN'T ACCEPT THE TOWING TILL NEXT WEEK

*** PHONE LOG 08/02/2006 09:08 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM/ VITO SAMPOGNE TO CALL WRITER BACK

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723925	K1209649	20,047
RICHMONDHILL NY			Dealer: NY036 Five Towns Kia	

2. VEHICLE IS TOWED IN TO FIVE TOWNS KIA
3. CAN'T ACCEPT THE VEHICLE TILL DECEMBER
4. WRITER CHECKED WITH MAJOR KIA AND POPULAR KIA
5. ALL REFUSED TO ACCEPT THE VEHICLE
6. LEFT CASE#, WRITER'S EXT#

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

Send to:[vsampogne@kiausa.com]

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

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

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*** PHONE LOG 08/02/2006 01:02 PM US Mountain Standard Time HReynolds Action Type:Incoming call

STATES:

1. CALLING TO CHECK STATUS

WRITER STATES:

1. WAITING ON RESPONSE FROM DPSM
2. WILL FOLLOW UP WITH CUSTOMER

*** PHONE LOG 08/03/2006 06:13 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM/ VITO SAMPOGNE
2. WRITER CONTACTED THE OTHER KIA DEALERS IN AREA
3. WON'T TAKE THIS VEHICLE
4. FIVE TOWNS KIA IS SELLING DEALER

DPSM/ VITO SAMPOGNE STATES:

1. JUST LIVE IT THERE
2. WILL CALL FIVE TOWNS KIA TO FIX IT
3. PLEASE TELL CUSTOMER THAT DPSM WILL TAKE CARE OF IT

*** PHONE LOG 08/03/2006 06:17 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. SPOKE TO
2. ADVISED HIM THAT DPSM IS INVOLVED IN WITH REPAIR AT THIS MOMENT
3. WILL CONTACT TO FIVE TOWNS KIA TO WORK ON YOUR VEHICLE

CUSTOMER STATES:

1. THAT'S GREAT
2. THANK YOU

*** CASE CLOSE 08/03/2006 12:11 PM US Mountain Standard Time HReynolds

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1209649	20,047
RICHMONDHILL NY [REDACTED]			Dealer: NY036 Five Towns Kia	

*** PHONE LOG 08/04/2006 12:26 PM US Mountain Standard Time HReynolds Action Type:Incoming call
WRITER STATES:

1. CUSTOMER LEFT VM MESSAGE FOR WRITER
2. CONTACTED THE FIVE TOWNS KIA THIS MORNING
3. CAR IS STILL SITTING AND WILL NOT LOOK AT TILL NOVEMBER
4. DEALER SAID, THEY HAVEN'T HEARD ANYTHING FROM KMA
5. NEED A CAR TO DRIVE IT
6. PLEASE CALL ME AT [REDACTED]

*** PHONE LOG 08/04/2006 12:28 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER PHONED EASTERN REGION, RYAN CHRISTIANSEN IS NOT IN TODAY

*** PHONE LOG 08/04/2006 12:46 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER PHONED FIVE TOWNS KIA, NO ANSWERED IN SERVICE, LOOP AROUND BACK TO RECEPTIONIST 2X.
2. WRITER ENDED THE CALL

*** PHONE LOG 08/04/2006 01:10 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER LEFT VM MESSAGE FOR DPSM/ VITO SAMPOGNE TO CALL WRITER BACK
2. VEHICLE IS STILL SITTING AT FIVE TOWNS KIA
3. CUSTOMER WAS TOLD THAT VEHICLE WILL NOT BE SEEING TILL NOVEMBER
4. WRITER CONTACTED THE MAN FREDI KIA AND SPOKE TO **FAN**KY
5. THEY ARE WILLING TO WORK ON THIS VEHICLE RIGHT AWAY

*** PHONE LOG 08/04/2006 01:13 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER SPOKE TO FRANKY AT MAN FREDI KIA
2. CALLING TO SEE IF YOU HAVE AVAILABILITY TO WORK ON THIS VEHICLE

FRANKY STATES:

1. YES, WILL TAKE CARE OF IT

*** PHONE LOG 08/07/2006 05:40 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR RYAN CHRISTIANSEN AT EASTERN REGION TO CALL WRITER

*** PHONE LOG 08/07/2006 05:40 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER PHONED FIVE TOWNS KIA, NO ANSWERED IN SVC

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723925 ██████████	K1209649	20,047
RICHMONDHILL NY			Dealer: NY036 Five Towns Kia	

*** PHONE LOG 08/07/2006 06:04 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. ██████████ AT EASTERN REGION LEFT VM MESSAGE FOR WRITER
2. CONTACTED THE DPSM/ VITO S TO REVIEW
3. VITO WILL SPEAK TO FIVE TOWNS KIA AGAIN

*** PHONE LOG 08/07/2006 07:21 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. ██████████ LEFT VM MESSAGE FOR WRITER
2. AM AT FIVE TOWNS KIA AGAIN
3. STILL GETTING SAME RESPONSE FROM THEM
4. CAN'T SEE MY CAR TILL NOVEMBER OR DECEMBER
5. THIS ISN'T FAIR FOR MY DAD
6. PLEASE CALL ME AT ██████████

*** PHONE LOG 08/07/2006 01:41 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. WRITER LEFT VM MESSAGE FOR CUSTOMER
2. RETURNING CUSTOMER'S CALL
3. DPSM IS INVOLVED IN WITH REPAIR AT THIS POINT
4. WRITER WAS NOT ABLE TO CONTACT THE SVC FOR STATUS TODAY
5. WILL TRY AGAIN AND FOLLOW UP WITH CUSTOMER
6. LEFT CASE#, WRITER'S EXT#

*** PHONE LOG 08/08/2006 08:22 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO MIKE - SVC WRITER AT FIVE TOWNS KIA
2. WOULD LIKE TO KNOW IF YOU START TO WORK ON THIS VEHICLE
3. HAS DPSM CONTACTED YOU ABOUT THIS VEHICLE?

MIKE STATES:

1. NO
2. TOLD CUSTOMER THAT WE CAN'T WORK ON IT TILL DECEMBER
3. CUSTOMER SAID, HE WILL TOW OUT OF DEALER
4. CAR IS READY TO TOW OUT OF DEALER
5. HAVEN'T RECEIVED ANY INSTRUCTION FROM DPSM

*** NOTES 08/08/2006 08:31 AM US Mountain Standard Time HReynolds Action Type:Manager review

DISPATCHING THIS CASE TO EASTERN REGION FOR FURTHER ASSISTANCE

1. VEHICLE IS DOWN AT FIVE TOWNS KIA DUE TO **FAN** BLADE BROKE AND PUNCTURE THE RADIATOR
2. FIVE TOWNS KIA STATED, CAN'T LOOK AT THE VEHICLE TILL DECEMBER
3. NO CALL RECEIVED FROM DPSM
4. WANTS KMA TO TOW OUT OF THEIR FACILITY
5. MAN FREDI KIA WILLING TO TAKE THE VEHICLE RIGHT AWAY
6. PLEASE CONTACT CUSTOMER WITH AN ANSWER

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1209649	20,047
RICHMONDHILL NY [REDACTED]		Dealer: NY036 Five Towns Kia		

*** PHONE LOG 08/09/2006 08:14 AM US Mountain Standard Time HReynolds Action Type:Incoming call
WRITER STATES:

1. [REDACTED] LEFT VM MESSAGE FOR WRITER
2. IT'S TAKING TOO LONG
3. NO RESPONSE FROM KIA DEALER
4. CAR IS STILL SITS THERE
5. PLEASE LET ME SPEAK TO HIGHER LEVEL
6. CALL ME AT [REDACTED]

*** PHONE LOG 08/11/2006 12:04 PM US Mountain Standard Time RBussey Action Type:Incoming call
Cusotmer called to discuss case, transfered to VM of RChristiansen

*** PHONE LOG 08/11/2006 12:21 PM US Mountain Standard Time HReynolds Action Type:Incoming call
WRITER STATES:

1. CUSTOMER LEFT VM MESSAGE FOR WRITER
2. IT HAS BEEN WEEK AND HALF
3. CAR IS STILL SITTING AT FIVE TOWNS KIA
4. NO RESPONSE FROM DEALER
5. I WANT TO SPEAK TO SOME ONE AT KIA MANAGEMENT ABOUT THIS CAR BECAUSE IT'S UNACCEPTABLE
6. KIA SHOULD GIVE MY FATHER A CAR TILL DECEMBER OR TOW TO DIFFERENT DEALER THAT START TO WORK ON IT
7. PLEASE CALL ME

*** PHONE LOG 08/11/2006 03:55 PM Eastern Daylight Time RChristiansen Action Type:Incoming call
cust left message for callback

*** PHONE LOG 08/11/2006 04:08 PM Eastern Daylight Time RChristiansen Action Type:Outgoing call
Writer called cust back

writer stated

- 1) Need to verify location of vehicle
- 2) Dealer says veh is not there
- 3) need to verify location
- 4) cannot discuss until we have located vehicle
- 5) will call back on monday

cust [REDACTED] stated

- 1) veh at [REDACTED]
- 2) mike at service desk had the keys after it was towed in by RA
- 3) we have not moved it
- 4) can my father get a loaner or rental vehicle?

*** PHONE LOG 08/15/2006 10:28 AM Eastern Daylight Time RChristiansen Action Type:Outgoing call
Writer talked to DPSM

veh is at dealer, had an issue with night drop envelope

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1209649	20,047
RICHMONDHILL NY [REDACTED]			Dealer: NY036 Five Towns Kia	

veh will be worked on
need to verify warranty first though

writer relayed info to cust

*** NOTES 08/22/2006 03:58 PM Eastern Daylight Time RChristiansen Action Type:Manager review
all parts at dealer, should be repaired shortly

*** PHONE LOG 08/24/2006 09:51 AM Eastern Daylight Time RChristiansen Action Type:Outgoing call
Writer called dealer, spoke with SW Mike

cust picked up veh
veh overheated
cust dropped veh off again

*** PHONE LOG 08/31/2006 03:37 PM Eastern Daylight Time RChristiansen Action Type:Incoming call
cust left message

cust swore during message multiple times about the hassle it has been and the need for the dealer to order parts for the vehicle.

*** PHONE LOG 09/05/2006 09:16 AM Eastern Daylight Time RChristiansen Action Type:Incoming call
cust left message upset about car being down

*** NOTES 09/05/2006 03:29 PM Eastern Daylight Time RChristiansen Action Type:Manager review
Parts delivered to dealer today

writer called dealer, cust had picked car up 10-15 minutes ago

writer had dealer fax over r.o.

writer called cust
cust stated he had picked veh up and would call back with an update as to whetehr the vehicle is okay or not

*** CASE CLOSED 09/05/2006 03:00 PM RCHRISTIANSEN, RICHMOND HILL NY

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K256853	30,000
Desert Hot Springs CA [REDACTED]			Dealer: CA109 Shaver Kia	

Case History

Inquiry Closest Dealer

*** PHONE LOG 12/23/2003 11:40 AM MEstrella

CALLER STATES:

1. NOTICED THAT MY CLUTCH **FAN** IS CRACKED AND IS MAKING NOISE , CONCERNED W/ THAT.
2. LA QUINTA DLR SHUT DOWN DUE TO FRAUD - WHERE IS NEXT CLOSEST DLR

WRTR STATES:

1. DO NOT DRIVE CAR LIKE THAT - IF THE CLTUCH **FAN** BREAKS , CAN CAUSE SEVERE DAMAGE AND CUST HOSES ETC.
2. WOULD NOT RECOMMEND DRIVING IF SHE FEELS THAT PART IS BROKEN AND NEEDS REPAIR
3. ADVISED THAT SHE HAS UNLIMITED MILEAGE TOWING TO NEAREST KIA DLR
4. ADVISED OF ALL OTHER DLRS IN HER AREA
5. ADVISED TO HAVE R/A TOW IT

CALLER STATED:

1. SHE WILL CALL DLRS FIRST THEN CALL FOR R/A

*** CASE CLOSE 12/23/2003 11:40 AM MEstrella

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K482391	97,000
Olive Branch MS [REDACTED]		Dealer: TN028 Gossett Kia - Mt. Moriah		

Case History

Complaint Repair Assistance

*** PHONE LOG 06/14/2005 12:43 PM US Mountain Standard Time WNoonan

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

From: michael_ault@sbcglobal.net [mailto:michael_ault@sbcglobal.net]

Sent: Tuesday, June 14, 2005 12:17 PM

To: mwirz@kiausa.com

Subject: [Contact Kia Service] Michael Ault

[Body]

Country : U.S.A

Name : [REDACTED]

Address [REDACTED]

Phone : [REDACTED]

E-Mail : [REDACTED]

Vehicle : Sportage

Vin : KNDJB723825 [REDACTED]

VehicleNo : unknown

Mileage : 97000

Date : 2001-2002

content

On June 11, 2005 I had an engine failure on my sportage. Gossett KIA has refused to honor the 100,000 mile warranty. I have kept the oil changed every 3000-4000 miles. I am current using Castrol GTX high milage. They are trying to state that I am at fault. I believe the the engine failure was not my fault. No problems or warning signs prior to the failure.KNDJB723825 [REDACTED] VIN

Sent2005-06-15 ?? 4:16:54

*** PHONE LOG 06/14/2005 02:55 PM US Mountain Standard Time BBrown Action Type:Incoming call
WRITER ATTEMPTED TO CONTACT CUST BUT RECEIVED FAX SIGNAL

*** PHONE LOG 06/15/2005 08:41 AM US Mountain Standard Time BBrown Action Type:Incoming call
WRITER ATTEMPTED TO CONTACT CUST BUT RECEIVED FAX SIGNAL

*** PHONE LOG 06/16/2005 08:57 AM US Mountain Standard Time BBrown Action Type:Incoming call
** PHONE LOG 06/15/2005 08:41 AM US Mountain Standard Time BBrown Action Type:Incoming call
WRITER ATTEMPTED TO CONTACT CUST BUT RECEIVED FAX SIGNAL

*** NOTES 06/16/2005 08:59 AM US Mountain Standard Time BBrown Action Type:Manager review
CASE CLOSED PENDING CALLACK FROM CUST

*** CASE CLOSE 06/16/2005 08:59 AM US Mountain Standard Time BBrown

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723825	K482391	97,000
Olive Branch MS			Dealer: TN028 Gossett Kia - Mt. Moriah	

*** NOTES 07/22/2005 11:38 AM US Mountain Standard Time JCook Action Type:Manager review

*** PHONE LOG 06/16/2005 10:15 AM US Mountain Standard Time YDomerofski

Cust Stated:

1. I have a motor problem
2. My car towed to Gossett Kia(TN027) 3 days ago and they don't honors the PTW for my car
3. Dealt w/ SM Jody at dlr, she said, the broken *fan* made the motor ran too hot and damaged the engine, the *fan* is under LBW which is expired
4. Also told me, this decision is from KIA rep
5. The time when my car broke down, there was no indication of the engine was hot, no CEL, no warning lights
6. Please call me back at [REDACTED]

Writer Stated:

1. Updated
2. No open recall
3. Apologized for the problem
4. Need to verified some info w/ dlr
5. If this decision came from DPSM, writer can't go over his decision
6. Will call back cust
7. Provided case# and ext#

*** PHONE LOG 06/16/2005 10:50 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called SM Jody who stated:

1. Reviewed case details
2. Please call back
3. Verified ext# and name

*** PHONE LOG 06/17/2005 05:11 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called SM Jody and LVM

1. Reviewed case details again
2. Please call back
3. Verified ext# and name

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

Send to:[tmorgan@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_K483645_YDomerofski_06-17-2005071103.doc>>

*** PHONE LOG 06/17/2005 09:57 AM US Mountain Standard Time YDomerofski Action Type:Incoming call

Writer received message from SM Jody who stated:

1. KIA rep Tom Morgan declined this case
2. The cooling *fan* was a pretty much falling a part and burn the engine
3. The reason for declining this case was
 - a. Cust should stop the car to avoid the engine damage

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K482391	97,000
Olive Branch MS	[REDACTED]		Dealer: TN028 Gossett Kia - Mt. Moriah	

- b. The cooling fan is under 5/60LBW which is expired
- 4. Any question, please call back
- 5. Thanks

*** PHONE LOG 06/20/2005 05:05 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called cust

Cust Stated:

- 1. Picked up the car over the weekend
- 2. I already contact BBB and I'm planning to go attorneys general this morning
- 3. I bought the engine for \$1200, dlr gave me the estimate for \$5000
- 4. Please escalate my case to whoever can help me out, I don't think KIA rep is right
- 5. Thanks

Writer Stated:

- 1. This decision came from DPSM, there is nothing writer can do for cust
- 2. Will document cust's plan
- 3. Will forward to region

*** NOTES 06/20/2005 05:21 AM US Mountain Standard Time YDomerofski Action Type:Manager review

Writer forwarding this case to region because:

- 1. DPSM declined the warranty for engine replacement
- 2. Cust disagree w/ DPSM's decision
- 3. Cust already contacted BBB and planning to go to attorneys general's office to file the complaint

*** PHONE LOG 06/23/2005 10:48 AM Eastern Daylight Time StapletonP Action Type:Incoming call

writer rec BBB Call report:

Cust requesting reimbursement for repairs to the engine.

cust is ineligible for reimbursement thru BBB due to outside of 3/36 time frame to file.

wrietr informing BBB rep via email

*** CASE CLOSE 06/23/2005 10:55 AM Eastern Daylight Time StapletonP

*** CASE CLOSE 07/22/2005 11:39 AM US Mountain Standard Time JCook

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K483645	97,300
Braggacro MS [REDACTED]		Dealer: TN027 Gossett Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 06/16/2005 10:15 AM US Mountain Standard Time YDomerofski

Cust Stated:

1. I have a motor problem
2. My car towed to Gossett Kia(TN027) 3 days ago and they don't honors the PTW for my car
3. Dealt w/ SM Jody at dlr, she said, the broken *fan* made the motor ran too hot and damaged the engine, the *fan* is under LBW which is expired
4. Also told me, this decision is from KIA rep
5. The time when my car broke down, there was no indication of the engine was hot, no CEL, no warning lights
6. Please call me back at [REDACTED]

Writer Stated:

1. Updated
2. No open recall
3. Apologized for the problem
4. Need to verified some info w/ dlr
5. If this decision came from DPSM, writer can't go over his decision
6. Will call back cust
7. Provided case# and ext#

*** PHONE LOG 06/16/2005 10:50 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called SM Jody who stated:

1. Reviewed case details
2. Please call back
3. Verified ext# and name

*** PHONE LOG 06/17/2005 05:11 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called SM Jody and LVM

1. Reviewed case details again
2. Please call back
3. Verified ext# and name

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

Send to:[tmorgan@kiausa.com]

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

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*** PHONE LOG 06/17/2005 09:57 AM US Mountain Standard Time YDomerofski Action Type:Incoming call

Writer received message from SM Jody who stated:

1. KIA rep Tom Morgan declined this case
2. The cooling *fan* was a pretty much falling a part and burn the engine
3. The reason for declining this case was
 - a. Cust should stop the car to avoid the engine damage
 - b. The cooling *fan* is under 5/60LBW which is expired

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K483645	97,300
Braggacro MS [REDACTED]		Dealer: TN027 Gossett Kia		

- 4. Any question, please call back
- 5. Thanks

*** PHONE LOG 06/20/2005 05:05 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called cust

Cust Stated:

- 1. Picked up the car over the weekend
- 2. I already contact BBB and I'm planning to go attorneys general this morning
- 3. I bought the engine for \$1200, dlr gave me the estimate for \$5000
- 4. Please escalate my case to whoever can help me out, I don't think KIA rep is right
- 5. Thanks

Writer Stated:

- 1. This decision came from DPSM, there is nothing writer can do for cust
- 2. Will document cust's plan
- 3. Will forward to region

*** NOTES 06/20/2005 05:21 AM US Mountain Standard Time YDomerofski Action Type:Manager review

Writer forwarding this case to region because:

- 1. DPSM declined the warranty for engine replacement
- 2. Cust disagree w/ DPSM's decision
- 3. Cust already contacted BBB and planning to go to attorneys general's office to file the complaint

*** PHONE LOG 06/23/2005 10:48 AM Eastern Daylight Time StapletonP Action Type:Incoming call

writer rec BBB Call report:

Cust requesting reimbursement for repairs to the engine.

cust is ineligible for reimbursement thru BBB due to outside of 3/36 time frame to file.

wrietr informing BBB rep via email

*** CASE CLOSE 06/23/2005 10:55 AM Eastern Daylight Time StapletonP

*** CASE CLOSE 07/22/2005 11:38 AM US Mountain Standard Time JCook
TREAD REVIEW--DUPLICATE CASE--SEE CASE K482391--DO NOT REOPEN.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723725	K335743	67,000
NEWPORT NEWS VA			Dealer: VA003 Oyster Point Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/09/2004 05:01 AM SLarez
CUSTOMER STATES.

1. THE **FAN** EXPLODED ON ME AND I KNOW I DID NOT RUN OVER ANYTHING.
2. WE WERE DRIVING TO MCDONALDS AND THE CAR STARTED SMOKING AND SOMEONE TOLD ME IT WAS LEAKING.
3. I DROVE THE CAR TO MY FRIENDS HOUSE AND THE RADIATOR WAS PUNCTURED, THE RESERVOIR WAS PUNCTURED AS WELL.
4. THE CAR STARTED TO OVER HEAT AS WELL.
5. I KNOW WHERE MY LOCAL DEALERSHIP IS, OYSTER POINT KIA, AND I HAVE NOT CALLED THEM AS OF YET.
6. I WOULD LIKE TO KNOW IF THIS REPAIR IS UNDER THE WARRANTY
7. IT HAD TO BE DEFECTIVE FROM THE FACTORY

WRITER STATES.

1. I AM SORRY ABOUT YOUR SITUATION
2. THE CAR HAS A 10YR 100K MILE POWER TRAIN WARRANTY AND THAT COVERS YOUR INTERNAL PARTS FOR THE ENGINE, TRANSMISSIONS, AND AXLES.
3. THE BASIC WARRANTY WOULD COVER THE **FAN** AND RADIATOR HOWEVER THAT WARRANTY EXPIRED AT 60K MILES.
4. I AM SORRY

CUSTOMER STATES.

1. CAN I HAVE THE CAR TOWED THROUGH R/A

WRITER STATES.

1. YOU MAY HAVE THE CAR TOWED BUT ONLY TO A KIA DEALERSHIP
2. THE REPAIR WOULD NOT BE UNDER THE WARRANTY

*** CASE CLOSE 07/09/2004 05:02 AM SLarez

*** CASE CLOSE 10/19/2004 08:09 AM Pacific Daylight Time ARomo
TREAD

*** CASE CLOSE 10/19/2004 08:10 AM Pacific Daylight Time ARomo

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K520893	40,000
Dallas TX			Dealer: TX055 Legend Kia	

Case History

Inquiry Repair

*** PHONE LOG 07/27/2005 07:57 AM US Mountain Standard Time ATafoya

--800# vm

--Writer received 800# vm, writer called

stated:

1. On vacation and was in San Antonio, TX. I went to Ancira Kia and they said they no longer do Kia warranty work
2. I ended up taking it to TX055 Legend Kia and they said they didn't have any mechanics avail to work on the veh quicker
3. Meanwhile I saw 2 mechanics sitting around doing nothing and another mechanic arguing w/the cust

4. So I went to the parts dept and bought the coolant *fan* and put it on myself.

5. Cust req to be reimb for this

6. Req to be contacted at cell#

--Writer stated:

1. Advised writer will forward to Kia f c mgr for follow-up and advised no promise on reimb.
2. Kia f c mgr will c/b w/in 72 busin hrs

*** PHONE LOG 08/03/2005 04:40 PM US Mountain Standard Time RBriones Action Type:Incoming call

Cust Stated:

1. Was on vc with my family and my cooling *fan* broke.
2. Took my veh to a Kia dealer and they no longer worked on Kia's.
3. And the other's could not get me in.
4. Rather than drive the distance without the cooling *fan*, I purchased the part from a Kia dealer and just replaced it myself.
5. Was told I would be contacted back after some investigation on this.

Writer Stated:

1. Apologized for prob.
2. Wouldn't have to investigate this, warranty repairs do have to be done by Kia dealer svc dept.
3. Understand extenuating circumstances.
4. Can not guarantee that you will be reimbursed as the stated policy in owner's manual states, no.
5. But you can send receipt for part into KMA (gave cust address).

Cust Stated:

1. It wasn't like I wanted to do this.
2. I was trying to get a Kia dlr svc dept to do repair.
3. Will send in for consideration.

*** CASE CLOSE 08/03/2005 04:40 PM US Mountain Standard Time RBriones
info oiven

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K357699	45,000

ALBUQUERQUE NM [REDACTED] Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 08/26/2004 02:39 PM US Mountain Standard Time WNoonan

CUSTOMER STATED:

1. I WOULD LIKE TO SEE IF THE VEHICLE IS COVERED UNDER WARRANTY.
2. THE *FAN* CAME OFF AND DAMAGED THE RADIATOR.

WRITER STATED:

1. THE WARRANTY STARTED ON 7/19/2002 AND YOU WOULD HAVE THE REMAINDER OF THE 5/60K BLW AND 10/100K PTW WITH 5 YEARS ROADSIDE.
2. THE DEALER WILL HAVE TO LOOK AT THE VEHICLE TO DETERMINE WARRANTY COVERAGE.
3. THE TOW TO THE NEAREST DEALER IS COVERED.

CUSTOMER STATED:

1. THANKS.

*** CASE CLOSE 08/26/2004 02:39 PM US Mountain Standard Time WNoonan

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K495365	25,000
odessa TX [REDACTED]			Dealer: TX028 Kelly Grimsley Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 06/22/2005 11:44 AM US Mountain Standard Time JHirshfield caller

1. her car broke down and she is in San Antonio TX
2. the *fan* broke and went thru the radiator --may also be some block damage
3. she asked about a rental and dealership referred her to contact Kia regarding trip interruption

wtr explained the parameters of trip interruption
\$100/ day for 3 days
provided address to send copy of R/O and receipts

cust very satisfied with the way that is taking care of her--"it gives me peace of mind"

*** CASE CLOSE 06/22/2005 11:44 AM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623925 [REDACTED]	K361449	36,323
Tishomingo OK [REDACTED]		Dealer:		

Case History

Inquiry Roadside Assistance

*** PHONE LOG 09/07/2004 05:17 AM ABegody

Cust stated:

1. the *fan* blade blew into the floor board
2. is not sure if this is covered under warranty
3. veh needs to go to the dlr

Writer stated:

1. apologized for the inconvenience
2. transferred cust to r/a for the towing assist

*** CASE CLOSE 09/07/2004 05:17 AM ABegody
info given.

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K370923	37,500
Cleveland AL			Dealer: AL015 Serra Kia of Gardendale	

Case History

Inquiry Warranty Info

*** PHONE LOG 10/01/2004 04:57 AM DZigabarra

Caller stated:

1. Car broke down on road.
2. **Fan** on water pump blew up and hit radiator.
3. Want to know warranty, if covered.
4. Have been mechanic all my life, not happy with kia dealers.

Writer stated:

1. Sorry.
 2. Updated, no recalls.
 3. Warranty start date of 9/17/02
 4. BLW 5/60K
 5. PTW 10/100K
 6. Road service benefit of 5 years/unlimited mileage; road service can go over guidelines with you.
 7. Covered for manufacturer defects in material or workmanship; only a kia dealer can diagnose and make determination.
 8. Recommend taking to kia dealer for diagnosis.
 9. Offered to transfer to roadservic; caller agreed.
- Transferred caller to road service.

*** CASE CLOSE 10/01/2004 04:57 AM DZigabarra

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K477588	40,000
Texarkana TX [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 06/06/2005 10:08 AM US Mountain Standard Time DLyons
cust states:

1. the veh made a noise while driving
2. opened the hood & found that there were missing blades off the *fan* & caused a hole in the radiator
3. will this be covered under warranty
4. there isn't a kia dlrshp in her town, was advised by selling dlrshp to call this # to get RSA to tow

Writer advised:

1. apologized for this concern
2. cust does have towing on the vehicle & can tow to the nearest kia dlrshp
3. would not be able to tell the customer over the phone if this will be covered or not,
4. kia dlrshp will need to perform a proper diagnosis & will advise if this is a covered repair or not.
5. writer updated cust info, no previous cases, no recalls.

*** CASE CLOSE 06/06/2005 10:08 AM US Mountain Standard Time DLyons

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K360503	86,000
SPRING HILL FL [REDACTED]		Dealer: FL070 Johnsons' Kia		

*** CASE CLOSE 09/02/2004 10:29 AM MEstrella
REF TO SVM

*** PHONE LOG 05/16/2005 05:59 AM US Mountain Standard Time ATafoya Action Type:Incoming call

-- [REDACTED] Short stated:

1. Since the day I got my car it made a noise, dlr FL059 Friendly Kia didn't hear anything
2. Problems w/the window the *fan* broke and messed up the radiator.
3. FL059 fixed the transmission and now needs my driveshaft replaced.
4. I called FL070 Johnson's Kia to get someone else to do the repair
5. FL070 Johnson's Kia said if it was something Friendly Kia did wrong then my warranty is voided and Friendly is responsible.
6. Preparing to tow to FL070 and req to be contacted at wk# [REDACTED]

--Writer stated:

1. Advised warranty cov's manuf defect and advised if subsqnt damage caused by dlr then not warrantied.
2. This would be at the dlrs responsibility.
3. Writer will forward to Kia f c mgr for follow-up and a Kia f c mgr will c/b w/in 72 busin hrs.

*** PHONE LOG 05/16/2005 02:21 PM MEstrella Action Type:Outgoing call

CALLER STATES:

1. CALLED (FL070) SPOKE TO MARK -SVC MGR THERE
2. ASKED IF THIS CUST. BROUGHT HER VEH INTO HIM TODAY

MARK STATES:

1. NO, BUT HE DID SPEAK TO HER, SHE ADVISED HIM THAT SHE HAD 2 DRVIEHSHAFTS AND A TRANS DONE AT FRIENDLY KIA
2. HE TOLD HER THEY WOULD BE HAPPY TO HELP HER BUT IF IT WAS SOEMTHING RELATED TO ANY TRANS CONCERN WORK DONE AT FRIENDLY - MAY BE BEST TO GO BACK TO DEALER THAT DID THE WORK
3. BUT TOLD HER SHE WAS MORE THAN WELCOME TO BRING IT IN IF SHE WAS NOT HAPPY WITH THEM
4. SO FAR - VEH IS NOT AT FL070

WRITER THANKED MARK

*** PHONE LOG 05/16/2005 02:23 PM MEstrella Action Type:Outgoing call

WRITER CALLED FL059- FRIENDLY KIA

1. OPERATOR STATES THAT SVC IS CLOSED WILL REOPEN AT 730 AM

*** PHONE LOG 05/16/2005 02:27 PM MEstrella Action Type:Outgoing call

wk# [REDACTED] CALLED CUST,

1. ANSWERING SVC FOR OFFICE ANSWERED AND FEMALE STATES:
2. SHE WILL TAKE A MESSAGE FOR HER BUT SHE IS NOT SURE THAT SHE WORKS IN THE OFFICE
3. SHE WILL INQUIRE AND FORWARD MESSAGE APPROPRIATELY

*** PHONE LOG 05/16/2005 02:29 PM MEstrella Action Type:Outgoing call

[REDACTED] CALLED HM # ON FILE

1. LEFT VM ON ANSWERING MACHINE THAT STATES 'FOR CHRISTY'
2. ADVISED OF 800# ,NAME, EXT AND CASE # AND THAT WE ARE RETURNING HER REQUEST FOR A CB FROM KIA

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K360503	86,000
SPRING HILL FL [REDACTED]			Dealer: FL070 Johnsons' Kia	

*** PHONE LOG 05/17/2005 06:58 AM MEstrella Action Type:Incoming call

CALLER STATES:

- 1.THAT SHE HAD HER VEH. DIAGNOSED AT FRIENDLY KIA IN NEW PORT RICHEY, FL
- 2.THAT THEY TELL HER THAT HER CLUTCH IS WORN OUT
- 3.HER CLUTCH IS NOT WORN OUT!
- 4.SHE IS VERY ANGRY AND SHE TOWED HER VEH. OUT OF THERE!
- 5 SHE TOWED TO HER INDEPENDENT MECHANIC AND THEY TOLD HER THAT SHE NEEDS A TRANSMISSION
- 6.SHE KNEW THAT IT NEEDED A TRANSMISSION BUT FRIENDLY KIA WOULD NEVER GIVE HER ONE
- 7.SHE IS GOING TO TOW IT TO JOHNSON'S KIA BUT THEY TOLD THAT IF IT IS RELATED TO THE WORK THAT FRIENDLY KIA DID -THEY WILL NOT BE ABLE TO COVER IT

WRITER STATES:

- 1 WRITER SPOKE TO THE DEALER SVC MGR- MARK AT JOHNSON KIA YESTERDAY
- 2.HE IS WILLING TO LOOK AT HER VEH AND WILL BE HAPPY TO HELP HER W/ A 2ND OPINION
- 3.ADVISED IF SHE DOES NOT AGREE W/ FRIENDLY KIA -SHE CAN ALWAYS SEEK A 2ND OPINION AT ANOTHER KIA DEALER
- 4.BUT IF THEY ALSO FIND IT IS WORN , WE CANNOT CHANGE THAT DETERMINATION, CLUTCH IS A WEAR ITEM
- 5.KIA WILL NOT GO BY THE FINDINGS OF ANY INDEPENDENT SHOP
- 6.ASKED CUST IF SHE WANTED WRITER TO CALL FRIENDLY KIA AND VERIFY FINDINGS- CUST REFUSED
- 7.SAYS SHE WILL TOW VEH TO JOHNSON FOR 2ND OPINION

*** PHONE LOG 05/17/2005 07:03 AM MEstrella Action Type:Outgoing call

WRITER CALLED CALLED FL059 FRIENDLY KIA

- 1.SPOKE TO SVC MGR RICH,ADVISED OF THIS CUSTOMER ,ADVISED SHE DID NOT WANT WRITER TO CALL DEALER
- 2.WHAT WERE HIS FIDNIGNS ON THE CLUTCH

RICH STATES:

- 1.THAT THIS CLUTCH IS BURNT OUT
- 2 THAT THIS VEH IS TORN UP
- 3.THIS CUSTOMER DOES ABSOLUTLRY NO MAINTENANCE AND HAS NO MONEY
- 4.THAT SHE IS ALSO VERY FOUL -MOUTHED AND OUT OF LINE
- 5.SHE CURSED OUT THEIR OWNER LAST TIME SHE WAS IN THEIR DEALERSHIP
- 6.THE CLUTCH IS WORN OUT AND BURNT UP- THERE IS NOT DOUBT
- 7.SAYS THAT IF SHE TAKES IT TO JOHNSON'S AND THEY COVER IT -- HE WILL BE TRACKING THAT
- 8.THEY ARE KNOWN FOR DOING THIS IN THEIR AREA
- 9.HE HAS CONFIRMED AT LEAST 4 CASES OF VEH'S VIN'S THAT THEY HAVE DECLINED - THE JOHNSONS COVERS
- 10.HE IS GOING TO DO SOMETHING ABOUT THAT AND GET WITH HIS DPSM
- 11.THAT MAKES THEM LOOK BAD

WRITER STATED:

- 1.THAT WRITER WILL NOTE THAT FOR SVC MGR AND EMAIL DAM TACKER THIS CASE TO TRACK IF JOHNSON COVERS THIS CLUTCH

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

Send to:[DTACKER@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

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723525	K360503	86,000
SPRING HILL FL			Dealer: FL070 Johnsons' Kia	

been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K360503_MEstrella_05-17-2005082947.doc>>

*** NOTES 05/17/2005 07:19 AM MEstrella Action Type:Manager review

[!<For Internal Use Only
CASE IS ALREADY TREAD-ED AND TREAD IS GREY-ED OUT
WRITER CANNOT RE-TREAD SAME ISSUE >!]

*** CASE CLOSE 05/17/2005 08:35 AM MEstrella
CLUTCH WORN -FRIENDLY KIA DIAGNOSED BURNT UP AND WORN -CUST ANGRY W/ DLR - TOWED VEH OUT OF DEALER
TOOK TO INDEP SHOP- SAYS THEY TELL HER NEEDS A TRANS
SAYS SHE WILL TAKE TO JOHNSONS KIA FOR FOR 2ND OPINION

*** PHONE LOG 05/27/2005 03:48 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED INCOMING CALL FROM [REDACTED]
CUSTOMER STATED:

1. I WENT TO FRIENDLY KIA AND I FILED A COMPLAINT ABOUT THEM BECAUSE THEY REPLACED THE CLUTCH IN THE VEHICLE A SHORT WHILE AGO AND I WENT BACK TO THEM, AND THEY SAID IT WAS THE CLUTCH AGAIN AND WANTED TO CHARGE ME.
2. I DID NOT WANT TO HAVE THE VEHICLE REPAIRED THERE BECAUSE I THOUGHT THERE WAS A PROBLEM WITH THE TRANSMISSION, AND TOOK IT TO JOHNSON KIA.
3. NOW I WANT TO FILE A COMPLAINT AGAINST THEM.
4. THEY REPLACED THE TRANSMISSION UNDER WARRANTY AND WHEN THEY GAVE ME BACK THE VEHICLE I NOTICED THAT THE HOOD RELEASE CABLE WAS DIFFERENT.
5. I THINK THAT THEY BROKE IT AND PUT A DIFFERENT HOOD RELEASE CORD IN THERE AND IT IS NOT WORKING CORRECTLY.
6. THEY WOULD NOT ADMIT IT.
7. ALSO, MY GAS LIGHT WAS ON WHEN I PICKED UP THE VEHICLE.
8. I WENT AND FILLED UP THE TANK WITH GAS AND THE LIGHT IS STILL ON.
9. I HAVE CALLED MARK IN THE SERVICE DEPARTMENT AND LEFT 4 MESSAGES SINCE TUESDAY SINCE I PICKED UP THE VEHICLE AND I HAVE NOT GOTTEN A CALL BACK.
10. THERE WERE WIRES COMING DOWN FROM UNDER THE DASH AS WELL.
11. IT SEEMS THAT EVERY KIA DEALER I TAKE THE VEHICLE TO CAUSES SOME SORT OF OTHER PROBLEM WITH THE VEHICLE WHEN I BRING IT IN TO THEM.
12. I NEED HELP, THE DEALER IS NOT CALLING ME BACK.

WRITER STATED:

- 1 SORRY FOR THE FRUSTRATION.
- 2 WRITER WILL SPEAK WITH THE DEALER ON TUESDAY OF NEXT WEEK (CLOSED MEMORIAL DAY).

CUSTOMER STATED:

1. THANKS.
2. [REDACTED] IS MY NUMBER.

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K360503	86,000
SPRING HILL FL [REDACTED]			Dealer: FL070 Johnsons' Kia	

*** PHONE LOG 05/31/2005 07:12 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Johnsons' Kia AND SPOKE WITH MARK ANDERSON, SERVICE MANAGER.

MARK STATED:

1. THE VEHICLE WAS TOWED IN HERE AND WE PUSHED IT IN TO THE SHOP AND REPLACED THE CLUTCH AND TRANSMISSION.
2. I HAVE SPOKEN WITH THE MECHANIC THAT WORKED ON THE VEHICLE AND HE WOULD HAVE TOLD ME IF WE BROKE SOMETHING.
3. WE DID NOT BREAK THE HOOD RELEASE, IT SHOWED UP HERE WITH THAT HOOD RELEASE ON IT.
4. I HAVE ABOUT 1/2 A DOZEN KIA HOOD RELEASES AND IF WE WOULD HAVE BROKEN IT, WE WOULD HAVE FIXED IT.
5. WE DID NOT DO ANY REPAIRS ON THE VEHICLE THAT WOULD HAVE HAD ANYTHING TO DO WITH THE GAS LIGHT BEING ON.
6. I HAVE CALLED HER AND LEFT MESSAGES FOR HER TO CALL ME BACK AND I HAVE NOT GOTTEN ANY CALLS.
7. I HAVE BEEN IN TOUCH WITH MY DPSM ON THIS ONE BECAUSE IT WAS TOWED OVER HERE BECAUSE SHE WAS UPSET WITH THE OTHER DEALER.
8. I AM HAPPY TO WORK WITH HER ON THE PARTS AND THE COST, BUT THE 5/60 HAS EXPIRED.

WRITER STATED:

1. THANKS.

*** PHONE LOG 05/31/2005 07:24 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE BEEN IN TOUCH WITH THE DEALER.
2. THE SERVICE MANAGER MARK ANDERSON SAID THAT HE CALLED YOU AND YOU HAVE NOT CALLED HIM BACK.

CUSTOMER STATED:

1. I HAVE NOT GOTTEN ANY CALLS FROM HIM.
2. HE HAS NOT CALLED ME, HE IS LYING.

WRITER STATED:

1. WELL, HE SAID THAT THEY DID NOT DAMAGE THE HOOD RELEASE LATCH THAT WAS ON YOUR VEHICLE.
2. THEY SAID THAT IT ARRIVED THERE LIKE THAT, AN THAT IF THEY HAD DAMAGED IT, THAT THEY WOULD HAVE TOLD YOU AND REPLACED IT WITH A KIA PART, NOT A NON KIA PART LIKE IS ON THERE.
3. ALSO, THEY SAID THAT THEY ARE NOT RESPONSIBLE FOR THE GAS LIGHT BEING ON, AS THEY HAD JUST REPLACED THE TRANSMISSION AND THE CLUTCH.

CUSTOMER STATED:

1. SO YOU BELIEVE HIM, HE IS LYING.
2. THESE PROBLEMS WERE CAUSED BY THEM.

WRITER STATED:

1. YOU WILL NEED TO TAKE THIS UP WITH THE DEALER.
2. RECOMMEND SPEAKING WITH MARK, THE SERVICE MANAGER THERE.

CUSTOMER DISCONNECTED ON WRITER.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K360503	86,000
SPRING HILL FL [REDACTED]			Dealer: FL070 Johnsons' Kia	

*** CASE CLOSE 05/31/2005 07:25 AM US Mountain Standard Time WNoonan
CASE CLOSED PENDING CUSTOMER CALL BACK.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1215622	61,000
Campton KY [REDACTED]			Dealer: KY011 Car Town Kia, USA	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/15/2006 04:26 PM US Mountain Standard Time RBriones

Cust Stated:

1. Am having some problems with vehicle and dealer.
2. There is a little knock in the vehicle, I though was in the engine.
3. Left the vehicle overnight, and dealer stated that is just the nature of the vehicle.
4. Well, my wife was driving if the other day, and the coolant *fan* broke.
5. Coolant *fan* has come off and gone through the radiator.
6. And that my radiator and coolant *fan* needs to be replaced, and I will have to pay for it.
7. But don't understand why this would not be covered under 10/100pw.

Writer Stated:

1. Apologized for prob.
2. 10/100 pw just covers engine, trans, and axles.
3. Cooling *fan* and radiator would be covered under 5/60 lbw, which is expired.
4. Understand customer concern.
5. Can check with dealer and area Kia rep to see if any assistance can be offered.
6. Once I have an answer on that will give customer a call back.

*** PHONE LOG 08/16/2006 11:39 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called KY011 and Ivana in svc stated:

1. The radiator cooling *fan* came apart.
2. Vehicle overheated and thermostat was sticking.
3. So we replaced the bad parts.
4. We haven't seen customer vehicle since 34K miles.
5. Customer does not have any record of maint with us.
6. Veh is in dire need of oil change.

Writer Stated:

1. Thanks for the info.
2. Customer is requesting repair assistance through us.
3. Will have to speak with DBauer about this.

*** PHONE LOG 08/16/2006 11:56 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM, and Don Bauer stated:

1. Do we have any record of maint on vehicle?
2. Is the vehicle at dealership still?
3. And is it done?

Writer Stated:

1. Adv cust has no hist of maint with dealer.
2. Vehicle is at the dealer svc dept.
3. Believe that customer auth veh repair.
4. And repairs are done.

Don Bauer stated:

1. Will offer *fan* blade and radiator parts.
2. Customer will pay for labor, coolant, and thermostat.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1215622	61,000
Campton KY 41501			Dealer: KY011 Car Town Kia, USA	

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 08/16/2006 12:00 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Adv what was offered by area Kia rep.

Customer Stated:

1. Thank you for your help.
2. Do you know how much the labor would be on that?

Writer Stated:

1. Am not sure on the labor costs
2. Customer would need to contact dealer directly.

*** CASE CLOSE 08/16/2006 12:01 PM US Mountain Standard Time RBriones concerns noted.

*** PHONE LOG 08/16/2006 12:27 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WAS TALKING TO ONE OF YOUR REP'S EARLIER AND HE TOLD ME I WOULD HAVE TO PAY FOR THE LABOR AND THE DLR WOULD PAY FOR THE PART'S
2. THE DLR IS TELLING ME NOW THAT I NEED TO PAY ABOUT 400.00 DOLLAR'S TO GET MY CAR BACK

WRITER ADVISED:

1. I DO SHOW YOU WERE SPEAKING WITH RBRIONES HE GOT AUTH FROM THE DPSM TO COVER THE COST OF THE PART BUT NOT THE LABOR I'M NOT SURE WHAT THE LABOR COST WOULD BE
2. LET ME SEE IF THE OTHER REP IS AVAILABLE
(WARM TRANSFERRED CUST TO REP)

*** CASE CLOSE 08/16/2006 12:27 PM US Mountain Standard Time RSabin

*** PHONE LOG 08/16/2006 12:54 PM US Mountain Standard Time RBriones Action Type:Incoming call

Cust Stated:

1. Dealer is telling me they are charging me 400.
2. When I spoke with them yesterday, they advised me it was \$550.
3. And that labor was only \$120.
4. I think they are charging me for the radiator.

Writer Stated:

1. Apologized for prob.
2. Asked customer to hold while I check on this.

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1215622	61,000
Campton KY [REDACTED]			Dealer: KY011 Car Town Kia, USA	

- a. Don't have the sheet in front of me.
 - b. But do know that Ivana spoke with Don Bauer about this.
 - c. And she is aware the he is covering the parts for *fan* and radiator.
 - d. Customer is paying labor.
4. Adv customer that svc dept is aware that Kia is covering radiator and *fan*.
5. If customer has concerns about costs, suggest having them brake it down for you.

*** CASE CLOSE 08/16/2006 12:55 PM US Mountain Standard Time RBriones concerns noted.

*** PHONE LOG 08/16/2006 01:55 PM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

- 1 requested to speak with [REDACTED]
wtr
1. advised that he was currently speaking with another customer
 2. would they like to leave a VM anbd he can call them back?

cust agreed

wtr transferred cust to VM

*** CASE CLOSE 08/16/2006 01:55 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 08/16/2006 03:02 PM US Mountain Standard Time RBriones Action Type:Incoming call Cust [REDACTED] stated:

1. You spoke with my wife earlier.
2. She said was told that Kia was going to cover the *fan* and radiator.
3. But Ivana at the dealer is telling us that Kia won't cover the cost.
4. That she had already ordered a radiator and it was not a Kia part.
5. Don't know what is going on over there.
6. But if Kia is covering it, and dealer is charging us, they are getting double for the part.

Writer Stated:

1. The area rep advised he was covering those parts earlier.
2. If svc dept put in a non-Kia part, don't know if that changed anything.
3. Will have to check on this tomorrow since dealer is closed for the day.
4. Writer will contact customer back tomorrow, once I have more information on that.

*** PHONE LOG 08/17/2006 09:07 AM US Mountain Standard Time RBriones Action Type:Incoming call DPSM, Don Bauer left vm stating:

1. Spoke with Ivana yesterday.
2. After I spoke to you, everything was pretty well set.
3. I can't warranty an aftermarket part for the radiator.
4. So I goodwill the *fan* blade, labor, and radiator labor.
5. Customer is not happy with the work being done and is asking for a refund. Customer is asking for a refund.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1215622	61,000
Campton KY 41301			Dealer: KY011 Car Town Kia, USA	

*** PHONE LOG 08/17/2006 09:35 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called KY011 and Jennifer in svc stated:

1. Yes, there was some confusion on this yesterday.
2. Because the radiator was an aftermarket radiator put in, Kia could not cover it.
3. So we are aware Kia is covering cost of labor and parts on *fun*.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 08/17/2006 10:05 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Called customer and left mssg with Tanya.
2. Gave 800 number and ext number.
3. Was just calling back with more information.

Tanya stated:

1. Will pass along the message.

*** CASE CLOSE 08/17/2006 10:06 AM US Mountain Standard Time RBriones

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K360503	86,000
SPRING HILL FL [REDACTED]		Dealer: FL070 Johnsons' Kia		

Case History

Complaint Service Decision

*** PHONE LOG 09/02/2004 10:29 AM MEstrella

CALLER STATES: MR

1. THE TRANSMISSION IS MAKING ALL KINDS OF NOISES
2. THE DEALER IS JERKING US AROUND
3. THEY WILL NOT GIVE US A NEW TRANSMISSION
4. JOHN AT THE DEALERSHIP TOLD US TO CALL YOU TO GET A NEW TRANSMISSION AUTHORIZED
5. I WANT TO SPEAK TO THE VP OR WHOEVER CAN AUTH A NEW TRANSMISSION FOR US !

WRTR STATES:

1. SORRY HAVING PROBLEMS
2. WILL NEED TO CALL SVC TO VERIFY STATUS AND DIAGNOSIS
3. DID THE DEALER VERIFY A PROBLEM W/ THE TRANSMISSION?
4. ADVISED A CONCERN MUST BE VERIFIED AND DUPLICATED TO REPLACE PARTS UNDER WARRANTY

CALLER STATED:

1. ONE GUY SAYS THAT THERE IS A NOISE , THEN THE OTHER SAYS NO
CALLER AGREED TO HOLD WHILE CALL DLR -

WRTR CALLED DLR -Friendly Kia FL059 STATES:

1. ADVISED CUST SAYS JOHN ADVISED HIM TO CALL KIA FOR AUTH ON A NEW TRANSMISSION
2. WHAT IS THE STATUS

JOHN STATES:

1. SVM IS RICH RYKOPFF , HE IS NOT AVAILABLE BUT HE IS HERE
2. SAYS THAT CSUT CAME IN IN MAY FOR A NOISE WHEN RELEASING CLUTCH- WE DID A PRESSURE PLATE AND THROW OUT BEARING FOR THEM
3. 6 MONTHS LATER , THEY CAME BACK AND SAID 'SAME THING - NOISE WHEN RELEASING CLUTCH'
4. SAYS THAT ONE TECH DID HEAR THE NOISE BUT DID NOT SAY IT WAS A DEFECT - SAID NO PROBLEM AND NORMAL
5. SAYS THE TECH WORKING ON THE CAR IS MUCH MORE QUALIFIED AND SAYS THERE ARE NO DEFECTS AND NO PROBLEMS
6. SAYS THAT THEY ARE WAITING FOR RICH , THE SVM- WHO IS AWARE OF THE CSUTOMER, TO DRIVE CAR AND MAKE A FINAL DETERMINATION- BUT SO FAR - NO PROBLEMS FOUND
7. SAYS THE CUST IS JUST BECOMING DEMANDING , WE WILL HAVE THE SVM ADDRESS HIS CONCERNS
8. CAN REFER HIM TO RICH

WRTR THANKED JOHN FOR HIS TIME

WRTR STATES:

1. WILL REFER HIM TO RICH SVM AND ADVISED MUST BE A VERIFIED PROBLEM FOR ANY PARTS TO BE REPLACED

WRTR STATES:

1. ADVISED CSUT TO SEE RICH THE SVM
2. ADVISED RICH WILL TEST DRIVE VEH AND MAKE A DETERMINATION
3. ADVISED IF A DEFECT FOUND - THEY CAN REPLACE ANY APPROPRIATE PART UNDER WARRANTY
4. ADVISED IF NO DEFECT, WILL NOT .
5. CONCERN MUST BE VERIFIED
6. REF TO SVM AT DLR

CALLER STATES:

- 1 OK THANKS , WILL CALL SVM

**Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K352412	36,000
Myra KY	[REDACTED]		Dealer:	

Case History

Inquiry Other

*** PHONE LOG 08/16/2004 05:55 AM RHutton

[REDACTED] stated:

- 1-Veh started making a noise yesterday
- 2-The *fan* is cracked inbetween each blade all the way around
- 3-It's split but it's not broken off yet
- 4-What can we do, the veh is not driveable

Writer stated:

- 1-Advised there are no open recalls
 - 2-Advised that veh has 5/xxMiles RSA, that he may have it towed to the dlr
 - 3-Advised of BLW 5/60k if due to manufacture defect or factory workmanship
- Writer transfered caller to RSA to set up a tow

*** CASE CLOSE 08/16/2004 05:55 AM RHutton

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K203857	25,000
Cleveland TN			Dealer: TN026 Prebul Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/14/2003 12:38 PM US Mountain Standard Time SSchutter
CUST STATES:

1. VEHICLE WAS TOWED TO DEALER Prebul Kia
2. **FAN** BROKE AND PUNCTURED THE RADIATOR
3. DEALER NEEDS TO ORDER THE PART WILL NOT BE IN TILL NEXT WEEK
4. GOING ON VACATION FRIDAY 8/15/03 NEEDS A VEHICLE
5. DEALER TOLD HER TO CALL KIA
6. CANT REMEMBER WHO SHE SPOKE TO AT THE DLR

WRITER STATES:

1. ADVISED CUST KIA DOES NOT HAVE A PROVISION FOR RENTALS
2. WILL HAVE A CASE MANAGER FOLLOW UP

*** PHONE LOG 08/15/2003 09:24 AM US Mountain Standard Time ATafoya Action Type:Incoming call
SVC MGR GENE-TN026 CALLED

1. GENE STATED THE **FAN** ASSEMBLY BROKE AND PUNCTURED THE RADIATOR.
2. GENE CALLED STATED THAT CUST IS REQ A RENTAL

WRITER STATED:

1. WRITER WOULD FORWARD TO KIA-FULL-CASE MGR FOR REVIEW

*** PHONE LOG 08/15/2003 11:20 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I WOULD LIKE TO KNOW WHAT THE SITUATION IS WITH THE RENTAL.
2. THE CAR IS AT THE KIA DEALERSHIP NOW.
3. THEY HAD TO ORDER SOME PARTS AND I DO NOT KNOW WHEN IT WILL BE READY
4. I NEED A CAR TO DRIVE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. RENTALS ARE NOT A PROVISION OF THE WARRANTY AND NOT SOMETHING WE DO NOT OFFER.
3. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS.
4. I WILL BE RIGHT BACK WITH YOU

*** PHONE LOG 08/15/2003 11:29 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GENE THE SERVICE MGR

GENE STATES.

1. WE HAVE DIAGNOSED THE CAR
2. THE **FAN** ASSEMBLY AND RADIATOR ARE WHAT WE ORDERED.
3. THE **FAN** IS ON BACK ORDER AND IT WILL NOT BE UNTIL SEPTEMBER BEFORE WE GET IT.

WRITER STATES.

1. DID YOU CALL THE PARTS HOTLINE AND FIND OUT AN E.T.A.

GENE STATES.

1. NO
2. SOMEONE FROM KIA CALLED ME AND TOLD ME IT WAS ON BACK ORDER BUT I DID NOT GET A NAME.

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K203857	25,000
Cleveland TN	[REDACTED]	[REDACTED]	Dealer: TN026 Prebul Kia	

WRITER SPOKE TO STEVE IN PARTS.

STEVE STATES,

1. I DID CALL THE PARTS HOT LINE AND I SPOKE TO DANNY
2. DANNY STATED THE PARTS ARE ON ORDER AND SHOULD BE AT THE DEPOT BY NEXT WEEK.
3. WHEN THEY SHOW UP AT THE DEPOT I WILL E-ORDER THEM AND HOPEFULLY GET SOMEONE RELEASED THAT DAY.
4. THE PART NUMBER IS OKO48150140A

*** PHONE LOG 08/15/2003 11:32 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I DID SOME RESEARCH ON THE SITUATION
2. I FOUND OUT THE PART WAS ORDERED HOWEVER IT WILL NOT BE TO THE WAREHOUSE UNTIL NEXT WEEK.
3. THEN IT WILL BE RELEASED, I WOULD BE SPECULATING IF I GAVE YOU AN E.T.A.
4. WHAT I WILL DO IS CONTACT THE REP AND FIND OUT IF HE WOULD CONSIDER ANY ASSISTANCE IN THIS SITUATION
5. KEEP IN MIND THE WARRANTY DOES NOT COVER RENTALS.
6. WOULD YOU LIKE ME TO CALL YOU BACK.

CUSTOMER STATES.

1. EVERYONE HAS SAID THEY WERE GOING TO GET BACK TO ME, NO ONE HAS.
2. I WILL WAIT

*** PHONE LOG 08/15/2003 11:39 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CLYDE TEASLEY AND LEFT MESSAGE TO RETURN MY CALL.

*** PHONE LOG 08/15/2003 11:41 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER GOT BACK WITH CUSTOMER

WRITER STATES.

1. I COULD NOT GET A HOLD OF OUR KIA REP
2. I WILL HAVE TO RETURN YOUR CALL WHEN I DO GET AN IDEA AS TO WHAT WILL BE CONSIDERED, IF ANYTHING.

CUSTOMER STATES.

1. WILL YOU FIND OUT TODAY

WRITER STATES.

1. IF I DO, I WILL CALL YOU.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 08/15/2003 12:05 PM US Mountain Standard Time SLarez Action Type:Incoming call

CLYDE T. CALLED BACK

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K203857	25,000
Cleveland TN [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: TN026 Prebul Kia

CLYDE STATES.

1. THE SITUATION IS TAKEN CARE OF
2. SHE IS IN A RENTAL CAR.
3. I ADVISED THE SERVICE MGR TO CALL HER
4. YOU MAY ALSO CALL HER.

*** CASE CLOSE 08/15/2003 12:11 PM US Mountain Standard Time CDiaz
Customer taken care of by SLarez

*** PHONE LOG 08/15/2003 12:18 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE
WRITER STATES.
1. OUR KIA REP DID AUTHORIZE A RENTAL.
2. ADVISED TO CONTACT GENE ABOUT THE SITUATION

*** CASE CLOSE 08/15/2003 12:18 PM US Mountain Standard Time SLarez

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1202364	58,600
Millington TN [REDACTED]			Dealer: KY007 Mike Smith Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 07/13/2006 01:24 PM Pacific Daylight Time MWirz
NATIONAL RECIEVED LETTER

1. CUSTOMER *FAN* CLUTCH BROKE INTO PEICES
2. CUSTOMER REQUESTING REIMBURSEMENT OF \$133.43
3. CUSTOMER FEELS THIS IS A SAFETY CONCERN AND REQUESTING TO KNOW IF RECALL WILL COME OUT
4. SEE ATTACHED PICTURES THAT CUSTOMER HAS SENT

CASE BEING DISPATCHED TO REGION

1. CONSIDERATION OF REIMBURSEMENT
2. PLEASE CONTACT CUSTOMER

*** NOTES 07/14/2006 08:29 AM Central Daylight Time JShowalter Action Type:Meeting
CASE BEING REJECTED FOR THE FOLLOWING REASON:

1. CUSTOMER LIVES IN TENNESSEE
2. ALL REPAIRS IN WARRANTY HISTORY ARE FL010
3. NOTHING IN THE CUSTOMER'S LETTER INDICATES THAT THEY HAVE BEEN TO KY007 (DEALER IN CASE IS NOTED AS KY007)

IF YOU HAVE ANY QUESTIONS OR IS THIS WAS ASSIGNED TO CRCA FOR REASONS UNCLEAR AT THIS TIME,
PLEASE CONTACT WTR IMMEDIATELY. THANK YOU.

*** NOTES 07/17/2006 10:07 AM Pacific Daylight Time JeffStroup Action Type:Manager review
Dispatched to central region in error. Forward to southern region for handling.

*** PHONE LOG 07/21/2006 04:46 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
VM to DPSM to request Dealer contact to review customer request for reimbursement

*** EMAIL OUT _ JuneSifford Action Type:External email
Send to:[LeGood, Paul [KMA]]

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_K1202364_JuneSifford_07-21-2006174330.doc>>

*** NOTES 07/25/2006 01:01 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Review with DPSM--KMA will pay for the part.

*** PHONE LOG 07/25/2006 01:01 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. Barbar and advised that kMA will refund the cost of the part.

*** CASE CLOSE 07/25/2006 01:01 PM Eastern Daylight Time JuneSifford

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K1200165	52,000

Oskosh NE [REDACTED] Dealer:

Case History

Complaint Repair Assistance

*** PHONE LOG 07/10/2006 06:09 AM US Mountain Standard Time DLyons
cust state:

1. the *fan & fan* clutch is gone on the vehicle
2. is there warranty on the vehicle

Writer advised:

1. apologized
2. advised that there is warranty on the vehilce for factory defects
3. would need to have the vehicle properly diagnosed to determine if this is a warranty repair or not
4. advised cust is within the warranty guideline for the factory defects
5. would suggest that the vehicle be towed to the nearest kia dlrshp for diagnosis.
6. updated cust info, no previous cases, no recalls.

Warm transferred to Bob in RSA.

*** CASE CLOSE 07/10/2006 06:09 AM US Mountain Standard Time DLyons

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Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1210611	60,200
Kingman AZ [REDACTED]			Dealer: NV003 Courtesy Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/03/2006 07:53 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. I BOUGHT THE VEHICLE USED . .
2. THE VEHICLE IS AT AN AUTO SHOP AND I DO NOT HAVE THE VIN..
3. THE **FAN** BROKE THAT DAMAGED THE RADIATOR.
4. THE VEHICLE OVER HEATED AND DAMAGED THE ENGINE.
5. CAN THEIR BE COVERED UNDER WARRANTY?

WRITER STATED:

1. SORRY.
2. AS 2ND OWNER YOU WOULD HAVE THE REMAINING BASIC AND POWER TRAIN WARRANTY FOR 5/60K MILES.
3. THE VEHICLE HAS EXCEED THE WARRANTY BY MILEAGE.
4. WITH OUT THE VIN WRITER CANNOT REVIEW THE WARRANTY TO SEE IF THE VEHICLE IS NOT BRANDED.

CUSTOMER STATED:

1. COULDN'T KIA STILL ACCEPT THE WARRANTY SINCE THE VEHICLE IS LESS THAN 61K MILES?

WRITER STATED:

1. THE VEHICLE WOULD HAVE TO BE INSPECTED FIRST BY A KIA DEALER TO DETERMINE IF THE WAS A DEFECT ON THE **FAN** THAT CAUSE DAMAGED TO THE RADIATOR AND ENGINE.
2. YOU CAN TAKE THE VEHICLE TO THE NEAREST KIA DEALER FOR THE INSPECTION AND THEY WOULD NEED TO CONTACT THEIR FACTORY REP FOR WARRANTY REPAIR APPROVAL.
3. SINCE YOU ARE THE 2ND OWNER THE DEALER MAY NEED YOUR MAINTENANCE RECEIPTS TO PRESENT TO THE FACTORY REP'S REVIEW.
4. WRITER CANNOT GUARANTEE THAT THE DPSM WILL APPROVE WARRANTY REPAIRS SINCE THE VEHICLE EXCEEDED THE WARRANTY BY THE MILEAGE.
5. CALL THE DEALER AND SEE WHAT THEY SAY.
6. PROVIDED CLOSEST KIA DEALER NUMBER.
7. YOU CAN CALL THE KIA R/A. FOR THE TOW.;
8. IF THE VEHICLE WARRANTY WAS DENIED AND YOU WANT THE VEHICLE TOWED BACK, YOU WOULD NEED TO ARRANGE A TOW ON YOUR COST.

CUSTOMER STATED:

1. I WILL CONTACT THE KIA DEALER.
- 2.. I WILL THINK OF WHAT I NEED TO DO.
3. THANK YOU.

*** CASE CLOSE 08/03/2006 07:53 AM US Mountain Standard Time ELeon

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Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1218711	60,200
KINGMAN AZ [REDACTED]			Dealer: NV003 Courtesy Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/23/2006 09:34 AM US Mountain Standard Time RSabin

CUST STATED:

1. MY VEH WAS TOWED TO HENDERSON NV
2. I HAD IT AT A LOCAL R/F WHO SAID THE *FAN* BLADE CAME APART AND CAUSED MAJOR DAMAGE TO THE ENGINE
3. THEY SAID IT WAS GOING TO COST 4500.00 DOLLAR'S TO BE FIXED
4. CAN YOU TELL ME IF SOMETHING LIKE THIS WOULD BE COVERED UNDER WARRANTY AND IF NOT I THINK I'M GOING TO JUST JUNK THE VEH
(CUST DID NOT HAVE VIN, VEH WAS BOUGHT USED)

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. UNFORTUNATELY WE CAN'T ACCEPT THE DIAGNOSIS FROM A ALT R/F SO AT THIS POINT I WOULD WAIT FOR THE DLR TO DIAGNOSE YOUR VEH
3. IF THEY FIND THIS ISSUE IS DEFECTIVE FROM THE MANUFACTURER THEN THEY CAN REVIEW IT WITH THEIR DPSM
4. SINCE YOUR WARRANTY HAS EXPIRED THEN UNFORTUNATELY THEIR WOULD BE NO GUARANTEE'S
5. IF YOU NEED US TO CLARIFY ANY DECISION BEING MADE BY THE DLR ONCE THEY DIAGNOSE IT THEN PLEASE GIVE US A CALL
6. THIS INFO WILL BE DOCUMENTED ON FILE FOR FUTURE REFERENCE

CUST STATED:

1. OK THANKS

*** CASE CLOSE 08/23/2006 09:34 AM US Mountain Standard Time RSabin

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K194306	25,019
Kingman AZ [REDACTED]			Dealer:	

Case History

Complaint ASL

*** PHONE LOG 07/25/2003 02:21 PM Pacific Daylight Time SMarino

Spoke to Scott @ AZA006

1. Customer states: Tow in
2. Shop states: **Fan** blades from engine cooling broke - **fan** blade broke **fan** shroud

Ordered Parts

*** PHONE LOG 07/30/2003 08:49 AM Pacific Daylight Time SMarino Action Type:Incoming call

Spoke to Scott @ AZA006

1. Scott stated he received parts - and the **fan** shroud received will not fit
2. Writer advised to send the shroud back to Chino PDC and writer will order shroud

RO # 25168 07/25/03

Labor to Diag and Repair

0.8 x \$58.00 = \$46.40

Auth # K194306

Part Ordered - **Fan** Shroud

*** CASE CLOSE 08/01/2003 03:32 PM Pacific Daylight Time SMarino

*** NOTES 01/26/2004 09:47 AM Pacific Daylight Time OSprague Action Type:Manager review

Received copy of RO from Larry's Automotive for refund.

CASE DISPATCH - LETTER FORWARDED TO SUSAN MARINO/ROADSIDE ASSISTANCE FOR HANDLING

*** NOTES 02/03/2004 03:32 PM Pacific Daylight Time SMarino Action Type:Manager review

Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

*** CASE CLOSE 02/03/2004 03:33 PM Pacific Daylight Time SMarino

*** NOTES 02/19/2004 03:51 PM Pacific Daylight Time SMarino Action Type:Manager review

Received check - ck # 00202659

Mailed check .

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K194306	25,019
Kingman AZ [REDACTED]	[REDACTED]		Dealer:	

*** CASE CLOSE 02/19/2004 03:51 PM Pacific Daylight Time SMarino

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723025	K366224	38,750
N Adams M/			Dealer: MA001 Pete's Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/17/2004 03:30 PM BKelley

Caller states:

1. I'm having some issues with Pete's Kia MA001
2. My veh was orig towed to the wrong place and missing for 1 wk
3. I kept calling and I was told they hadn't started working on it yet and finally after a week they realized it wasn't there
4. The 2nd week I was finally given a car
5. The *fan* disintegrated and went through the power steering, the radiator and the reserve tank for the antifreeze
6. I was called and told the veh was ready
7. When I picked up the veh the power steering wasn't working at all
8. I never left the dlrshp and I went back into the shop and I asked the dlrshp to change all the belts while they were fixing the power steering and I was given the loaner back
9. Today I went back to pick up the veh a 2nd time, all the belts were replaced at \$158.43 and the power steering was fixed
10. When I got 1/2 way home I realized the veh was overheating
11. There was no anti freeze in the veh and the radiator still had a dent in it and the *fan* was not working at all and the power steering is low, the power steering reservoir is leaking all over the driveway
12. Now my veh has to go back to the Kia dlrshp again and I'm waiting on a tow truck
13. What can I do about another loaner veh

Wtr states:

1. Updated contact info
2. No recalls
3. Empathized
4. Wtr here to assist in getting veh repaired under terms of manf warr
5. Wtr will follow up with Kia dlrshp on Monday
6. No provision for rental/loaner veh under terms of manf warr
7. Referred caller to Kia dlrshp for rental/loaner veh inquiry
8. Provided contact info

*** PHONE LOG 09/20/2004 07:26 AM BKelley Action Type:Outgoing call

Wtr called MA001, SM Matt Morehouse:

1. Left msg w/Brittany
2. Requested callback
3. Provided contact name and wtr contact info

*** PHONE LOG 09/20/2004 08:57 AM BKelley Action Type:Incoming call

Wtr rec'd VM, SM Matt -- please rtrn my call

*** PHONE LOG 09/20/2004 01:19 PM BKelley Action Type:Outgoing call

Wtr called SM Matt;

SM states:

1. Veh came here today and I don't see anything wrong
2. Cust stated veh overheated and *fan* was not turning
3. Coolant is full and *fan* is turning so I'm not sure what the cust is seeing
4. I'm waiting on a callback from the cust now

Wtr states:

1. Cust also mentioned to wtr radiator dent and power steering fluid low with possible leak
2. Requested radiator and power steering be checked

SM states:

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K366224	38,750
N Adams MA [REDACTED]			Dealer: MA001 Pete's Kia	

1. Cust did not mention those items to me -- we will check them
2. I'll give you a callback when we have something further

Wtr states:

1. Requested callback when diag complete
2. Confirmed contact info
3. Thanked SM for his assistance

*** PHONE LOG 09/21/2004 07:12 AM BKelley Action Type:Outgoing call

Wtr called SM Matt, left msg:

1. Requested update on cust veh
2. Provided contact info

*** PHONE LOG 09/21/2004 08:33 AM BKelley Action Type:Incoming call

Wtr rec'd VM, SM Matt -- please rtn my call

*** PHONE LOG 09/21/2004 08:42 AM BKelley Action Type:Outgoing call

Wtr called SM Matt, SM states:

1. No dent in radiator that I saw, power steering is full, no visible leaks
2. We are going to replace the thermostat
3. I still haven't heard from the cust yet
4. The thermostat should be here in about an hour
5. When we finish the repairs I will contact the cust and have the veh delivered to her home

Wtr states:

1. Thanked SM for his assistance

*** PHONE LOG 09/21/2004 08:44 AM BKelley Action Type:Outgoing call

Wtr called 413-664-6329, LVM -- provided contact info

*** PHONE LOG 09/23/2004 09:58 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, MATT
2. ASK ABOUT STATUS OF REPAIRS
3. WHAT DID DEALER DIAGNOSE
4. THANKS FOR INFO.

DEALER STATES:

1. CAR IS READY
2. CUSTOMER IS PICKING CAR UP TODAY
3. WE COULD NOT FIND A PROBLEM
4. DID REPLACE THE THERMOSTAT BECAUSE OF PRIOR REPAIRS AND FELT THERE MAY HAVE BEEN SOMETHING STUCK IN THERE CAUSING VEHICLE TO OVERHEAT.

*** PHONE LOG 09/24/2004 11:17 AM TDonnelly Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
N Adams MA		KNDJA723025	K366224	38,750
			Dealer: MA001 Pete's Kia	

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 09/27/2004 11:45 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 09/28/2004 09:07 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** CASE CLOSE 09/28/2004 09:08 AM TDonnelly

PER DEALER VEHICLE REPAIRED, CLOSED PENDING CALL BACK FROM CUSTOMER.

*** CASE CLOSE 10/12/2004 12:43 PM Pacific Daylight Time WSpencer

TREAD REVIEW

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K200371	25,000
ESTERO FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL019 Galeana Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/07/2003 09:57 AM US Mountain Standard Time JHirshfield
caller stated:

1. his *fan* came apart and he took the car to Galeana Kia (FL019)
2. they replaced his *fan*, and gave him the car back
3. it didn't run right shortly after he got it, but it was a Fri
4. he drove it very little it over the weekend and took it back on Mon
5. they have to replace his entire engine
6. he was told by svc mgr that the car would be done on Thurs afternoon but now he is told that the svc mgr is out for the rest of the week and it won't be done until tomorrow at the soonest
7. he was told by Morande Kia when he bought the car that they would provide a rental for, but they lied to him about a lot of other things, too --that is why he had the car taken to Galeana---who won't provide him with a rental
8. none of the managers will talk to him
9. \$15 a day is not good enough --he doesn't know why he should have to pay at all

wtr placed cust on hold and LVM for DPSM Dan Tacker regarding this cust and requesting callback

wtr spoke with Bill, in the svc dept @ Galeana Kia who stated:

1. svc mgr out for the week but he had told cust that the vehicle would be done today ---which it won't be
2. the vehicle will be ready tomorrow
3. they don't have any loaners and cust will not accept the \$15 per day rental offer

wtr thanked Bill for the info

wtr spoke with cust and reiterated what svc tech had stated about the car being ready tomorrow
cust asked what if it wasn't?

wtr responded --recontact --I am still waiting to hear back from DPSM

*** CASE CLOSE 08/14/2003 01:23 PM US Mountain Standard Time JHirshfield
referred to dealer

*** PHONE LOG 08/18/2003 07:19 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM stating :

the car is acting up again and he needs to take it dealership
Kia has to provide him with a car
he will wait to hear back

*** PHONE LOG 08/18/2003 07:25 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with Bill @ Galeana who stated:

1. cust was in last week with a CEL --which they fixed
2. they have not heard back from him
3. if he has an issue , bring in the car.

*** PHONE LOG 08/18/2003 07:37 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K200371	25,000
ESTERO FL [REDACTED]		Dealer: FL019 Galeana Kia		

1. the *fan* is staying engaged all the time --even when driving at 70 mph on the freeway
2. he was driving this weekend with a friend who is a mech, who agreed that the *fan* should not be engaged all the time
3. he didn't even bother to call last week when he took it in for the CEL
4. he can't be without a vehicle --he has to pick up his kids from school and his wife from work
5. Galeana has had his car for 13 out of 15 days and they always tell him he has to deal with Kia directly for alt transportation

wtr stated:

1. the svc mgr needs to contact his DPSM (Jack Bramble) regarding loaner assistance
2. we cannot authorize that from here

cust to speak with svc mgr and recontact if needed

*** PHONE LOG 08/18/2003 11:45 AM US Mountain Standard Time JHirshfield Action Type:Incoming call

cust LVM stating :
dealership told him that is the way is supposed to be
"time will tell"

*** CASE CLOSE 08/27/2003 10:28 AM US Mountain Standard Time JHirshfield
info taken

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1195495	62,093
DALLAS TX [REDACTED]			Dealer:	

Case History

Inquiry Towing

*** PHONE LOG 06/26/2006 08:59 AM US Mountain Standard Time HReynolds
ANTONIO BASQUE STATES:

1. **FAN** BLADE BROKE OFF
2. NEED TOW TO KIA DEALER

WRITER STATES:

1. UPDATED/NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, VEHICLE CAN BE TOWED TO KIA DEALER AT NO CHARGE TO CUSTOMER
4. SINCE VEHICLE IS OUT OF 5/60 BLW, REPAIR WILL BE CUSTOMER'S EXPENSE
5. WRITER HAS NO ESTIMATE FOR REPAIR
6. TRANSFERRED CUSTOMER TO R/A

*** CASE CLOSE 06/26/2006 08:59 AM US Mountain Standard Time HReynolds

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1007796	35,000
highlands ranch CO	[REDACTED]		Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/31/2005 06:50 AM US Mountain Standard Time MEstrella
Caller states: [REDACTED] fiance'

- 1.the *fan* just blew apart while my finace was driving
- 2.it damaged the radiator and other parts on the veh
- 3.the steering stopped working and then the engine died
- 4.what should we do

Writer states:

- 1.apologized
- 2.advised warr is 5/60 blw and ptw for mfr defects
- 3.suggest to tow to dlr, call dlr to advise
- 4.provided # to dlr
- 5.trans to rsa

*** CASE CLOSE 08/31/2005 09:00 AM US Mountain Standard Time MEstrella

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1014731	29,000
Toms River NJ [REDACTED]			Dealer: NJ008 Pine Belt Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/16/2005 07:43 AM US Mountain Standard Time ABegoody
cust stated:

1. was on the road & the *fan* went through the radiator
2. AAA towed veh to local garage
3. would like to know if kia can help w/the cost of the repair
4. last time veh was at dlr, dlr charge for the brakes
5. will kia reimburse for this repair at garage

writer stated:

1. apologized
2. kia does not warranty any after market products, parts, workmanship, or labor
3. kia will not be able to reimburse cust for the cost of the repairs at garage
4. kia can tow veh to kia dlr for repair
5. if problem is caused by defect, repairs will be covered
6. but if not cust will have to pay
7. offered to get cust to r/a, cust declined
8. kia can assist if veh is at kia dlr

*** CASE CLOSE 09/16/2005 07:43 AM US Mountain Standard Time ABegoody

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723025	K1112963	59,292
LAS VEGAS NV			Dealer: NV005 World Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/05/2006 08:17 AM US Mountain Standard Time ELeon

CUSTOMER STATED:

1. I BOUGHT THIS VEHICLE USED.
2. THE RADIATOR *FAN* MELTED AND BROKE.
3. IS THIS STILL BE COVERED UNDER WARRANTY?

WRITER STATED;

1. SORRY.
2. THE RADIATOR AND *FAN* IS COVERED UNDER THE 5/60K BASIC MANUFACTURES WARRANTY FOR DEFECTS OR WORKMANSHIP.
3. THE VEHICLE NEEDS TO BE SEE BY A KIA DEALER FOR WARRANTY REPAIRS.
4. YOU HAVE ROADSIDE ASSISTANCE TO TOW THE VEHICLE TO THE CLOSEST KIA DEALER.
5. WRITER CAN DOCUMENT YOUR CONCERNS.
6. WRITER CAN TRANSFER YOU TO KIA R/A FOR A TOW.

CUSTOMER STATED:

1. THANK YOU.

WRITER TRANSFER CUSTOMER TO KIA R/A.

*** CASE CLOSE 06/05/2006 08:17 AM US Mountain Standard Time ELeon

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1109730	59,001
Hankamer TX	[REDACTED]		Dealer:	

Case History

Inquiry Towing

*** PHONE LOG 05/25/2006 09:15 AM US Mountain Standard Time WLevy

Caller states:

1. I have an 02 Sportage
2. My *fan* blade broke on me
3. I called the dealer
4. They told me to drive it there
5. This thing is shakin' so bad
6. I feel like I'm gonna do further damage to it

Wrtr states:

1. Updated; no recalls
2. Advised that w/s was 9/5/02
3. Advised that wrtr could transfer caller to r/s for tow to nearest Kia dealer

Caller states:

1. Thank you

Wrtr transferred caller to r/s for towing arrangements

*** CASE CLOSE 05/25/2006 09:15 AM US Mountain Standard Time WLevy

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1219991	78,000
Rosharon TX	[REDACTED]		Dealer: TX086 Bayway Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/28/2006 06:10 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE RADIATOR **FAN** BROKE AND CAUSED DAMAGE TO THE RADIATOR.
2. WE DROVE THE VEHICLES WHEN IT WAS OVER HEATING.
3. NOW THE ENGINE HAS PROBLEMS AND I TOOK THE VEHICLE TO A MECHANIC
4. THEY SAID THE VEHICLE NEEDS A NEW MOTOR .
5. IS ANY OF THIS COVERED UNDER WARRANTY?

WRITER STATED:

1. SORRY.
2. THE **FAN** AND RADIATOR 5/60K BASIC WARRANTY EXPIRED .
3. THE ENGINE IS COVERED UNDER THE 10/100K POWER TRAIN WARRANTY FOR DEFECTS OF WORKMANSHIP.
4. THE ENGINE FAILED DO TO A NON DEFECT AND WAS CAUSE BY AN PART THAT IS NO LONGER COVERED UNDER THE WARRANTY.
5. YOU CAN CONTACT THE KIA DEALER AND SEE IF THEY CAN DO SOMETHING FOR YOU.

*** CASE CLOSE 08/28/2006 06:10 AM US Mountain Standard Time ELeon

*** PHONE LOG 09/05/2006 05:41 AM US Mountain Standard Time SLarez Action Type: Incoming call
CUSTOMER STATES.

1. THE CAR BROKE DOWN AND I NEED TO GET TOWED.
2. I KNOW THE BASIC WARRANTY EXPIRED BUT MAY I STILL GET IT TOWED.

WRITER STATES.

1. ADVISED TOWING STILL IS COVERED.
2. TRANSFERRED TO R/A

*** CASE CLOSE 09/05/2006 05:42 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K346657	24,000
Miami FL [REDACTED]		Dealer: FL030 Potamkin Kia		

Case History

Inquiry Roadside Assistance

*** PHONE LOG 08/03/2004 05:44 AM JCook

Customer Stated [REDACTED]

- 1.Says this is his mother's vehicle.
- 2.Says the *fan* blades and belt came off damaging the radiator.
- 3.He called the Kia dealer already to get the vehicle in, and they told him to call us for a tow.
- 4.Wanted to know if we can help him with this, because they do not want to drive the vehicle any further.

---Writer advised customer:

- 1.That the vehicle has the 5yr/unlimited miles roadside assistance.
- 2.Advised that we are going to transfer him over to roadside to have the vehicle towed.
- 3.Advised that there are no recalls on this vehicle.
- 4.Updated customer info and transfered over to roadside.

*** CASE CLOSE 08/03/2004 05:44 AM JCook

Transfered over to roadside.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K466556	80,000
Oviedo FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL080 Johnson's Kia of Leesburg	

Case History

Complaint Service Decision

*** PHONE LOG 05/17/2005 12:04 PM CHamilton

Caller states:

1. Car is now in the shop Leesburg (FL080 Johnson's Kia of Leesburg)
2. For transmission, overheating
3. First thing I am fighting is: motor for window on driver side not working
4. Had so many repairs to the window regulators when i bought this car
5. Always had trouble with those motors
6. Now all the sudden I have problems again
7. I do believe it was a good design

Wtr states:

1. Updated, no recalls
2. Advised w/s is 3/27/2002
3. 5/60 LBW for window regulators is expired
4. Warr history re window regulators show last one 7/29/02 FL069 8689 miles
5. Did you have any problems between then and now?
6. wtr can only tell you what the warr is, cannot change it

Caller states:

1. Sometimes, was a little slow, now it is broken completely
2. Next this, the cooling *fan* came apart, poor design
3. And the transmission is not shifting, telling me its not covered
4. I have a 100K mile PTW
5. I am a mechanic, do all my own maint, oil changes and trans flushes
6. Bought my filters at Winter Park Kia, had to buy the special washers too for that
7. Dlr asked for my maint recorded, I dont have any
8. I guess I better see what receipts I can find

Wtr states:

1. WCIM clearly states that you must keep maint records in order to maintain the warr, they may be requesting if warr repair is needed
2. Suggest getting maint records if possible and get totem to the SM at repairing dlr
3. Offered to call dlr--caller declined

*** CASE CLOSE 05/17/2005 12:04 PM CHamilton

*** NOTES 06/02/2005 08:06 AM JProkopp Action Type:Manager review

***Another case was created after this one (K467202). Writer adding case notes to file. Case notes are as follows:

*** PHONE LOG 05/18/2005 11:09 AM BBrown

CUST STATES

- 1THE ENGINE IN MY VEH HAS ISSUES
- 2 THE DLR IS SAYING THE TIMING BELT JUMP A TOOTH
- 3 THEY ARE SAYING THAT THIS IS NOT COVERED BECAUSE THE BELT SHOULD HAVE BEEN CHANGED
- 4 IS THAT TRUE

WRITER STATES

- 1 APOLOGIZED
- 2 CUST NEEDS TO HAVE BELT REPLACED BY 60,000 IN ORDER FOR WARRANTY TO BE INTACT
- 3 THEIR IS A MAINTENANCE SCHEDULE OUTLINED IN YOUR WACI AND OWNER'S MANUALS
- 4 WHAT DLR IS YOUR VEH AT; KCC CAN CONTACT THEM AND FIND OUT EXACTLY WHAT THE DIAGNOSIS AND EXPLAIN IT BETTER IF YOUR ARE NOT CLEAR AS TO WHAT THEY ARE TELING YOU

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K466556	80,000
Oviedo FL [REDACTED]			Dealer: FL080 Johnson's Kia of Leesburg	

CUST STATES

- 1 I DON'T KNOW THE NAME BUT DLR IS IN LEESBURG (NO DLR FOUND IN LEESBURG)
- 2 I WILL CALL BACK W/ THAT INFO

*** PHONE LOG 05/18/2005 11:27 AM US Mountain Standard Time mespinoza Action Type:Incoming call
Customer called in and advised that he had been speaking w/ Brian.
Brian not available.

Writer Stated:

1. Apologized.
2. Advised if the timing belt was not replaced that the timing belt would not be covered under warranty.

Customer Stated:

1. I did not replace the timing belt.
2. I did not feel that I needed to.
3. I will never buy a Kia again.

*** CASE CLOSE 05/18/2005 11:28 AM US Mountain Standard Time mespinoza

*** NOTES 06/02/2005 08:10 AM JProkopp Action Type:Manager review

*****A third case was created in regards to the same concern (K475222). Writer adding those case notes to file. Case notes are as follows:

*** PHONE LOG 06/01/2005 03:42 PM FSharp

{ [REDACTED] stated:

1. My father and I purchased an 02 Sportage
2. It has a little more than 80k mi and the the *fan* went through the radiator
3. When it did that it caused a lot of damage, it cracked a block, gaskets needed to be replaced, ect
4. We were charged \$2200 b/c they only covered the radiator and some other things
5. The veh was just picked up today and the mech was very rude
6. We also had the window and door worked on b/c we were having probs w/it before and took it in 2x's for the same prob
7. I can be reached at hm # [REDACTED]

---WRITER stated:--- {No open recalls}

1. Apologized for inconvenience
2. Advsd cust a Kia FC Mgr will follow up in 72 business hrs or less

*** PHONE LOG 06/03/2005 08:03 AM JProkopp Action Type:Outgoing call

Writer contacted Johnson's Kia of Leesburg and spoke with Jim, the shop foreman.

Jim states:

1. The customer's *fan* broke and damaged the radiator.
2. He continued to drive the car.
3. We called DKordek and he agreed to cover the *fan* and the radiator as a goodwill gesture.
4. The customer's timing belt jumped time and he blew a head gasket.
5. The customer had no maintenance receipts so DKordek would not cover the work.
6. The customer agreed to have the work done, then threw a fit about having to pay when he picked the vehicle up.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723625	K466556	80,000

Oviedo FL Dealer: FL080 Johnson's Kia of Leesburg

*** PHONE LOG 06/03/2005 08:05 AM JProkopp Action Type:Outgoing call
Writer contacted customer and left message requesting call back.

*** PHONE LOG 06/03/2005 10:28 AM MEstrella Action Type:Incoming call
Caller states:
1.need to talk to Josh
2.the last person i talked to told me he would be back from lunch in 15min
3.i need to know now, i cannot wait all day !

Writer states:
1.he is currently at lunch
2.writer reviewed file and reiterated svc mgr's statements as noted and per noted DPSM offer
3.advised the timing belt jumped time - that is what damaged he head
4.timing belt was due at 60 k

Cust states:
1.one had nothing to do with the other!
2.i never changed the timing belt
3.i will jsut have to call a lawyer ! and disconnected ..

*** CASE CLOSE 06/03/2005 10:30 AM MEstrella
writer advised of DPSM goodwill offer on the *fan* and raiditor only --- cust states will get lawyer and disconnected

*** NOTES 07/22/2005 11:35 AM US Mountain Standard Time JCook Action Type:Manager review
*** PHONE LOG 05/19/2005 07:46 AM CHamilton

Caller states:
1. Back right window wont work for three days, then will work again--not working now
2. I am sure you can see I have had a lot of trouble with the doors and windows
3. Not driving right , makes a noise sometimes--Will they charge a diagnostic fee
4. Did the 30K service
5. Gave me a card for r/s, I cant find it, can you send another

Wtr states:
1. Updated
2. Advised if window reg is bad, that is covered under warr--best to get into the Kia dlr when not working
3. Call, make appt, provided several phone #s for Kia dlrs
4. If dlr finds man defect, Kia pays diagnostic
5. If dlr finds something not covered under warr, will expect you to pay tech time in diagnosis
6. Will send r/s letter and window sticker, no card that wtr can send

*** CASE CLOSE 05/19/2005 07:46 AM CHamilton

*** NOTES 05/25/2005 09:12 AM CHamilton Action Type:Manager review
R/S sticker and letter sent

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K466556	80,000
Oviedo FL [REDACTED]			Dealer: FL080 Johnson's Kia of Leesburg	

*** CASE CLOSE 05/25/2005 09:15 AM CHamilton

*** CASE CLOSE 07/22/2005 11:36 AM US Mountain Standard Time JCook
TREAD REVIEW

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K475222	83,000
Oviedo FL	[REDACTED]		Dealer: FL080 Johnson's Kia of Leesburg	

Case History

Complaint Dealer

*** PHONE LOG 06/01/2005 03:42 PM FSharp

[REDACTED] stated:

1. My father and I purchased an 02 Sportage
2. It has a little more than 80k mi and the the *fan* went through the radiator
3. When it did that it caused a lot of damage, it cracked a block, gaskets needed to be replaced, ect
4. We were charged \$2200 b/c they only covered the radiator and some other things
5. The veh was just picked up today and the mech was very rude
6. We also had the window and door worked on b/c we were having probs w/it before and took it in 2x's for the same prob
7. I can be reached at hm # [REDACTED]

---WRITER stated:---{No open recalls}

1. Apologized for inconvenience
2. Advsd cust a Kia FC Mgr will follow up in 72 business hrs or less

*** NOTES 06/02/2005 08:08 AM JProkopp Action Type:Manager review

*****Prior case has already been created in regards to the same concern. See case K466556. Writer adding case notes to previous file*****

*** CASE CLOSE 06/02/2005 08:11 AM JProkopp

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K1211225	415,000
OK CITY OK	[REDACTED]		Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/04/2006 09:00 AM US Mountain Standard Time TMorales
CUST STATED:

1. WE ARE STUCK W/ A **FAN** THAT BROKE IN THE ENGINE
2. WHAT ARE THE WARRANTIES ON THE VEH

WRITER ADVISED:

1. SORRY FOR THE PROBLEM
2. EXPLAINED 5/60 PTW LBW AND 5/XX R/A WARRANTIES
3. **FAN** AND COOLING SYSTEM COVERED FOR DEFECTS BY THE 5/60 LBW; DLR NEEDS TO INSPECT
- 4 R/A WILL TOW THE VEH TO THE NEAREST DLR

CUST STATED:

1. OK THANK YOU

WRITER TRANSFERRED CUST TO R/A AT REQUEST