

PE06-042
HYUNDAI
12/22/06
ATTACHMENT TAB 1
PART 1 OF 2 B

**Kia Motors America
Consumer Affairs Department**

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------------------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723725 [REDACTED] | K1021324 | 48,500 |
| HUNTINGTON BCH CA [REDACTED] | | | Dealer: | |

Case History

Inquiry Repair

*** PHONE LOG 10/03/2005 07:58 AM US Mountain Standard Time MEstrella

CALLER STATES:

1. VEH AT AN INDEP SHOP RIGHT NOW, CLOSEST DEALER IS 100 MILES AWAY .
2. INDEPENDENT SHOP SAYS **FAN** BROKE AND DAMAGED RADIATOR, THEN TOOK OUT A POWER STEERING PART TOO
3. WILL COST ME OVER 900.00 DOLLARS ,PLUS I HAVE TO GET A RENTAL CAR
4. WILL KIA REIMBURSE ME FOR ANY OF THE WORK, I KNOW YOU WILL NOT REIMBURSE THE RENTAL
5. KIA DLR WAS TOO FAR TO GET TO AND WAS CLOSED
6. INDEP. SHOP SAYS THAT THE STEERING PART IS NOT IN STOCK

WRITER STATES:

1. BEST TO USE FREE RSA TO TOW UNL MILES TO NEAREST KIA DLR IF INDEP HAS NOT WORKED ON VEH YET
2. WARRANTY MUST BE DIAG AND DONE AT KIA DLR AND IS NOT REIMBURSE-ABLE IF WORK DONE AT INDEP. SHOP
3. NO RECALLS
4. PROVIDED # TO KIA DEALER
5. TRANSFERRED TO RSA TO TOW TO KIA DEALER

*** CASE CLOSE 10/03/2005 07:58 AM US Mountain Standard Time MEstrella

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| Last name | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number | Mileage |
|-----------------|------------|-----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA623725 [REDACTED] | K1034146 | 75,000 |
| Arnold MO 63010 | | | Dealer: MO003 Lou Fusz Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 11/03/2005 11:26 AM US Mountain Standard Time TShamburger customer [REDACTED] called ---

1. Westwood Automotive Incorp
 2. had done a repair from a deer hitting my veh
 3. the replaced the *fan* blade/radiator
 4. but for no reason the *fan* broken and went into the radiator overheated the veh
 - 5 and now it cause eng damage on veh
 6. its a expensive repair and the part is still under warr it was purchase 11 months ago.
 7. and i think kia should cover the engine damage,
- wrt states
1. apologize will research this and get back with you
 2. after calling dlr SM wrt will also have to speak to kia rep in area and get back to you.
- cust thanked wrt call ended.

cust said im home until 2:00 if you call back. call ended

*** CASE CLOSE 11/03/2005 11:57 AM US Mountain Standard Time TShamburger Closed, see case k1033274 this case was open in error, already a case started on same issue.

*** CASE CLOSE 01/20/2006 05:51 PM US Mountain Standard Time WNoonan
TREAD REVIEW

Kia Motors America
Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of 2002 2DR SPORTAGE 4X</u> | <u>Case Number</u> | <u>Mileage</u> |
|----------------------|-------------------|------------------------------------|----------------------------|----------------|
| ██████████ | ██████████ | KNDJA623725 ██████████ | K1033274 | 75,000 |
| Arnold MO ██████████ | | | Dealer: MO003 Lou Fusz Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 11/01/2005 04:55 PM US Mountain Standard Time JWeiner
CUSTOMER STATES:

1. I WAS DRIVING ALONG TODAY AND THE **FAN** BLADE BROKE AND WENT THROUGH THE RADIATOR
2. THE DEALER STATED THAT THEY HAVE SEEN THIS BEFORE
3. IF THIS IS A DEFECT, I SHOULDN'T HAVE TO PAY FOR IT
4. **FAN** WAS REPLACED LESS THAN A YEAR AGO
5. I HIT A DEER, AND THE RADIATOR AND **FAN** WERE REPLACED
6. THE WORK WASN'T DONE AT A KIA DEALER, BUT KIA PARTS WERE USED
7. I CAN GET ALL THE RECORDS
8. THE DEALER WANTS TO CHARGE ME \$500 FOR THE REPAIRS
9. THE GUY AT THE DEALER THAT I SPOKE TO HAS LEFT FOR THE DAY
10. I WILL GET ALL THE RECORDS AND BRING THEM TO THE DEALER
11. WHAT'S YOUR NAME
12. THANKS

WRITER STATES:

1. APOLOGY FOR SITUATION
2. VEHICLE IS OUT OF THE BLW
3. IF THE PARTS WERE REPLACED LESS THAN A YEAR AGO, THEY WOULD BE COVERED AS LONG AS THEY ARE KIA MADE PARTS
4. DID THE WRITER EXPLAIN THIS TO THE DEALERSHIP
5. WE HAVE TO WAIT TOMORROW TO EXPLAIN THIS TO THEM, THEN
6. DOES THE CUSTOMER HAVE RECORDS GIVING AUTHORIZATION FOR THE REPAIRS AS WELL AS SHOWING THAT THE PARTS WERE PURCHASED AT A KIA DEALER
7. PROVIDED WRITER'S NAME AND EXT

*** CASE CLOSE 11/01/2005 04:56 PM US Mountain Standard Time JWeiner
CASE CLOSED PENDING CALLBACK FROM CUSTOMER

*** PHONE LOG 11/03/2005 11:55 AM US Mountain Standard Time TShamburger Action Type:Incoming call

** PHONE LOG 11/03/2005 11:26 AM US Mountain Standard Time TShamburger
customer ██████ called ---

1. Westwood Automotive Incorp
 2. had done a repair from a deer hitting my veh
 3. the replaced the **fan** blade/radiator
 4. but for no reason the **fan** broken and went into the radiator overheated the veh
 - 5 and now it cause eng damage on veh
 6. its a expensive repair and the part is still under warr it was purchase 11 months ago.
 7. and i think kia should cover the engine damage,
- wrt states
1. apologize will research this and get back with you
 2. after calling dlr SM wrt will also have to speak to kia rep in area and get back to you.
- cust thanked wrt call ended.

cust said im home until 2:00 if you call back. call ended

*** PHONE LOG 11/03/2005 11:59 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

**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] | KNDJA623725 [REDACTED] | K1033274 | 75,000 |
| Arnold MC [REDACTED] | [REDACTED] | [REDACTED] | Dealer: MO003 Lou Fusz Kia | |

wrt called Lou Fusz Kia and spoke to SM Bill

SM states

1. cust drove veh too long while hot and burn engine up.
 2. someone i believe from kia Ok *fan* and then was told to send in receipt after taking radiator to a radiator repair shop.
- wrt states
1. understand engine situation.
- wrt thankd SM call ended

*** PHONE LOG 11/03/2005 12:02 PM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called cust no answer ***

*** PHONE LOG 11/03/2005 12:10 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Debbie Wojciechowski and left msg

1. can you please call wrt.
2. about this case mentioned case issue, eng repair asst, *fan* broke and there's a part warr for *fan* on veh as well as radiator.
3. wanted to call John Roper but wanted to know if he is still in training, we dont have a phone number for him yet.
4. cust asking for asst in engine repari after veh ran hot.
5. wrt left case number, dlr name, cust name, wrt' s ext.

*** PHONE LOG 11/03/2005 04:56 PM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED DPSM ROPER AND ADVISED:

1. REVIEWED CASE NOTES
2. REVIEWED WARRANTY HISTORY

DPSM ADVISED:

1. WILL CALL DLR TO AUTHORIZE ENTIRE REPAIR

WTR THANKED DPSM FOR INFO

*** PHONE LOG 11/03/2005 04:57 PM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR TAMMY @ KCC AND ADVISED OF ABOVE DPSM APPROVAL

*** PHONE LOG 11/04/2005 04:09 PM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called cust no answer *****

*** PHONE LOG 11/07/2005 10:00 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called cust no answer and no answering machine available *****

*** PHONE LOG 11/08/2005 09:58 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called customer

1. wanted to know if you got the information that repair was going to be covered.

cust states

1. yes, they told me, and the veh suppose to be done Wednesday.
2. thank you.

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| <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] | KNDJA623725 [REDACTED] | K1033274 | 75,000 |
| Arnold MO [REDACTED] | [REDACTED] | [REDACTED] | Dealer: MO003 Lou Fusz Kia | |

*** CASE CLOSE 11/08/2005 09:59 AM US Mountain Standard Time TShamburger

*** CASE CLOSE 01/20/2006 05:52 PM US Mountain Standard Time WNoonan
END OF SUMMARY

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-------------------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723X25 [REDACTED] | K1005060 | 57,000 |
| Pocatello OH [REDACTED] | | | Dealer: | |

Case History

Inquiry Warranty Info

*** PHONE LOG 08/24/2005 12:18 PM US Mountain Standard Time JProkopp

Customer states:

1. I'm getting my timing belt changed at an independent mechanic.
2. While they were changing it, they found that the *fan* was cracked.
3. Is that covered?
4. Can I take the part to the dealer because my mechanic already has it apart?

Writer states:

1. The *fan* is covered for defects.
2. Your dealer would need to see the whole car.
3. Warranty work must be done at a dealer to be honored by Kia.

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723325 [REDACTED] | K179400 | 51,000 |

Jasper AL

Dealer: AL015 Serra Kia of Gardendale

Case History

Inquiry Parts

*** PHONE LOG 06/19/2003 12:21 PM US Mountain Standard Time ERobinson Action Type:Incoming call

CUST STATES:

1. MY VEHICLE HAS BEEN AT THE DEALERSHIP SERRA KIA FOR A WEEK.
2. MY SPORTAGE OVERHEATED AND THE **FAN** CAME APART AND WENT INTO THE RADIATOR.
3. THE DEALERSHIP INFORM ME THAT PARTS AND LABOR WILL BE AT NO COST FOR ME.
4. THE ONLY PROBLEM IS THE PART HAS NOT ARRIVED AT THE DEALERSHIP YET.
5. I NEED HELP.
6. WHAT ABOUT A RENTAL BECAUSE I GOT MY OWN RENTAL FOR A WEEK AND IT HAS COST ME OVER \$600.

WRT STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE.
2. CLARIFY 5/60K BASIC LIMITED WARRANTY, 10/100K POWER TRAIN, PLUS 5 YEARS OF ROADSIDE ASSISTANCE.
3. WRT REQUEST TIME TO DO SOME RESEARCH AND WRT WILL CALL CUST BACK.
4. WRT WILL BE THE CASE MNGT AND WRT WILL CALL THE PARTS DEPARTMENT AT THE DEALERSHIP TO GET THE PART NUMBER.
5. WRT WILL FOLLOW UP ON PART AND CALL KMA PART DEPT.
6. LIMITED LIABILITY PAGE 6 KIA MOTORS WARRANTY AND CONSUMER INFORMATION MANUAL STATES RENTAL IS NOT A PROVISION UNDER THE MANUFACTURE WARRANTY.

*** PHONE LOG 06/20/2003 05:26 AM US Mountain Standard Time ERobinson Action Type:Outgoing call

WRT STATES:

1. CALL MIKE PART DEPT FOR THE DEALERSHIP AND MIKE STATED:
 - A. THE RADIATOR CAME IN.
 - B. I WAS NOT IN AT WORK YESTERDAY AND WE GOT SOME PARTS IN.
 - C. LET ME CHECK TO SEE IF THE **FAN** CAME IN.
 - D. PLEASE CALL ME BACK IN THE AFTERNOON IF THE **FAN** IS NOT IN I WILL GIVE YOU THE PART NUMBER SO YOU CAN BACK TRACK ON THE **FAN**.
2. WRT THAN MIKE AND WRT WILL FOLLOW-UP LATER.

*** PHONE LOG 06/20/2003 10:07 AM US Mountain Standard Time ERobinson Action Type:Incoming call

WRT STATES:

1. CALL THE PARTS DEPT. AND TALK TO LISA AND LISA STATES THE **FAN** IS IN.
2. WRT REQUEST LISA SEND WRT TO CHRIS SMITH SRV MNGT.

CHRIS SMITH STATES:

1. WE ARE WORKING ON THE VEHICLE RIGHT NOW.
2. WE WILL CALL THE CUST WHEN THE VEHICLE IS DONE.

WRT STATES:

1. WRT IS GOING TO CALL CUST AND INFORM CUST OF THE STATUS.

SRV MNGT STATES:

1. THAT IS FINE WITH US.

*** PHONE LOG 06/20/2003 10:10 AM US Mountain Standard Time ERobinson Action Type:Incoming call

WRT STATES:

1. CALL CUST AND LEFT A VOICE MESSAGE.

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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] | K179400 | 51,000 |
| Jasper AL [REDACTED] | | | | Dealer: AL015 Serra Kia of Gardendale |

2. INFORMED CUST THE *FAN* IS IN AT THE DEALERSHIP.
3. THE DEALERSHIP SHOULD HAVE CUST'S VEHICLE DONE BY TODAY.
4. WRT IS REFERRING CUST TO CHRIS THE SRV MNGT.

*** CASE CLOSE 06/20/2003 10:11 AM US Mountain Standard Time ERobinson
FOLLOW UP ON CUST'S PART WRT IS REFERRING CUST TO CHRIS THE SRV MNGT

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|---------------------------|------------|--------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723825 [REDACTED] | K299620 | 50,000 |
| Wright City OK [REDACTED] | | | Dealer: AR002 Bill White Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 03/30/2004 12:21 PM US Mountain Standard Time CDiaz

Customer Stated:

1. Current concern: CEL
2. I have taken the car to the dealer.
3. They could not find the problem because the cel would go off when I take the car to the dealer.
4. The car stalled in the middle of the rd. and we almost got hit.
5. This needs to be fixed.

Writer Stated:

1. Sorry for the concern.
2. Dealer has to duplicate to offer a repair.

Customer got upset and stated:

1. Send a field tech out to fix the car.

Customer ended the call

Writer called the customer back.

1. Advised that I could not send out a field tech.
2. Gave case # and advised to give me a call once the car was at the dealer.
3. We need the car at the dealer because that is were the techs are at.
4. Customer stated that the dealer is 5 hours away.
5. Sorry that the dealer is that far from you but the car has to be at a dealer to offer assistance.
6. Customer stated that the dealer has looked at the car and tell me nothing is wrong.
7. Advised that the dealer is telling you they can not duplicate the concern.
8. They must duplicate to offer a fix.
9. Customer understands.

*** CASE CLOSE 03/30/2004 12:21 PM US Mountain Standard Time CDiaz

Customer will call back when she can get the car to the dealer.

*** PHONE LOG 10/19/2004 01:33 PM US Mountain Standard Time mespinoza Action Type:Incoming call

Customer Stated:

1. This is the 3rd time that the vehicle has left me stranded.
2. You push on the gas and it will not do anything but rev up.
3. If you all will give me what I own on it I will give it back.
4. The dealership is really far away.
5. They always tell me that they cannot locate a problem w/ it.
6. This has been ongoing.

Writer Stated:

1. Apologized.
2. Our obligation is to get the vehicle repaired under the terms of the warranty.
3. I would be happy to get resources involved in the repair of your vehicle.
4. At this point I can forward this on to the region for a higher priority.

Customer Stated:

1. I am still having the same problem.
2. This is unsafe.
3. Customer was quite upset and disconnected call.

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|----------------|------------|--------------------------|------------------------------|---------|
| | | KNDJB723825 | K299620 | 50,000 |
| Wright City OK | | | Dealer: AR002 Bill White Kia | |

Closing case pending customer contact.

*** CASE CLOSE 10/19/2004 01:33 PM US Mountain Standard Time mespinoza

*** PHONE LOG 11/10/2004 09:00 AM CHamilton Action Type:Incoming call

Caller states:

1. I am very angry
2. Mash on accelerator, blows smoke, will not go
3. Sheriff dept and fire dept seen it last time it happened
4. Since it dont act up at the dlr, you all cant fix it
5. Picked up Monday AM, drive it to Tulsa, drove from Tulsa next day, came home-0-fine trhe whole time
6. Went to drive to Broken Bow to get my medicine, it dies in middle of the road in front of oncoming traffic
7. Started popping, smoke coming out the back
8. I was able to get it to the side of the road, traffic all coming at me
9. Called Kia r/s, she said if I was not safe, to get off phone call 911, police and fire dept, came, stopped whatever was happening
10. Now it is at Bill White Kia AR002 --they have test driven it 30-80 miles
11. This guy said they cant find anything wrong with it
12. It only does it when it wants to
13. It decides to die, cant find anything wrong with it
14. If they cant fix it tell them to do something else with it
15. My car is in Ft Smith, dont have any way to go get it--60 miles away
16. My husband works and my son works and my mama is in the hospital with heart trouble and surgery
17. Kia will not give me a rental car
18. What is Kia going to do for my husband when I am killed in that Kia because it stalls and Kia cannot fix it
19. I want you to put that in the notes, What is Kia going to do?

Wtr states:

1. Updated, no recalls
2. Apologized
3. Advised Kia svc will have to be able to verify or duplicate in order to make a repair
4. Wtr will call dlr service, make sure all Kias resources are being utilized to get the veh diagnosed and repaired
5. No rental under terms of the man warr
6. Will research and call you back
7. Provided case #. Wtr ext

*** PHONE LOG 11/10/2004 10:30 AM CHamilton Action Type:Outgoing call

SA Terry at Cable Kia states:

1. Last time in was Oct 25,2004
2. Towed in, complaint of car keeps dying
3. Has had this problem, we have never been able to duplicate her problems--CND
4. Last time in, different codes came up,did not relate to stalling problems with the car
5. Did checks on grounds on wiring harness, per tech line
6. Replaced some wiring grounds, replaced the *fan* because starting to have some cracking
7. Last time we had contact with her, she was going to bring a bomb down and blow us up
8. Told her she needs to take it someplace else, get a second opinion
9. I am the only person down here she will deal with, she wont talk to anyone else

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|----------------|------------|--------------------------|------------------------------|---------|
| | | KNDJB723825 | K299620 | 50,000 |
| Wright City OK | | | Dealer: AR002 Bill White Kia | |

- 10. Last time in, I drove it 150 miles, does not mess up
- 11. She says this happens when turning into traffic, car dies
- 12. Has had this or some other complaint since she bought the car--we have never been able to duplicate the concerns
- 13. Repair history is:
 - 37Kmiles 3/9/2004
 - 33Kmiles 12/8
 - 8/11/03
- 14. Tech line has been contacted several times
- 15. From day she bought it, she has never liked it
- 16. We told her we would like to fix it, cant find anything wrong with it
- 17. Tell whoever is working on it I would be glad to talk to them about what we have done, especially want to know if they find something --what that is

[!<For Internal Use Only

Dlr feels likely that [REDACTED] is doing something to her car>!]

*** PHONE LOG 11/10/2004 01:29 PM CHamilton Action Type:Outgoing call
Outgoing call that occurred prior to Cable Kia dlr

Wtr called Gary Bill White Kia AR002 (Ft Walton) who states:

- 1. Came in, complaint of smoke from back, hit acceleration and car does not go
 - 2. We have driven it +70 miles, CND
 - 3. No CEL, no stored codes
 - 4. Has been here since 29th--she says she has no way to come get it
 - 5. I can keep driving it, see what I can do,need to be able to duplicate
- Wtr to call Cable Kia and obtain repair info,call Gary back

*** PHONE LOG 11/10/2004 01:30 PM CHamilton Action Type:Outgoing call
Wtr called Bill White Kia, Gary just left for lunch, wtr to try back later

*** PHONE LOG 11/11/2004 07:20 AM CHamilton Action Type:Incoming call
Wtr called SM Gary at Bill White Kia, he is going to call Terry at Cable Kia regarding repairs

*** PHONE LOG 11/11/2004 12:06 PM CHamilton Action Type:Outgoing call
Wtr called [REDACTED], LVM requesting call back

*** PHONE LOG 11/16/2004 05:27 AM CHamilton Action Type:Outgoing call
Wtr called [REDACTED], LVM requesting call back

*** PHONE LOG 11/26/2004 12:21 PM CHamilton Action Type:Outgoing call
Wtr called [REDACTED], LVM requesting call 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> |
|---------------------|-------------------|---------------------------------|---------------------------|----------------|
| | | KNDJA723825 | K669978 | 55,000 |
| Winchester VA 22603 | | | Dealer: VA027 Parsons Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 08/09/2005 08:26 AM US Mountain Standard Time YDomerofski

Cust Stated:

1. Dlr(Parsons Kia-VA027) Kept my car for 2wks, they replaced the radiator, something related to clutch and entire engine
2. Just picked my car last night, this morning CEL came on and the car drive roughly
3. Called dlr right away, they told me to bring in
4. I want to speak to some one in Region today, they help me before they paid my 2 months of car payment
5. Kia need to help me w/ either trade-in or buy back my car, I contacted BBB already
6. Some one from Region have to call me today, what's your last name?
7. I want to speak to your supervisor
8. Thanks

Writer Stated:

1. Updated
2. Apologized for the problem
3. Kia buy back policy is in accordance with state local laws, advised to check WACI for info
4. Writer is more than happy to forward this case to region but can't guarantee they will call back cust today, it takes 72 hours
5. Will transfer to supervisor, please hold

Cust disconnected while writer looking for team lead

*** PHONE LOG 08/09/2005 09:51 AM US Mountain Standard Time YDomerofski Action Type:Outgoing call

Writer called DPSM Alan Crouch and LVM:

1. Reviewed case details
2. Cust said, she contacted BBB
3. Cust said, the region offered her car payment for inconvenience
4. Cust requested contact by region today
5. Will forward this case to region
6. Any question, please call back
7. Verified writer's ext# and case#

*** NOTES 08/09/2005 09:56 AM US Mountain Standard Time YDomerofski Action Type:Manager review

Writer forward this case to region because:

1. The veh has on-going problem since bought it
2. Dlr replaced the entire engine, cust just picked it last night from dlr but still drive roughly and CEL came on
3. Cust requests KIA to buy back her car or helping her w/ trade-in
4. Cust requests KIA to contact by region today
5. Cust said she contacted BBB already
6. Notified DPSM Alan Crouch
7. Forwarding for the visibility

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

Send to:[acrouch@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:

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Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|---------------|------------|--------------------------|---------------------------|---------|
| Winchester VA | | KNDJA723825 | K669978 | 55,000 |
| | | | Dealer: VA027 Parsons Kia | |

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*** PHONE LOG 08/09/2005 11:38 AM US Mountain Standard Time YDomerofski Action Type:Incoming call
Writer received e-mail message from DPSM Alan Crouch who stated:
Yuni,
Got your message on this one. I'll call the Dealer and see what is going on. I knew about the engine and long wait.
Thanks for the message.
AC

*** PHONE LOG 08/15/2005 01:38 PM Eastern Daylight Time LMoore Action Type:Outgoing call
Called customer, no ans., no voicemail.

*** PHONE LOG 08/19/2005 09:37 AM Eastern Daylight Time LMoore Action Type:Outgoing call
Called cust., no ans., no mach.

*** NOTES 08/19/2005 01:38 PM Eastern Daylight Time LMoore Action Type:Correspondence sent
Sent 'need contact' letter via certified mail.

*** CASE CLOSE 08/19/2005 01:49 PM Eastern Daylight Time LMoore
Close pending contact from customer.

*** PHONE LOG 08/23/2005 01:47 PM Eastern Daylight Time LMoore Action Type:Outgoing call
Called cust. in response to vm left for RCAM, writer states:

1. calling in re: concerns with veh
2. have you filled up tank, set trip odo to '0', and driven to empty and then calculated mpg based on full tank of gas?
3. doing this 3 times will allow you to average the mpg and see if there's a trend
4. what are you asking of Kia?
5. need to contact dlr and find out what's going on with veh
6. also, discuss with district rep
7. will call you Friday and let you know what type of assistance we can provide

she states:

1. have had problems since day one
2. coming home from vac, car had a complete melt down
3. clutch *fan* "exploded" for lack of a better word, damaged radiator, engine, lost all fluids
4. had miserable time trying to get someone to get it off the highway
6. i was on the side of the road in the middle of nowhere i asked them to send police but they never did
7. CEL has been coming on since this happened
8. they said it's because thermostat keeps sticking opened
9. they put the old one back on instead of repl it with a new one
10. the man told me that he had to argue up and down with the Kia rep about even repl my fluids at no cost to me
11. they said i lost all fluids because i should have pulled over when i first realized there was a problem
12. CEL didn't come on until it actually stopped
13. it's using 4 times the amount of gas it was with the old engine
14. been another 2 weeks that i've been w/o this veh because it's been in the shop
15. does fall w/in LL because i have had veh taken away from me in excess of 30 days

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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 [REDACTED] | K669978 | 55,000 |
| Winchester VA [REDACTED] | | Dealer: VA027 Parsons Kia | | |

16. everywhere i go to trade it, they don't want to give me what i owe on it for a trade
17. wanted to see if there is some kind of solution that we can reach
18. in re: Q2: no but i used a 1/4 tank of gas yesterday for maybe 20 miles of driving
19. i have not since this issue
20. the man at Parson's told me that i wouldn't get the same gas mileage because this is a new engine and it's still tight
21. just turned over 56K yesterday
22. purch new in March 2003
23. i wouldn't even hate the idea of another Kia, is the new Sportage better than the old one?
24. i can make a \$1,200 downpayment but that's not going to cover \$3K-\$4K of negative equity
25. towed it to Manassas when it broke down, they couldn't look at it for a week so they ended up towing it to Winchester
26. also have had repairs done at Dulles Kia
27. i took it in today for thermostat
28. best to reach me during the daytime at work ph# 540.722.6025 x1128, i can also be reached on my cell at 540.327.2660

*** COMMIT 08/23/2005 01:48 PM Eastern Daylight Time LMoore Action Type:Callback Required

*** PHONE LOG 08/29/2005 09:00 AM Eastern Daylight Time LMoore Action Type:Incoming call

Call from cust., she states:

1. called Friday, s.w. K Williams, you were out of office
2. CEL has come back on
3. it came on Saturday
4. i put in a call to dlr this morning at 8 a.m. and am still awaiting a return call

writer states:

1. have not yet rec'd ROs from either dlr yet
2. when did it come back on?
3. will contact dlr and DPSM to find out how to proceed
4. i know that you will need to go to dlr and have them pull code
5. will call you once i can advise how to proceed

*** PHONE LOG 08/29/2005 09:04 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Called dlr, s.w. Mike, SM, writer states:

1. cust. called, CEL has come back on
2. she called this morning and has not rec'd return call

he states:

1. actually in a meeting right now
2. will have a SA give her a call

*** NOTES 08/29/2005 09:05 AM Eastern Daylight Time LMoore Action Type:Manager review

Note: Cust. also stated that indicator light for emerg. brake on and off.

*** PHONE LOG 08/29/2005 09:19 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Called SM, no ans., lvm for Mark Kirk stating:

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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 | K669978 | 55,000 |
| Winchester VA | | | Dealer: VA027 Parsons Kia | |

1. please fax ROs
2. please call if necessary
3. left fax# and ph# for contact

*** PHONE LOG 08/29/2005 10:13 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Called dlr, s.w. Tommy in svc., writer states:

1. still have not rec'd ROs for this cust.
2. please fax ASAP

he states:

1. will fax all ROs over to you

*** PHONE LOG 08/29/2005 10:34 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Called cust., writer states:

1. understand that you s.w. dlr and you're going to take car by there today
2. alt. transportation is not a provision of Kia's warranty
3. if that's the case, then request a loaner, if none are avail, then have them call me and i'll see what i can do for you
4. our first priority is repairing your veh under terms of warr
5. once we get veh repaired, we will address what type of assistance we can provide you

she states:

1. i'm going to take it by at lunch time for them to pull the code
2. if they have to keep it, then somebody's gonna have to help me with alt. transportation
3. i still want to discuss getting rid of this veh

*** PHONE LOG 09/07/2005 03:51 PM Eastern Daylight Time LMoore Action Type:Incoming call

Call from cust., she states:

1. i haven't heard anything on this case
1. took it to dlr
2. there were some valves that were messed up and they had to replace that
3. i paid \$400 for tune-up etc. the week before
4. i don't want this car any more

writer states:

1. the last we spoke, you were to take veh to dlr for them to pull codes, did you do that?
2. did they make any repairs?
3. how's your veh running now?
4. KMA buy back policies in accordance with state's LL
5. your veh outside state LL parameters
6. will discuss with DPSM to see what type of assist we can provide
7. feel free to contact me tomorrow at this time

*** PHONE LOG 09/08/2005 02:20 PM Eastern Daylight Time LMoore Action Type:Outgoing call

Called customer at work ph# 540.722.6025 x1128, no ans., lvm stating:

1. veh repaired
2. will continue to repair veh under terms of warr
3. no offer of repurch/repl being extended
4. call for further assistance

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] | KNDJA723825 [REDACTED] | K669978 | 55,000 |
| Winchester VA [REDACTED] | [REDACTED] | [REDACTED] | Dealer: VA027 Parsons Kia | |

*** CASE CLOSE 09/08/2005 02:25 PM Eastern Daylight Time LMoore
Vehicle is repaired. No repurch/repl/goodwill offer at this time. Close.

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-------------------------|------------|--------------------------|---------------------------------|---------|
| ██████████ | ██████████ | KNDJB723025 ██████████ | K1222194 | 67,000 |
| Charlotte NC ██████████ | | | Dealer: GA020 Kia of Union City | |

Case History

Complaint Repair Assistance

*** PHONE LOG 09/01/2006 06:25 AM US Mountain Standard Time ELeon

WRITER RECEIVED CALL FROM CUSTOMERS HUSBAND ██████████.

CUSTOMER STATED:

1. WE ARE TRAVELING THROUGH ATLANTA.
2. THE MOTOR **FAN** DISINTEGRATED WHILE WE WERE ON THE FREEWAY,
3. THE ENGINE STARTED TO OVER HEAT AND A BLADE MAY HAVE IT THE RADIATOR.
4. WE HAVE THE VEHICLE TOWED TO THE Kia of Union City.
5. THEY SAID THE REPAIRS NEED IS OUT OF WARRANTY.
6. I NEED SOME HELP.

WRITER STATED;

1. SORRY.
2. THE MOTOR **FAN** IS OUT OF THE 5/60K BLW.
3. WRITER CAN CALL THE KIA DEALER AND REVIEW THE REPAIR.
4. WRITER CAN CALL THE FACTORY REP AND REVIEW THE REPAIRS WITH HIM AND SEE IF THERE IS ANY REPAIR ASSISTANCE HE CAN PROVIDE.
5. WRITER CANNOT GUARANTEE THAT THE FACTORY REP WILL PROVIDED ANY REPAIR ASSISTANCE.
6. WRITER CAN CALL YOU BACK ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED:

1. CALL ME AT ██████████, OR ██████████ OR ██████████
2. I APPRECIATE IF THE ASSISTANCE
3. THANK YOU.

*** PHONE LOG 09/01/2006 10:38 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT RANDY SERVICIE ADVISOR AT Kia of Union City.

WRITER STATED:

1. CAN YOU GIVE ME AN UPDATE ON THE REPAIR OF THIS VEHICLE?

RANDY STATED:

1. THE MOTOR **FAN** BROKE AND DAMAGED THE RADIATOR.
2. WE ORDERED THE RADIATOR AND IT SHOULD BE HERE AT 3:30 TODAY.
3. THE CUSTOMERS WARRANTY EXPIRED AND IS A CUSTOMER'S PAY.

*** PHONE LOG 09/01/2006 10:41 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT DPSM Clyde Teasley AND RECEIVED VM..

Clyde STATED:

1. I AM OUT OF THE OFFICE.
2. IF NEED REPAIR ASSISTANCE CONTACT DPSM TOM MORGAN AT 678-371-6853.

*** PHONE LOG 09/01/2006 10:46 AM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER CONTACT DPSM TOM MORGAN

WRITER STATED:

1. CUSTOMERS VEHICLE IS AT THE UNION CITY KIA DEALER.
2. THE VEHICLE MOTOR **FAN** BROKE AND THE RADIATOR NEEDS REPLACING.
3. RANDY S.A. SAID THE PARTS WILL BE IN TODAY AT 3:30.
4. CUSTOMER IS LOOKING FOR GOOD WILL ASSISTANCE.

TOM 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] | KNDJB723025 [REDACTED] | K1222194 | 67,000 |
| Charlotte NC [REDACTED] | | | Dealer: GA020 Kia of Union City | |

1. I WILL CALL RANDY AND GET THE REPAIR INFO FROM HIM.
2. I WILL CALL YOU BACK.

*** PHONE LOG 09/01/2006 11:57 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECIEVED VM CALL FROM DPSM TOM MORGAN
TOM STATED:

1. I CALLED THE DEALER AND RANDY WAS OUT TO LUNCH.
2. I WILL GOOD WILL THE RADIATOR AND THE **FAN** FOR THE CUSTOMER.
3. THE CUSTOMER CAN PAY FOR THE LABOR AND THE ANTI-FREEZE.
4. I WILL CALL BACK RANDY.
5. HAVE THE CUSTOMER CALL THE DEALER AND GET THE PRICE FOR THE LABOR AND THE ANTI-FREEZE.
6. IF ANY QUESTIONS YOU CAN CALL ME.

I

*** PHONE LOG 09/01/2006 12:01 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER HAS SOME INFO.
2. CALL BACK WRITER.

*** PHONE LOG 09/01/2006 02:11 PM US Mountain Standard Time ELeon Action Type:Incoming call
Writer contact Customer and lvm.

Writer stated:

1. Writer spoke to the DPSM
2. He authorized a good will repair for on the radiator and the fax.
3. You will need to cover the cost of the labor and the anti-freeze.
4. If any questions you can call back writer.

*** CASE CLOSE 09/01/2006 02:12 PM US Mountain Standard Time ELeon
Writer closings case pending customer calls back with further concerns.

Kia Motors America
Consumer Affairs Department

| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-------------------------|------------|--------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723025 [REDACTED] | K199494 | 15,000 |
| Alta Loma CA [REDACTED] | | | Dealer: CA064 Power Kia Ontario | |

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/05/2003 04:24 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. CAR IS AT DEALER, POWER KIA ONTARIO
2. DEALER IS ADVISING THAT THEY NEED TO GET PARTS
3. CAR NEEDS RADIATOR AND **FAN**
4. THE **FAN** PUT HOLE IN RADIATOR
5. I THINK DEALER ADVISED MY HUSBAND CAR WILL BE IN SHOP ABOUT 3 DAYS OR SO
6. WOULD LIKE TO KNOW IF I CAN GET RENTAL VEHICLE WHILE CAR IS IN SHOP

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED KMA OBLIGATION UNDER TERMS OF WARRANTY IS REPAIRING VEHICLE
3. RENTAL VEHICLES ARE NOT A PROVISION OF KIA WARRANTY
4. DEALER CAN MAKE A DECISION IF ANY ASSISTANCE CAN BE PROVIDED.

*** CASE CLOSE 08/05/2003 04:24 PM US Mountain Standard Time TDonnelly
RENTAL NOT PROVISION OF WARRANTY.

**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] | KNDJA723725 [REDACTED] | K349657 | 44,092 |
| Clearville PA [REDACTED] | | Dealer: PA013 Courtesy Kia | | |

Case History

Inquiry Warranty Info

*** PHONE LOG 08/09/2004 02:30 PM MEstrella

CALLER STATES: MRS BOSLEY

1. SHE IS THE CLUTCH **FAN** AND RADIATOR COVERED UNDER WARRANTY
2. SAYS THE CLUTCH **FAN** BROKE , AT LEAST 2 BLADES CAME OFF AND CAUSED DAMAGE TO THE RADIATOR

WRTR STATES:

1. IF FOUND TO BE DEFECTS, CLUTCH **FAN** AND RADIATOR WOULD FALL UNDER THE BLW OF 5/60
2. IF SOMETHING IN ROAD CAUSED DAMAGE TO PARTS, WOULD NOT BE WARRANTY ISSUE
3. SORRY HAVING PROBLEMS - NO RECALLS
4. VERIFIED FILE

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|--------------------------|------------|--------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723525 [REDACTED] | K211173 | 8,636 |
| TEXAS CITY TX [REDACTED] | | | Dealer: TX043 David McDavid Kia | |

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/29/2003 04:06 PM US Mountain Standard Time WNoonan

CUSTOMER STATED:

1. MY **FAN** BROKE OFF AND DAMAGED MY RADIATOR AND I AM HAVING THE VEHICLE TOWED TO THE DEALER.
2. THE DEALER SAID THAT THIS WAS SOMETHING GOING ON WITH THESE VEHICLES.
3. CAN I GET A RENTAL VEHICLE?

WRITER STATED:

1. SORRY FOR THE INCONVENIENCE.
2. WILL CONTACT A KIA REP TO SEE IF A RENTAL MAY BE AUTHORIZED.
3. PROVIDED NAME, NUMBER, AND EXTENSION.

CUSTOMER STATED:

1. I DO NOT KNOW WHY KIA DID NOT TELL US THAT THEY WERE HAVING THIS PROBLEM.
2. I HAVE RESEARCHED THIS AND KNOW THAT KIA KNEW ABOUT THE PROBLEM.
3. I WISH THEY WOULD HAVE TOLD US SO WE COULD HAVE THIS CORRECTED BEFORE WE WERE LEFT STRANDED ON THE SIDE OF THE ROAD.

*** PHONE LOG 09/02/2003 11:21 AM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER PHONED David McDavid Kia AND SPOKE WITH MIKE.

WRITER STATED:

1. ASKED ABOUT REPAIRS ON THE VEHICLE.

MIKE STATED:

1. THEY DROPPED IT OFF THIS MORNING.
2. I LET THE CUSTOMER KNOW THAT THERE WERE OTHER VEHICLES IN FRONT OF HERS.
3. WE ARE LOOKING AT IT RIGHT NOW TO ASSES THE DAMAGE.

WRITER STATED:

1. PROVIDED NUMBER AND EXTENSION FOR CALL BACK WITH NECESSARY REPAIRS NEEDED.

*** PHONE LOG 09/02/2003 01:35 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED VM FROM MIKE AT David McDavid Kia.

MIKE STATED:

1. THERE IS DAMAGE TO THE RADIATOR, SHROUD, AND THE **FAN**.
2. IT IS SHOWING THAT WE CAN GET THESE PARTS IN.
3. WE SHOULD KNOW TOMORROW IF WE CAN GET ANYTHING.

*** PHONE LOG 09/02/2003 02:45 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED INCOMING CALL FROM CUSTOMER.

CUSTOMER STATED:

1. I WAS CALLING BACK ABOUT THE RENTAL VEHICLE.
2. I HAVE MISSED 4 DAYS OF WORK.
3. IT SEEMS THAT THEY HAVE NOT GOTTEN THE PARTS IN.

WRITER STATED:

1. WILL CALL THE KIA REP AND SEE IF A RENTAL MAY BE AUTHORIZED AND CALL YOU BACK.

CUSTOMER STATED:

1. THANKS.

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] | K211173 | 8,636 |
| TEXAS CITY TX | [REDACTED] | | Dealer: TX043 David McDavid Kia | |

*** PHONE LOG 09/02/2003 02:46 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED FRANK KRAUSE, DPSM AND LEFT VM.
WRITER STATED:
1. LEFT NAME AND EXTENSION FOR CALL BACK.
2. EXPLAINED CUSTOMER'S REQUEST FOR RENTAL COVERAGE.

*** PHONE LOG 09/02/2003 02:49 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND STATED:
1. HAVE PHONED THE KIA REP AND LEFT VM.
2. AWAITING A CALL BACK FROM HIM.

CUSTOMER STATED:
1. THANKS.

*** PHONE LOG 09/02/2003 03:41 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM CUSTOMER.
CUSTOMER STATED:
1. I AM LEAVING THE HOUSE FOR A WHILE.
2. CALL ME AT [REDACTED]

*** PHONE LOG 09/03/2003 11:02 AM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM CUSTOMER.
CUSTOMER STATED:
1. CALL ME AT [REDACTED]

*** PHONE LOG 09/03/2003 11:03 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED David McDavid Kia AND SPOKE WITH MIKE.
MIKE STATED:
1. I HAVE SPOKEN WITH THE KIA REP AND HE HAS AUTHORIZED A RENTAL.
2. HAVE THE CUSTOMER GIVE ME A CALL.

WRITER STATED:
1. THANKS.

*** PHONE LOG 09/03/2003 11:03 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND STATED:
1. THE RENTAL HAS BEEN AUTHORIZED, CALL THE DEALER TO MAKE THE ARRANGEMENTS.

CUSTOMER STATED:
1. THANKS.

*** CASE CLOSE 09/03/2003 11:04 AM US Mountain Standard Time WNoonan
RENTAL AUTHORIZED

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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] | K1086368 | 40,000 |
| Cresthill IL [REDACTED] | | Dealer: | | |

Case History

Inquiry Warranty Info

*** PHONE LOG 03/22/2006 10:51 AM US Mountain Standard Time LSims

CALLER [REDACTED] STATES:

1. WE WERE CHANGING OUT THE POWER STEERING BELT AND WE NOTICED THAT THE RADIATOR *FAN* OF ABOUT TO GO OUT
2. IS THAT COVERED UNDER WARRANTY

WTR STATES:

1. NO RECALLS
2. ADVISED THAT VEH IS STILL UNDER 5/60 LBW
3. ADVISED THAT WARRANTY WILL REPAIR ANY MANUFACTURER DEFECTS
4. ADVISED TO TAKE VEH TO KIA DEALER TO HAVE DIAGNOSED

*** CASE CLOSE 03/22/2006 10:51 AM US Mountain Standard Time LSims

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] | K1112814 | 56,000 |
| COLO SPRINGS CO [REDACTED] | | | Dealer: | |

Case History

Inquiry Warranty Info

*** PHONE LOG 06/05/2006 05:13 AM US Mountain Standard Time YLabarca

CUST STATES

1 I HAVE THE VEH NOW

2 WANT TO KNOW WHAT IS COVERED

3 THE *FAN* BROKE APART WHEN I WAS DRIVING

WRITER STATES

1 APOLOGIZED

2 NO RECALLS

3 ADV THAT THE WARRANTY COVERS FOR DEFECTS 5/60

4 REFERRED TO KIA DLR FOR DIAG

5 ADV THAT TOWING AVAILABLE

CUST THANKED WRITER

*** CASE CLOSE 06/05/2006 05:13 AM US Mountain Standard Time YLabarca

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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] | KNDJA723725 [REDACTED] | K1227375 | 93,000 |
| Wrightwood CA [REDACTED] | | | Dealer: CA109 Shaver Kia | |

Case History

Complaint Other

*** NOTES 09/15/2006 01:40 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED] 9098561946

I have a complaint!

My brakes went out on my sportage. I had it towed to the dealer to be fixed 8 days ago. They are still waiting on parts from KIA. I've had to rent a car for the past 8 days so I can get back and forth to work. How long does it take to get parts to your dealers? It's not like you had to replace the motor that took three weeks the last time (two months ago) I can't afford to own a KIA anymore. I've had this car for three years and I have put more out on rentals than I have in payments. I will never buy a KIA and I will never recommend one either. I'm so mad I'm going to talk to an attorney and see if I can claim the "lemon law"

Thanks for making my life hell!

You could at the very least reimburse me for the extra six days I had to pay for a rental at \$39.99 a day. You never did get the parts to the Dealer, they bought the parts someplace else (at least thats what they told me).

[REDACTED]

*** PHONE LOG 09/19/2006 11:18 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with cust who stated

1. had taken car to Shaver Kia
2. she got it back on Fri
3. they needed to replace the wheel seals
4. she has had a lot of problems with the car --ever since the radiator *fan* blew apart

wtr

I wanted to acknowledge receipt of her e-mail and apologize for the delay in repair

*** CASE CLOSE 09/19/2006 11:19 AM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|--------------------------|------------|--------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K220667 | 27,000 |
| Wrightwood CA [REDACTED] | | | Dealer: CA064 Power Kia Ontario | |

Case History

Complaint Repair Assistance

*** PHONE LOG 09/22/2003 01:55 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. WE JUST GOT THE CAR BACK FROM THE DEALERSHIP
2. IT WAS DOWN FOR ALMOST 17 DAYS BECAUSE OF A PART BEING ON BACK ORDER.
3. THE IS OVER HEATING NOW AND THE CAR IS GOING TO GO BACK TO THE DEALERSHIP
4. I NEED A CAR TO DRIVE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. WE NEED TO GET THE CAR TO THE DEALERSHIP FOR A DIGNOSES.
3. ONCE THE CAR IS THERE AND THERE IS A DIAGNOSES THEN WE MAY CONSIDER A RENTAL.
4. IT IS NOT A PROVISION OF THE WARRANTY BUT IT CAN BE CONSIDERED IF THE DOWN TIME IS EXTENSIVE.

*** CASE CLOSE 09/23/2003 06:55 AM US Mountain Standard Time SLarez

*** PHONE LOG 09/24/2003 08:55 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE TO DOUG
DOUG STATES.

1. THE CAR IS BACK IN HERE AND WE FOUND THE THERMOSTAT WAS STUCK
2. WE ARE GOING TO FIX THAT.
3. THE CAR ALSO IS GETTING BAD GAS MILEAGE.
4. WE ARE DOING A FUEL COMSUMPTION TEST AND WE ARE LOOKING AT IT.

*** PHONE LOG 09/24/2003 08:56 AM US Mountain Standard Time SLarez Action Type:Incoming call
COMMENTS CONTINUED.

4. THE CUSTOMER DID GET A RENTAL THROUGH ADVANTAGE.
5. WE ARE NOT COVERING A RENTAL.
6. WE HAVE A LOT OF CARS OUT BECAUSE OF THIS **FAN** BLADE ISSUE.

*** PHONE LOG 09/24/2003 08:58 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED TERRY OLIVER DPSM
TERRY STATES.

1. I WILL NOT ISSUE A RENTAL FOR A FUEL CONSUMPTION TEST.
2. THEY FOUND THE OVER HEATING PROBLEM TO BE THE THERMOSTATE ACCORDING TO WHAT YOU ARE TELLING ME.
3. WE WILL NOT BE ABLE TO AUTHORIZE A RENTAL FOR A FUEL CONSUMPTION TEST EVEN IF THE CAR WAS DOWN BEFORE.

*** CASE CLOSE 09/24/2003 09:00 AM US Mountain Standard Time SLarez
DPSM WILL NOT AUTHORIZE A RENTAL.

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|---------------|------------|--------------------------|---------------------------------|---------|
| Wrightwood CA | | KNDJA723725 | K232837 | 27,438 |
| | | | Dealer: CA064 Power Kia Ontario | |

Case History

Complaint Repair Assistance

*** NOTES 10/17/2003 10:17 PM clarify Action Type: Manager review

*** Performed by contact: Paul K. Bowers, 7602494232

I am so mad. The *fan* blew up on my new KIA sportage. I had my car towed into the dealer to be fixed because it is still under warranty. The dealership was very nice about it and said that it would take a couple of days to get the parts so they made arrangements for me to get a rental car. After waiting seven days to hear from them, I decided to call the dealer to see what was happening with my car. They said they were still waiting for parts and they would call me as soon as it was ready. In the mean time, I driving a dodge intrepid that is costing me a mint in gas not to mention the two quarts of oil I had to put in it. Finally after waiting 17 days I got my car back. It ran terrible, and I told the dealer it wasn't right and that I could smell the car getting hot even though the gage said it was fine. I had our mechanic at work check to make sure there was antifreeze and oil in the car. It was full except for the overflow for the water was empty. I didn't have the car a full week before it started to overheat again. I paid for my car to be towed the first time, but this time I called KIA and they made arrangements for my car to be towed back to the dealer. Again arrangements were made for me to have a rental car. This time the car was terrible. It was a real lemon. The breaks were going out and the turn singles and break lights didn't work, but I didn't find this out until I was on my way home, which is 42 miles from the dealer. I waited for a week and called the dealer to see if my car was done. Doug (in service) said it should be done the next day, they had found a "sticky" thermostat. I told him that the thermostat would explain why it would overheat but it wouldn't explain why all of the fluid in the radiator leaked out. Finally after waiting from September 23rd to October 17 for someone to call and tell me about my car, I decided enough was enough so I called them. The service department couldn't find any repair slips on my car and didn't know where it was, but they would look for it and call me when they found it. When I got home about an hour and a half later, my husband said that the dealer just left two messages on the phone. First message was they found my car and to call them when I got home. The second was the service department calling me to let me know that my car had been ready for two weeks. I picked up the car the following day. I had driven it seven miles when it started overheating again. The dealer had indicated to me that I must have been kidding. This was no joke to me!!! This time I had to pay for the toweing of my car again. (Because if I would have waited for the dealership to tow it I would have to wait on the freeway for about 2 hours, and they would be closed when I got there. As it was, they were closed when I got there at 6:30, they couldn't even wait 30 more minutes to make sure I was safe. I am a woman alone at night on the freeway waiting for a tow truck and a ride back to the dealer where I had just picked up my repaired sportage. I told the service man (John) when I picked up my car that the thermostat sensor and temp sensor they replaced would not account for the total loss of coolant. He said yes it would because the gaskets were not sealed. Give me a break. I was born at night but not last night. They insisted that everything was fixed and that they test-drove it to make sure. I read the service order that was given to me when I picked up my car today. The repair order was written on September 22 and the date ready for pick up was September 29th. Why didn't anyone tell me my car was ready? Why did I have to wait until October 17 when I called them? And it still isn't fixed. I think they need to replace the radiator, or maybe the block has a crack in it, or the heads are blown. This is the third time it has overheated. I wouldn't let it go past the 3/4 of the way to the red on the gage. I know what overheating can do to a motor. I want to be reimbursed for the toweing I had to have done and I also want to be reimbursed for the \$250.00 deductible I had to pay to the rental place because I had a minor accident in one of the rental cars. The total amount for toweing my car twice was \$143.00. Plus the extra I had to pay in fuel for six weeks, around \$300.00. The fuel mileage on the KIA is one of the reasons I purchased the sportage. I love my little car and I ran so well. Please make the dealer put it back together right. It's a great car.

Thanks for listening

Marla Bowers

*** PHONE LOG 10/22/2003 07:27 AM BGauldin Action Type:Outgoing call

writer cld hm #:

1.husband gave wk #.

writer cld Wk # for customer:

1.left VM giving hours available, case # , case mgr name and tel w/ ext.

*** PHONE LOG 10/22/2003 11:21 AM BGauldin Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|--------------------------|------------|--------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K232837 | 27,438 |
| Wrightwood CA [REDACTED] | | | Dealer: CA064 Power Kia Ontario | |

writer cld customer wk#

- 1.left message with co worker Tanya.
- 2.requested cl

*** PHONE LOG 10/23/2003 06:43 AM BGauldin Action Type:Incoming call
customer stated:

- 1.p/u veh yesterday and stills runs ruff and hardley would start.
- 2.there is some kind of coolant leak, very smellable.
- 3.veh was at dlr for 21 days at one time, had to cl and find out what was happening to the veh.
- 4.told a sticky thermostat was cause to lose all the coolant.
- 5.want to take this veh to another dlr, even the keyless entry doesn't work now.
- 6.going to take the veh to Hi Desert and will cl if further assist needed.

writer stated:

- 1.very sorry customer has had these issues.
- 2.Kia wants to see the issues addr.
- 3.customer may take the veh to any authorized Kia dlr.
- 4.advised customer to make appt and notify writer when the veh is going into the dlr.
- 5.want to see the veh repaired.

*** CASE CLOSE 10/23/2003 06:45 AM BGauldin

ISKY SURVEY customer upset over veh at dlr and still having the same issues , smell of coolant , veh running ruff, difficult to start and keyless entry. writer referred to dlr and cld til further contact.

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> |
|------------------|-------------------|---------------------------------|--------------------|----------------|
| | | KNDJB723X25 | K1218001 | 40,000 |

Waco TX 76711

Dealer: TX036 Miller Kia

Case History

Complaint Rental Car

*** PHONE LOG 08/22/2006 06:53 AM US Mountain Standard Time HReynolds
KHRISTIE BOWERE STATES:

1. **FAN** BLADES BROKE AND PUNCTURED THE RADIATOR
2. WAS TOWED INTO KIA DEALER YESTERDAY
3. CAR HAS NOT BEEN LOOKED AT
4. CALLING ABOUT THE A LOANER CAR

WRITER STATES:

1. UPDATED/NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, SOME KIA DEALERS HAVE LOANER CAR PROGRAM, SOME DON'T
4. SINCE KIA DEALERS ARE INDEPENDENTLY OWNED AND OPERATED BUSINESSES, KMA CAN'T FORCE THEM TO HAVE LOANER CAR
5. WILL FOLLOW UP WITH SM AT KIA DEALER FOR STATUS

*** PHONE LOG 08/23/2006 08:00 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. PHONED MILLER KIA, SPOKE TO KEN - ASSISTANCE SM
2. WOULD LIKE TO KNOW STATUS

KEN STATES:

1. THE **FAN** BLADE BROKE AND DAMAGED THE RADIATOR
2. OVERNITED THE RADIATOR
3. TECH IS WORKING ON VEHICLE CURRENTLY
4. WILL TEST DRIVE IT AND RELEASE TO CUSTOMER THIS AFTERNOON

*** CASE CLOSE 08/23/2006 08:00 AM US Mountain Standard Time HReynolds

Kia Motors America
Consumer Affairs Department

Page 1 of 1

| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-----------------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723825 | K1084046 | 74,006 |
| Philadelphia PA 19154 | | | Dealer: PA006 Northeast Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 03/16/2006 10:14 AM US Mountain Standard Time DLyons
cust states:

1. the *fan* cowling came apart
2. the belts were contaminated
3. the dlrshp has advised that the vehicle is outside of the warranty.
4. cust also spoke to the sales manager who states that there was nothing that they could do

Writer advised:

1. apologized
2. would like to obtain further information from the service manager in regards to this repair.

Writer placed customer on hold, called dlrshp Northeast Kia Jim-Service Manager:

1. calling in regard to the needed repairs for customer's vehicle
2. cust has indicated that this is not a covered repair
3. would like to get further details regarding diagnosis

Jim Service Manager states:

1. the *fan* came apart and went through the radiator
2. the customer approved the work to be completed
3. the work has been completed & now customer feels that kia should assist with the repair
4. we contacted Rob Kealey-DPSM who has denied warranty coverage
5. cust is outside of the l/b warranty

Writer Thanked Jim for the information.

Writer advised customer:

1. of the dlrshp findings
2. apologized for the inconvenience that this is causing
3. the area representative has been involved in making the final warranty decision & it has been denied.

Cust states:

1. would like to write a letter to KMA, what is the address
2. feel that kia should take responsibility for this repair.

*** PHONE LOG 03/16/2006 10:16 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called Rob Kealy-DPSM:

1. calling to verify that the dlrshp contacted DPSM
2. cust is calling this office for assistance with repair.

Rob Kealy-DPSM states:

1. yes, I was contacted
2. this customer has no repair history with the kia dlrshp
3. possibly if we had serviced the vehicle we might have found this concern
4. unfortunately the customer is outside of the warranty, there is no rental assistance that can be provided.

Writer Thanked Rob of the information.

*** CASE CLOSE 03/16/2006 10:17 AM US Mountain Standard Time DLyons

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-----------------------|------------|--------------------------|------------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723525 [REDACTED] | K193423 | 17,000 |
| EL PASO TX [REDACTED] | | | Dealer: TX076 Pete's Car Smart Kia | |

Case History

Complaint Reimbursement

*** PHONE LOG 07/23/2003 10:13 AM US Mountain Standard Time ERuiz

CALLER STATED

1. MY WIFE AND I WERE STRANDED THE OTHER DAY.
2. WE WERE TOLD THAT WED CAN SUBMIT THE RECEIPTS FOR REIMBURSEMENT.
3. I'D LIKE TO KNOW HOW DO WE GO TO GET REIMBURSE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.,
2. WRT GAVE TO CALLER THE KIA CLAIMS DEPT ADDRESS.
3. WRT ADVISED CALLER TO SUBMIT THE RECEIPTS FOR EVALUATION OF REIMBURSEMENT.
4. CALLER THANKED WRT FOR THE INFO

*** CASE CLOSE 07/23/2003 10:13 AM US Mountain Standard Time ERuiz

*** PHONE LOG 09/05/2003 12:43 PM Pacific Daylight Time SMarino Action Type:Incoming call

Received a call from the customer - [REDACTED]

Customer states

1. I was advised you declined reimbursement for trip interruption
2. I would like you to reconsider
3. I am in the military and was on leave, I had just returned from Iraq
4. I was on my way home when my vehicle broke down out in the middle of no where - I had the vehicle towed to the nearest dealer - El Paso, TX
5. Dealer stated parts were on back order and it would be 2 or 3 weeks, so I rented a trailer and hauled the my car home

Writer advised the customer to send receipt and writer will review

Writer gave the customer Kia's Irvine address

*** NOTES 09/05/2003 12:43 PM Pacific Daylight Time SMarino Action Type:Manager review

Closed case pending further contact from the customer

*** CASE CLOSE 09/05/2003 12:44 PM Pacific Daylight Time SMarino

*** NOTES 09/17/2003 01:05 PM Pacific Daylight Time SMarino Action Type:Manager review

Received letter and receipt from customer

*** PHONE LOG 09/17/2003 01:15 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to Kathy Edgett @ CCG

1. Reviewed case with Kathy - Kathy advised CCG did deny the customer request for reimbursement
2. Writer requested copy of denial letter that was sent to the customer

*** PHONE LOG 09/17/2003 01:49 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to customer - [REDACTED]

1. Customer is upset that his request for T/I reimbursement was declined - (cooling *fan* blade broke)

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] | KNDJA723525 [REDACTED] | K193423 | 17,000 |
| EL PASO TX [REDACTED] | | | Dealer: TX076 Pete's Car Smart Kia | |

Writer apologized to the customer for his inconvenience

Writer advised the customer Kia will reimburse his expenses due to the failure of the cooling *fan*

Writer also offered the customer \$100.00 goodwill due to his inconvenience

Customer thanked called

*** NOTES 09/25/2003 11:54 AM Pacific Daylight Time SMarino Action Type:Manager review
Processed GW check request

Closed case pending check

*** CASE CLOSE 09/25/2003 11:55 AM Pacific Daylight Time SMarino

*** NOTES 10/13/2003 10:17 AM Pacific Daylight Time SMarino Action Type:Manager review
Received check - ck # 00196531 \$400.00

Mailed check

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> |
|------------------|-------------------|---------------------------------|--------------------|----------------|
| | | KNDJA723825 | K1240760 | 64,661 |
| CRESTON CA 93432 | | | Dealer: | |

Case History

Complaint Quality

*** PHONE LOG 10/24/2006 09:31 AM US Mountain Standard Time ERuiz

CALLER STATED

1. WE HAD PROBLEMS AFTER PROBLEMS W/ THIS VEHICLE.
2. I DON'T KNOW IF THE 04 WAS A BAD YEAR FOR THE KIA VEHICLE.
3. OR DID WE GOT A LEMON.
4. WE TOOK IT TO THE DEALER FOR SVC AFTER WE HAD THE TRAVEL OVER 1000 MILES.
5. THE DEALER FOUND THE COOLANT **FAN** WAS ABOUT TO DISINTEGRATE.
6. WE HAD IT REPLACED.
7. NOW IT STARTING HAVING TICKING NOISES.
8. THE VEHICLE HAS BEEN AT THE DEALER A TOTAL OF 3 WEEKS.
9. WHAT WOULD YOU RECOMMEND I DO?

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT SUGGESTED TO GET AN ESC SINCE THE VEHICLE IS OUT OF WARRANTY.
3. THE VEHICLE HAD A WARRANTY REPAIR DONE AT 8K MILES AND THE NEXT ONE AT 59 K MILES.
4. CUSTOMER MUST SPEAK TO THE DEALER FOR MORE INFO

*** CASE CLOSE 10/24/2006 09:31 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723625 [REDACTED] | K1218548 | 46,000 |

Chicago IL 60649

Dealer: IN001 Thomas Kia of Highland

Case History

Complaint Repair Assistance

*** PHONE LOG 08/23/2006 06:08 AM US Mountain Standard Time CHamilton

Caller states:

1. Any recalls on the car
2. Receive letters all the time from the dlr saying that they want to 2002 cars
3. I am under warr, will Kia look into fixing my car
4. Little plastic thing broke and messed up my radiator

Eric

Veh was at a local mechanic, took the engine apart

The fadiator *fan* broke, blades damaged the radiator

Cust had the local repair facility replaced the *fan* and radiator

Aftert hey replaced those two things, car would not run

Started taking apart the engien, could not figure it out, sent it to us

Said the *fan* broek, damaged the radiatory, was it covered

Has a new *fan* and radiatory

We put it back together, said needed a tune up and an oil change, declkined

Paid for us to put the car back together

Asked woudl we reimburse for *fan* and radiatory

*** NOTES 08/23/2006 07:13 AM US Mountain Standard Time CHamilton Action Type:Manager review

Corrected notes from previous call:

*** PHONE LOG 08/23/2006 06:08 AM US Mountain Standard Time CHamilton

Caller states:

1. Any recalls on the car
2. Receive letters all the time from the dlr saying that they want to 2002 cars
3. I am under warr, will Kia look into fixing my car
4. Little plastic thing broke and messed up my radiator
5. Took the car to Thomas Kia of Highland IN001, they said its not covered
6. So they fixed something, we got it back
7. Started having trouble again, took back to my mechanic, he said the head gasket is leaking
8. Is this covered under warr

Wtr states:

1. Updated, no recalls

Placed on hold, called Thomas Kia of Highland IN001, SA Eric states:

1. Cust called, said the *fan* broke, damaged the radiator, asked was it covered under warr
2. I said sure, get it in here
3. Got towed in,

Veh was at a local mechanic, took the engine apart

2. The radiator *fan* broke, blades damaged the radiator

3. Cust had it towed from the local repair facility it was partially disassembled, in pieces

they had already replaced the *fan* and radiator

4. After they replaced those two things, car would not run, so they were told to get it to Kia

They had already started taking apart the engine, could not figure it out, sent it to us

5. We put it back together, said needed a tune up and an oil change, decline

6. Cust paid for us to put the car back together, got it running

7. After he paid for that, he asked -- would we reimburse for *fan* and radiator he paid for at the garage that took the car apart--we advised no

8. We told the cust it needed a tune up and oil change, he declined that

Returned to caller and stated:

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> |
|------------------|-------------------|---------------------------------|--------------------|----------------|
| ██████████ | ██████████ | KNDJA72362 ██████████ | K1218548 | 46,000 |

Chicago IL ██████████ Dealer: IN001 Thomas Kia of Highland

2. Advised warr provides for tow to the closest Kia dlr at no cost
3. Warr repairs can only be done at the Kia dlr
4. When you have someone else take the parts apart, work on the engine, you have voided that portion of the warr
5. Apologized

*** CASE CLOSE 08/24/2006 01:26 PM US Mountain Standard Time CHamilton

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number | Mileage |
|------------------|------------|-----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA623025 [REDACTED] | K436544 | 65,000 |
| Newport MN 55055 | | | Dealer: MN005 Luther Kia | |

Case History

Inquiry Warranty Info

*** PHONE LOG 03/15/2005 09:19 AM JHirshfield
caller

1. is the cooling *fan* clutch covered under warranty?

wtr

1. was covered under the 5/60 BLW
warranty has expired

*** CASE CLOSE 03/15/2005 09:20 AM JHirshfield

*** PHONE LOG 05/02/2005 10:21 AM JProkopp Action Type:Incoming call
Customer states:

1. My CEL came on when I had 59k miles on it.
2. I took the vehicle to Luther Kia.
3. They diagnosed it as being the thermostat.
4. The thermostat was replaced, but the CEL came back on shortly after the repair.
5. I didn't have a chance to take the vehicle in until a few thousand miles after the initial repair.
6. At that time they found that it was the *fan* clutch that had been bad and not the thermostat.
7. The tech told me that they would show the exact same code.
8. The warranty had expired for that and I couldn't afford the \$1500 to replace it.
9. I drove the vehicle and the engine seized up.
10. Now I need a new engine.
11. They are telling me that it is not covered.
12. I want to know if there is anything that Kia can do to help me.
13. They told me to call you.

Writer states:

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

Writer placed customer on hold and called Luther Kia. Writer left message with the service manager requesting call back.
Writer got back on the line with the customer.

Writer states:

1. I wasn't able to get in touch with your service manager so I left him a message.
2. The warranty for the *fan* clutch expired at 60k miles.
3. If that was the cause of your problem, that would not be covered under warranty.
4. I will do some research on this and see if there is any kind of assistance that Kia can offer.
5. I will call you back once I have further information.

*** PHONE LOG 05/02/2005 12:29 PM JProkopp Action Type:Outgoing call
Writer contacted Luther Kia and left message with the service manager requesting call back.

*** PHONE LOG 05/02/2005 01:12 PM JProkopp Action Type:Outgoing call
Writer contacted Luther Kia and spoke with Tim, the service manager

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number | Mileage |
|------------|------------|-----------------------------|--------------------------|---------|
| | | KNDJA623025 | K436544 | 65,000 |
| Newport MN | | | Dealer: MN005 Luther Kia | |

1. The customer had the thermostat replaced at 59k miles.
2. He brought the vehicle in with 60500 miles and the cooling *fan* was starting to come apart.
3. He could not afford the repair.
4. He drove the vehicle.
5. The cooling *fan* broke and damaged the radiator.
6. The radiator leaked and caused the engine to overheat.
7. He authorized the repairs and we've done them.
8. He can't afford it.
9. He has been taking the car here for maintenance.

*** PHONE LOG 05/02/2005 01:15 PM JProkopp Action Type:Outgoing call
Writer contacted TDorenkamp and LVM.

*** NOTES 05/04/2005 07:18 AM JProkopp Action Type:Manager review
Writer forwarding to region for review.
Customer is seeking repair assistance for engine.
Customer believes issue is related to thermostat replacement prior to basic warranty expiration.
Writer has not heard back from dpsm.

*** NOTES 05/04/2005 11:59 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED DPSM TED (DPSM ON VACATION UNTIL 5/5/05) STATING:
1. NEED DPSM TO CONTACT DLR TO GET INFO
2. DPSM NEEDS TO MAKE GW DECISION AND CONTACT CUST W/DECISION
3. DPSM TO CONTACT WRITER ON 5/6 AND WRITER WILL UPDATE CASE FOR DPSM.

WRITER TO FU W/DPSM ON 5/6/05 FOR UPDATE.

*** PHONE LOG 05/04/2005 11:37 AM US Mountain Standard Time HReynolds Action Type:Incoming call

STATES:
1. I HAVE BEEN SPEAKING WITH JOSH AT YOUR OFFICE
2. CAN I SPEAK TO HIM

WRITER STATES:
1. WARM TRANSFER TO FCM, JOSH

*** PHONE LOG 05/04/2005 11:38 AM JProkopp Action Type:Incoming call

Customer states:
1. What is Kia going to do?
2. Are you going to help me with this?

Writer states:
1. I spoke with your dealer.
2. I was unable to get in touch with the area rep.
3. I forwarded your case to the regional office.

Kia Motors America
Consumer Affairs Department

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| <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] | KNDJA623025 [REDACTED] | K436544 | 65,000 |
| Newport MN [REDACTED] | | Dealer: MN005 Luther Kia | | |

5. Someone from that office should contact you.

*** PHONE LOG 05/06/2005 07:35 AM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER LM FOR DPSM TED REQUESTING CB W/UPDATE ON STATUS OF CASE.

WRITER TO FU W/DPSM ON 5/9/05 FOR UPDATE.

*** PHONE LOG 05/09/2005 01:53 PM Central Daylight Time JShowalter Action Type:Incoming call
PER DPSM DORENKAMP:

1. REVIEWED FILE AGAIN LAST WEEK W/SVM
2. DPSM NOT WILLING TO GW ANY OF THE REPAIRS
3. THIS IS DPSM'S FINAL DECISION.

*** PHONE LOG 05/09/2005 02:10 PM Central Daylight Time JShowalter Action Type:Outgoing call
WRITER LM FOR CUST AT ONLY # AVAIL STATING:

1. DPSM AGAIN REVIEWED THE CASE W/SVM AT DLR
2. DPSM'S DECISION TO NOT PROVIDE GW TO CUST IS FIRM
3. VEH AND SITUATION FALL OUTSIDE OF KMA WARRANTY
4. SHOULD CUST HAVE ANY QUESTIONS, PROVIDED WRITER'S TOLL FREE # FOR CUST TO CB.

*** CASE CLOSE 05/09/2005 02:10 PM Central Daylight Time JShowalter
FILE CLOSED AS NO FURTHER ACTION REQUIRED

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-----------------|------------|--------------------------|-------------|---------|
| | | KNDJB723125 | K489843 | 50,761 |
| Suisun CA 94585 | | | Dealer: | |

Case History

Inquiry ASL Authorization

*** PHONE LOG 06/20/2005 01:38 PM Pacific Daylight Time SMarino
Spoke to Will @ SDA001

1. Customer states: Check engine - cooling *fan* broke - Tow in
2. Shop states: Shop states the cooling *fan* broke and caused damage to the *fan* shroud and the radiator

RO # 183715 06/20/05
Labor to diagnose and R&R
1.5 x \$70.00 = \$105.00
Coolant \$13.82
Tax \$6.94
Total \$125.76

Ordered Parts

Closed case pending completed RO from ASL

*** CASE CLOSE 06/20/2005 01:38 PM Pacific Daylight Time SMarino

*** NOTES 07/08/2005 07:27 AM Pacific Daylight Time SMarino Action Type:Manager review
Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

*** CASE CLOSE 07/08/2005 07:28 AM Pacific Daylight Time SMarino

*** NOTES 07/19/2005 02:35 PM Pacific Daylight Time SMarino Action Type:Manager review
Received check - ck # 00225507

Mailed check

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 | K472680 | 26,028 |
| Vacaville CA 95687 | | | Dealer: CA094 Fairfield Kia | |

Case History

Complaint Rental Car

*** PHONE LOG 05/27/2005 12:36 PM US Mountain Standard Time DLyons

cust states:

1. just purchased this vehicle on 05/11/05 from Fairfield Kia
2. vehicle is in the shop with a blown engine
3. cust was provided a rental, but was called today by the dlrshp & was advised that rental will not be covered
4. rentals are not covered under the warranty, per Geirge
5. customer has been working with George the Service Manager.

Writer advised:

1. so sorry to hear of this concern
2. would be happy to contact the dlrshp to get further information

Writer placed customer on hold & called dlrshp Fairfield Kia to speak to Service Manager, was placed on hold for long period of time.

Writer spoke to Service Advisor - George

1. would like further information on the diagnosis
2. cust was advised there is not going to be rental assistance

George-Service Advisor states:

1. the vehicle came in for overheating, the *fan* clutch blew apart
2. there is not any compression in the engine
3. waiting for final decision from the DPSM on the coverage.

Writer advised customer:

1. will need to follow up with the Service Manager to get further information on the decision for the repairs & rental.
2. will contact the customer once further information is obtained.

Writer called DPSM-Bill Fordyce:

1. advise of customers repairs
2. would DPSM be willing to assist with the rental

Bill Fordyce DPSM states:

1. will cover the rental until the repair is completed
2. will need maintenance records for the customer
3. once the records are reviewed there will be a decision as to this repair being covered under warranty or not

Writer called customer:

1. advised that the rental will be covered until the repair is completed.
2. DPSM is requesting maintenance records, after review the decision will be made for customer on warranty repair or not.

Cust states:

1. just purchased the vehicle on 05/11/05, does not have any maintenance records.
2. would like to make this known so that the decision can be made.
3. would like to see the dlrshp get the engine ordered so that cust is not in rental any longer than necessary.

Writer called Fred-SM to advise of the decision made by the DPSM:

1. advised that the rental will be covered until the repair is completed.

Fred SM states:

1. would like to contact the area rep to discuss further & will return a call to writer with any further information.

**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] | kndjb723725 [REDACTED] | K472680 | 26,028 |
| Vacaville CA [REDACTED] | | | Dealer: CA094 Fairfield Kia | |

*** PHONE LOG 06/02/2005 07:35 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called dlrshp Fairfield Kia spoke to George, Fred is out of the office today.

1. would like to know where the dlrshp is with the repair
2. is this going to be covered under warranty for the customer

George-Service Advisor states:

1. yes, this is a warranty repair for the customer
2. just waiting for the heads to return from the shop.

Writer thanked George for the information.

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] | K1196357 | 73,000 |
| kingsport TN [REDACTED] | | | Dealer: TN010 Greystoke Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 06/27/2006 01:29 PM US Mountain Standard Time JHirshfield

caller: purchased used at 66,000

1. cust heard a loud bang last week
2. found that one of the blades had come off
3. went into radiator
4. this is obviously a defective part
5. he has heard about this happening before

wtr

1. Kia's responsibility for the part was up to 60K
2. i will have to present his request to the the Kia DPSM

*** PHONE LOG 06/28/2006 09:52 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr LVM for DPSM T Morgan stating

1. cust was requesting assistance with his *fan* repair
2. says he knows that there was a problem with these *fans*
3. "Kia should do he right thing and repair this for them" he had said
4. requesting callback

*** PHONE LOG 06/28/2006 12:37 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
per DPSM

1. 2nd owner, no record of services at dealership
2. not willing to participate in repair assistance

*** PHONE LOG 06/28/2006 01:39 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr contacted customer home

- 1.told he is in the hospital
2. family member took number
3. will have him call us when he gets out

*** CASE CLOSE 06/28/2006 01:39 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

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| | | | | |
|------------------|-------------------|---------------------------------|--------------------|----------------|
| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
| ██████████ | ██████████ | KNDJB723725 ██████████ | K343673 | 30,120 |

Yuma AZ ██████████ Dealer: _____

Case History

Inquiry Warranty Info

*** PHONE LOG 07/27/2004 12:20 PM US Mountain Standard Time mespinoza

Customer Stated:

1. I was driving home from work yesterday.
2. When I got home the coolant was everywhere.
3. I noticed that the cooling *fan* broke.
4. Is this covered under warranty?

Writer Stated:

1. Yes, as long as they determine that it broke due to a defect it would be covered under warranty.
2. Transferred caller to rd.side.

*** CASE CLOSE 07/27/2004 12:20 PM US Mountain Standard Time mespinoza

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|---------------------------|------------|--------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723825 [REDACTED] | K1023161 | 42,000 |
| PUNTA GORDA FL [REDACTED] | | | Dealer: FL074 Suncoast Kia | |

Case History

Complaint Reimbursement

*** PHONE LOG 10/06/2005 07:14 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I WOULD LIKE TO KNOW HOW TO GET REIMBURSE FOR A SVC THAT WAS DONE ON MY CAR.
2. WE WERE TRAVELING IN DAYTONA, AND THE COOLING *FAN* BROKE AND CAUSED DAMAGE TO THE RADIATOR.
3. THE KIA DEALER COULD NOT SEE THE CAR RIGHT AWAY.
4. SO I HAD TO TAKE IT SOMEWHERE ELSE.
5. WE ENDED UP PAYING FOR THE SVC

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. ALL WARRANTY REPAIR MUST BE DONE AT A KIA DEALER.
3. THERE IS NO REIMBURSEMENT FOR ANY REPAIR DONE AT A NON KIA DEALER.
4. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 10/06/2005 07:14 AM US Mountain Standard Time ERuiz

*** PHONE LOG 03/21/2006 12:47 PM US Mountain Standard Time LSims Action Type:Incoming call

[REDACTED] STATES:

1. I NEED TO SPEAK TO JUNE SIFFORD
2. I WAS GIVEN THIS # BY BOB HINES SM AT FL074

WTR STATES:

PLACED CALLER ON HOLD AND CALLED JUNE SIFFORD WHO STATED:

1. I AM NOT FAMILIAR WITH THIS CASE
2. I WILL HAVE TO RESEARCH AND CALL HER BACK

WTR STATES: PLEASE CB AT 863 990 0062

WTR RETURNED TO CALLER AND STATED:

1. JUNE SIFFORD WILL CB

*** CASE CLOSE 03/21/2006 12:47 PM US Mountain Standard Time LSims

*** PHONE LOG 03/27/2006 09:57 AM US Mountain Standard Time JWeiner Action Type:Incoming call

CUSTOMER STATES:

1. RESTATED ABOVE CONCERNS
2. I DONT KNOW, IT WAS THE WEEKEND
3. I NEED TO SPEAK TO JUNE SIFFORD
4. ILL HOLD

WRITER STATES:

1. ALL WARRANTY WORK MUST BE DONE AT A KIA DEALER
2. WHY WASNT THE VEHICLE TOWED TO THE NEAREST KIA DEALER
3. APOLOGY FOR SITUATION
4. ASKED CUSTOMER TO HOLD

Kia Motors America
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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|---------------------------|------------|--------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723825 [REDACTED] | K1023161 | 42,000 |
| PUNTA GORDA FL [REDACTED] | | | Dealer: FL074 Suncoast Kia | |

WRITER STATES:

1. SPOKE TO RCAA JUNE SIFFORD
2. CUSTOMER WANTS TO SPEAK TO RCAA
3. THANKS

RCAA JUNE SIFFORD STATES:

1. I CANT FIND HER FILE RIGHT NOW
2. ILL FIND IT AND CALL HER BACK

WRITER STATES:

1. THANKED CUSTOMER FOR HOLDING
2. ADVISED CUSTOMER OF WHAT RCAA JUNE SIFFORD STATED
3. WRITER UNDERSTANDS

CUSTOMER STATES:

1. THATS WHAT SHE SAID LAST WEEKEND
2. I NEVER HEARD FROM HER AGAIN
3. THANKS

*** CASE CLOSE 03/27/2006 09:57 AM US Mountain Standard Time JWeiner

*** PHONE LOG 03/29/2006 01:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact
Line busy

*** NOTES 03/29/2006 01:19 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd repair bill from Tires Plus but can not read it.

*** PHONE LOG 03/29/2006 01:20 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
no answer at either number

*** PHONE LOG 04/04/2006 05:05 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact
LM on VM

*** PHONE LOG 04/12/2006 10:10 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Bob Hines, Svc. Mgr at FL074 for additional information
Bob states

1. This is the customer who could not find a Kia Dealer open on Sat and had to have repairs to get home for funeral
2. SRCAA reviewed cost of actual parts with parts dept.

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|----------------|------------|--------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723825 [REDACTED] | K1023161 | 42,000 |
| PUNTA GORDA FL | [REDACTED] | | Dealer: FL074 Suncoast Kia | |

SRCAA contacted Tires Plus & they advised

1. vehicle came in on 5/28/05 & out on 5/28/05
2. Kia Radiator & *fan* parts used.

*** PHONE LOG 04/12/2006 10:21 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact DPSM--no answer

*** PHONE LOG 04/12/2006 10:23 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted [REDACTED] & advised

1. have documents
2. in process of review
3. Waiting on Dist. Mgr. call back (DPSM)

*** PHONE LOG 04/12/2006 04:05 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM & Jerrid at FL074
Cusotmer has not doen any maintenance at the Dealer and declined belt repairs on last visit
Customer waited 5 months prior to requesting assistance
Was advised KMA does not reimburse for repairs at non authorized Kia Dealer

*** PHONE LOG 04/12/2006 04:06 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact 2x's -- number in Clarify is incorrect 239-633-8030

*** PHONE LOG 04/12/2006 04:12 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA LM advising that we can not provide assistance for repairs preformed at a non-Kia Dealer

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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 | K347515 | 76,301 |
| Garner NC 27529 | | | Dealer: NC031 Chris Leith Kia | |

Case History

Inquiry Recall Info

*** PHONE LOG 08/04/2004 10:35 AM US Mountain Standard Time YLabarca
CUSTOMER STATES

1 I WANT TO CHECK TO SEE IF ANY RECALLS

2 THE *FAN* BLADE BUSTED

3 I TALKED WITH THE KIA DEALERSHIP ABOUT THIS AND THEY TOLD ME THAT IT WAS A DEFECT

4 THEY ADVISED THAT I CALL YOU

WRITER STATED

1 EMPATHIZED WITH THE CUSTOMER

2 ADVISED CUSTOMER TO TAKE THE VEHICLE TO THE DEALERSHIP

3 LET THE DEALERSHIP MAKE A DIAGNOSIS

4 ADVISED TO HAVE THEM CALL THEIR REP OR HAVE THEM CALL US

5 NO OPEN RECALLS

CUSTOMER THANKED WRITER

*** CASE CLOSE 08/04/2004 10:35 AM US Mountain Standard Time YLabarca

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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] | K1202449 | 49,000 |
| Austin TX [REDACTED] | | | | Dealer: TX058 South Point Kia |

Case History

Complaint Repair Assistance

*** PHONE LOG 07/14/2006 04:49 AM US Mountain Standard Time ABegoody
cust stated:

1. radiator *fan* came off
2. wants to know if this would be covered
3. would like to have veh towed

writer stated:

1. apologized, updated info
2. in svc date is 9/30/02
3. if problem is caused by defect, repairs will be covered
4. if not cust will have to pay
5. transferred cust to r/a & Barbara assist w/tow

*** CASE CLOSE 07/14/2006 04:49 AM US Mountain Standard Time ABegoody

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| | | | | |
|----------------|------------|--------------------------|---------------------------|---------|
| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
| | | KNDJA723525 | K311076 | 64,000 |
| Front Royal VA | | | Dealer: VA027 Parsons Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 04/29/2004 10:49 AM US Mountain Standard Time JProkopp

Customer states:

1. I took my vehicle into Parsons Kia for my 60k maintenance.
2. I've been speaking with Tom in service.
3. He is telling me that the cooling *fan* for the radiator is coming apart and it needs to be replaced.
4. He said that there is a service bulletin on it.
5. He is saying that I would have to pay for it since I am 4k miles out of the warranty.
6. This is not fair.
7. I've kept up the maintenance on this vehicle.
8. This is an issue that Kia is aware of.
9. I don't feel that I should have to pay for it.

Writer states:

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

Writer placed customer on hold and called Parsons Kia. Service manager was not available.

Writer got back on the line with the customer.

Writer states:

1. I am unable to get in touch with your service manager right now.
2. I will do some research on this.
3. I will see if there is any assistance that Kia can provide.
4. I will call you and let you know.

*** PHONE LOG 04/29/2004 12:31 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received message from Tom at Parson's Kia requesting call back.

*** PHONE LOG 04/29/2004 12:37 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Parson's Kia. Writer was unable to get in touch with Tom.

*** PHONE LOG 04/29/2004 01:20 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Wrier contacted Parsons Kia. Service manager was already gone for the day.

*** PHONE LOG 04/30/2004 06:47 AM JHirshfield Action Type:Incoming call

caller:

1. spoke with josh yesterday regarding her coolant *fan*
2. it has come apart and she is out of warranty
3. she is upset because she was told there was a TSB on this and if she had known, she would have had them check it before 60K
4. she has had to pay \$170+

wtr transferred cust to Josh VM

*** PHONE LOG 04/30/2004 07:02 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

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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] | KNDJA723525 [REDACTED] | K311076 | 64,000 |
| Front Royal VA [REDACTED] | | Dealer: VA027 Parsons Kia | | |

Writer contacted Parson's Kia and spoke with Tom.

Tom states:

1. The customer had the 60k mile maintenance done.
2. She had the cooling *fan* replaced.
3. It was \$69 for labor and \$97.55 for the part.
4. She has taken the vehicle here before for the 30k maintenance.

*** PHONE LOG 04/30/2004 07:07 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted MColvin.

MColvin states:

1. I'll cover the cost of the part if the customer pays for labor.
2. Call Tom and let him know.

*** PHONE LOG 04/30/2004 07:13 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Parsons Kia and spoke with the assistant service manager, Lisa (service manager was not available).

Lisa states:

1. I will let Tom know that Kia is covering the part.
2. The customer already picked up the vehicle and paid for it.
3. We can arrange for reimbursement.

*** PHONE LOG 04/30/2004 07:53 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer attempted to contact customer. Customer was not in.

*** PHONE LOG 04/30/2004 02:44 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer and left message advising of the status.

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|--------------------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | kndjb723825 [REDACTED] | K1200072 | 91,000 |
| Louisville KY [REDACTED] | | | Dealer: | |

Case History

Complaint Other

*** NOTES 07/08/2006 05:26 PM clarify Action Type: Manager review
*** Performed by contact: Dana Burgin-Mills, 5022319550

We own a 2002 Kia Sportage and we just recently had an issue that concerns me. Our main *fan* is plastic (much to our surprise) and the blades broke off and busted our radiator and our power steering pump reservoir. It cost us over \$500.00 for parts and labor but what bothered me more is that when the *fan* was delivered to our repair shop the guy stated that this happened all the time. If this is true then this should be a recall on the Kia and a more reliable *fan* needs to be the replacement. Please check into this to see if I am correct. I am sure that the local news would love to hear if this is true. Would it be a 5 star rating then?

*** PHONE LOG 07/13/2006 09:48 AM US Mountain Standard Time LSims Action Type:Outgoing call
WTR LVM REQUESTING CB

*** CASE CLOSE 07/13/2006 09:48 AM US Mountain Standard Time LSims

*** PHONE LOG 07/17/2006 01:44 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called back.

1. Repeated the above complaint.
2. Is that a recall?

Writer Stated:

1. Not showing this to be a recall.
2. Sorry for the concern.
3. Will doc your complaint here.

Customer Stated:

1. How would that become a recall?

Writer Stated:

1. Gets doc here and repairs done by dealer.
2. There is an ongoing vehicle monitoring system in place to address any issues that would come up.

Customer understands.

*** CASE CLOSE 07/17/2006 01:47 PM US Mountain Standard Time CDiaz

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-------------------------|------------|--------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K181891 | 41,000 |
| Edgewater FL [REDACTED] | | | Dealer: FL054 Speedway Kia | |

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/26/2003 11:49 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. IN FLORIDA NOW
2. LIVE IN NEBRASKA
3. VEHICLE LOST SEVERAL **FAN** BLADES
4. NEED VEHICLE TOWED TO DEALER NEAR NEW SMYRNA BEACH FLORIDA
5. HAVE A EXTENDED WARRANTY THAT MIGHT HELP ME WITH RENTAL

WRITER STATED:

1. APOLOGIZED FOR ANY INCONVENIENCE
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. RECOMMENDS TAKING VEHICLE TO DEALER FOR DIAGNOSTIC]
4. EXPLAINED TRIP INTERRUPTION
5. ADVISED CALLER THAT CUSTOMER'S MUST BE MORE THAN 150 MILE FROM HOME ADDRESS, FOR MINIMUM OF 24 HOURS
6. COVERS MAXIMUM OF 300.00 DOLLARS FOR FOOD, LODGING, ALTERNATE TRANSPORTATION
7. REPAIR ORDER MUST BE SENT WITH RECEIPTS
8. TRIP INTERRUPTION COVERS WARRANTY RELATED DISABLEMENT
9. PROVIDED ADDRESS TO SEND RECEIPTS

CALLER STATED:

1. THANKS

*** CASE CLOSE 06/26/2003 11:49 AM US Mountain Standard Time DUnderwood

CASE CLOSE ... TRANSFERRED TO R/A

*** PHONE LOG 06/18/2004 11:12 AM US Mountain Standard Time TShamburger Action Type:Incoming call

Mrs. Burns called --

- 1 wanted to know the status to my trip interruption
 2. fax doc to Mike showing my home of residence
 - 3 but have not heard back from Mike
- wrt soft transfer cust to Bob at kia claims.

*** CASE CLOSE 06/18/2004 11:12 AM US Mountain Standard Time TShamburger

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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] | K1192787 | 51,000 |

Denton TX [REDACTED]

Dealer:

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/19/2006 07:54 AM US Mountain Standard Time TShamburger
customer Karol called ---

1. veh overheating and i took veh to a outside garage who said the *fan* is missing
2. i dont feel like i should drive veh.

wrt states

- 1 No dont drive veh, will transfer you to r/s and they can take veh to nearest kia dlr.
2. updated ph#
3. no recalls

cust thanked wrt. call ended.

*** CASE CLOSE 06/19/2006 07:54 AM US Mountain Standard Time TShamburger

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|---------------------------|------------|--------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723425 [REDACTED] | K348804 | 40,000 |
| Pearlington MS [REDACTED] | | | Dealer: LA031 Premier Kia | |

Case History

Complaint Rental Car

*** PHONE LOG 08/06/2004 12:02 PM MEstrella
CALLER STATES:

1. DEALER SAYS HAVING PROBLEMS GETTING THE PARTS, THE *FAN* BLADE BROKE AND TOOK OUT THE RADIATOR
2. DEALER WILL NOT GIVE ME A RENTAL CAR
3. DEALER SAID THERE IS A BULLETIN ON THIS, I NEVER GOT A RECALL NOTICE
4. I NEED A RENTAL CAR TO GET TO DR APPTS
5. I AM DISABLED, THERE ARE NO BUSES HERE
6. NEED TRANSPORTATION FOR DR APPTS

WRITER STATES:

1. APOLOGIZE FOR SITUATION
2. ADVISED WE CAN SEE WHAT WE CAN DO TO CHECK ON THE PARTS STATUS AND TRY TO GET THEM EXPEDITED IF THERE IS A PROBLEM W/ DLR GETTING PARTS
3. ADVISED NO ALTERNATE TRANSPORTATION UNDER THE MFR WARRANTY
4. ADVISED CAN CALL DLR , CUST AGREED TO HOLD

CALLED DEALER SPOKE TO DONNIE PARTS MGR
DONNIE STATES:.

1. RADIATOR IS ON BACKORDER
2. PART # IS OK04815200 ORDER # 20075752

WRTR ADVISED CUST WILL CALL PDC TO CHECK ON STATUS OF PART

*** PHONE LOG 08/06/2004 12:04 PM MEstrella Action Type:Outgoing call
CALLED PDC
SPPOKE TO MARK

MARK STATES:

1. IF DLR UPGRADES ORDER STATUS TO E - ORDER THEY WILL GET IT IN APPROX 2 BUS DAYS
2. THERE IS STOCK IN ALL WAREHOUSES EXCEPT ATL , SO THEY NEED TO UPGRADE STATUS TO GET SOONER

WRTR THANKED MARK FOR INFO

*** PHONE LOG 08/06/2004 12:06 PM MEstrella Action Type:Outgoing call
WRTR CALLED DONNIE PARTS MGR

1. WRTR ADVISED MUST UPGRADE ORDER STATUS TO E ORDER
2. ADVISED IF LEAVES ON REG ORDER , WILL BE VERY LONGTIME , NOT STOCK IN ATL
3. ALL OTHER HOUSES HAVE PART IN STOCK

DONNIE STATES:

1. I WILL DO THAT FIRST THING MONDAY , THANKS

*** PHONE LOG 08/06/2004 12:14 PM MEstrella Action Type:Outgoing call
WRTR CALLED DPSM SCOTT CAMERON

1. LEFT MSG , ADVISED CUST REQ RENTAL ASSISTANCE
2. ADVISED WRTR ADVISED CUST NONE AVAILABLE THROUGH THE MFR WARRANTY
3. ADVISED WE GOT THE PART EXPEDITED BY DONNIE IN PARTS AND PDC INFO- HE WILL CHANGE ORDER STATUS TO E -ORDER FIRST THING MONDAY
4. CUST IS DISABLED AND SAYS NEEDS ALT TRANSPORTATION TO GET TO DRS APPTS , BEEN W/OUT

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|----------------|------------|--------------------------|---------------------------|---------|
| | | KNDJB723425 | K348804 | 40,000 |
| Pearlington MS | | | Dealer: LA031 Premier Kia | |

CAR SINCE TUES PM WHEN **FAN** BROKE, DLR DIAGNOSED AND ORDER PARTS WED.
5. ASKED PLEASE CALL BACK YES OR NO ON RENTAL REQUEST, LEFT WRITER NAME AND EXT

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

Send to:[SCAMERON@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\ClarifyOBJ\CA_Attachments\SendHistory\Case_K348804_MEstrella_08-06-2004132256.doc>>

*** PHONE LOG 08/06/2004 12:30 PM MEstrella Action Type:Outgoing call

CALLED CUSTOMER,

1. ADVISED WRTR SPOKE TO PDC, AND PART MGR WILL EXPEDITE ORDER TO E -ORDER FIRST THING MON
2. E-ORER WILL ARRIVE A DLR WITHIN ONE OR TWO DAYS MAX FROM TIME DLR UPGRADES STATUS

CALLER STATES:

1. I NEED A RENTAL CAR , CANT KIA GIVE ME A RENTAL CAR, I NEED A CAR FOR DR APPTS
2. THAT WILL BE A WEEK BY THE TIME I GET MY CAR BACK - 'THIS WAS A BULLETIN ON MY CAR'
3. CAN I TALK TO A MGR OR SOMEONE HIGHER THAT CAN GIVE ME A RETNAL CAR
4. HAVE HAD SO MANY PROBLEMS WITH THE CAR

WRTR STATES:

1. WRITER HAS ALREADY CALLED DPSM TO REQUEST IS ANY ASSISTANCE OVER AND ABOVE THE TERMS OF THE MFR WARRANTY
2. WRTR CANNOT GUARANTEE THAT WILL OR WILL NOT OCCUR , WE CAN ONLY ASK
3. NOT A RECALL ON HER VEH , A TSB REPAIR INSTUCTION FOR A DLRSHIP, NOT A RECALL
4. WRTR WILL CALL HER MONDAY AFTER HEARS BACK FROM DPSM EITHER WAY
5. SHOW LAST TIME AT DEALER WAS 8/ 02 FOR WINDOW REPAIR
6. KIA WILL CONTINUE TO HONOR THE WARRANTY AND REPAIR THE VEHICLE

CALLER STATES:

1. I DO APPRECIATE WHAT YOU ARE DOING, THANKS

*** NOTES 08/09/2004 02:36 PM MEstrella Action Type:Manager review

DISPACTHING TO REGION DUE TO:

1. PER CALL CENTER PROCEDURE AND POLICY, NO CALL BACK OVER 24 HRS FROM DPSM
2. CUST REQUESTING RENTAL ASSSITANCE
3. NEED DPSM APPROVAL OR DENIAL AND CUSTOMER CONTACT FROM REGION

*** PHONE LOG 08/10/2004 08:52 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Called dlr, no ans., no voice mail

*** PHONE LOG 08/10/2004 08:55 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|----------------|------------|--------------------------|---------------------------|---------|
| | | KNDJB723425 | K348804 | 40,000 |
| Pearlington MS | | | Dealer: LA031 Premier Kia | |

Called DPSM Scott Cameron, writer states:
- told dlr to put customer in rental yesterday

*** CASE CLOSE 08/10/2004 07:56 AM Eastern Daylight Time LMoore
DPSM ok'd rental for customer until vehicle repaired. Close.

*** PHONE LOG 08/10/2004 09:01 AM MEstrella Action Type:Incoming call
CALLER STATES:
1. HAVE NOT HEARD FROM THE DEALERSHIP ,
2. CALL OVER THERE AND AM HOLD FOREVER AND NO ONE WILL PICK UP THE PHONE

WRTR STATES:
1. SORRY NO ONE CALLED YOU FROM DLR OR FROM KIA
2. FILE WAS ESCALATED , RENTAL CAR WAS APPROVED YESTERDAY FROM DPSM
3. APOLOGIZE NO ONE CONTACTED HER AS WRITER REQUESTED
4. WILL SEE IF WRITER CAN REACH DLR SVC MGR FOR HER

CALLED DLR
1. WAS LEFT ON HOLD FOR SEVERAL MINUTES
2. SVC FINALLY PICKED UP THE PHONE AFTER AT LEAST 8 MINUTES...
3. WRTR COULD HEAR 2 FEMALES IN SVC DEPT IN THE BACKGROUND HAVING A PRIVATE, PERSONAL CONVERSATION ABOUT THEIR WEEKEND

WRTR TOLD CUST WILL CALL HER BACK
WILL SEE IF SOMEONE IN AUTHORITY AT THE DLRSHIP CAN GET THROUGH TO THE SVC DEPT

*** PHONE LOG 08/10/2004 09:10 AM MEstrella Action Type:Outgoing call
CALLED DEALERSHIP
1. ASKED OPERATOR FOR GM OR DLRSHIP MANAGER
2. AFTER SEVERAL MORE MINUTES AND PEOPLE LATER, ROSE IN SVC PICKED UP THE PHONE

WRITER STATES:
1. ADVISED DPSM SCOTT CAMERSON AUTH A RENTAL CAR FOR THIS CUSTOMER YESTERDAY
2. ASKED HER TO PLEASE CALL THE CUSTOMER RIGHT AWAY AND SET THAT UP FOR HER
3. CUST AND WRTR HAVING A VERY DIFFICULT TIME GETTING THROUGH TO THE SVC DEPT

ROSE STATES:
1. WILL CALL HER NOW AND SET IT UP

*** PHONE LOG 08/10/2004 09:44 AM MEstrella Action Type:Outgoing call
WRITER CALLED CUSTOEMR
1. ADVISED FINALLY GOT THROUGH TO ROSE IN SVC
2. DID SHE CALL HER

CUSTOMER STATES:
1. YES, THANK YOU FOR YOUR HELP, I WILL GET MY RENTAL CAR NOW
2. PLEASE TELL YOUR MANAGER IF WASNT FOR YOU, I WOULD NEVER HAVE BEEN HELPED AT ALL

WRTR STATES

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|---------------------------|------------|---------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723425 [REDACTED] | K348804 | 40,000 |
| Pearlington MS [REDACTED] | | Dealer: LA031 Premier Kia | | |

1. THANK YOU FOR COMPLIMENT
2. PLEASE CALL BACK IF NEEDED

*** CASE CLOSE 08/10/2004 01:08 PM MEstrella

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-------------|------------|--------------------------|------------------------|---------|
| | | KNDJA723225 | K896756 | 39,000 |
| Standish CA | | | Dealer: NV002 Reno Kia | |

Case History

Inquiry Warranty Info

*** CASE CLOSE 08/12/2005 12:13 PM US Mountain Standard Time RBriones
info given

*** PHONE LOG 08/12/2005 12:13 PM US Mountain Standard Time RBriones
Cust Stated:

1. Am having a problem.
2. Just purchased a Kia a month and a half ago.
3. And just recently the whole cooling system fell apart.
4. Took veh back to selling dealer.
5. Part of my problem is that dealer has said that I can't get a rental vehicle.
6. Don't understand the problem, everything should be covered under warr.
7. How many times/or how long does a vehicle need to be down to considered lemon law?
8. I have an ext warranty that covers rentals, but dealer said I can't use, because veh falls under mfg warr.
9. Do you know who my ext warr is with?

Writer Stated:

1. Apologized for prob.
2. Rental or loaner is not a provision of Kia mfg warranty.
3. Am not legally trained and can not adv on Lemon Law.
4. Referred cust to WACI manual and BBB.
5. Do not show who is the ext warranty co.
6. Would need to check with selling dealer.

*** NOTES 08/15/2005 08:46 AM Pacific Daylight Time ARomo Action Type:Manager review
Rec'd BBB call report for this customer seeking Repair Assistance.

Customer concerns are the same as above.

1. cooling system
2. engine?

Sent copy to DPSM

Sent customer BBB notification letter

*** EMAIL OUT_ ARomo Action Type:Internal email

Send to:[Darling, Rick]

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\ClarifyOBJ\CA_Attachments\SendHistory\Case_K896756_ARomo_08-15-2005094420.doc>>

*** STATUS CHANGE 08/15/2005 09:00 AM Pacific Daylight Time NDegamo

*** PHONE LOG 08/18/2005 01:56 PM Pacific Daylight Time NDegamo Action Type:Outgoing call
Writer called DPSM and left a vmx requesting an update

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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] | K896756 | 39,000 |
| Standish CA | [REDACTED] | | Dealer: NV002 Reno Kia | |

*** PHONE LOG 08/19/2005 12:48 PM Pacific Daylight Time NDegamo Action Type:Incoming call

Writer spoke w/ DPSM who advised:

1. part was ordered for customer's vehicle
2. part was on national b/o and has been upgraded
3. awaiting further updates from dealer

*** PHONE LOG 08/23/2005 10:25 AM Pacific Daylight Time NDegamo Action Type:Outgoing call

Writer spoke w/ SM-Frank who advised:

1. customer bought this vehicle used 2 weeks ago from a Honda store - still has paper plates on it
2. Cooling *fan* blew and also needs a new engine
3. we are just waiting for the engine

Writer notes:

1. repairs being performed under warranty per customer's request on BBB call report
2. used vehicle - no further action taken at this time

*** CASE CLOSE 08/23/2005 10:25 AM Pacific Daylight Time NDegamo

**Kia Motors America
Consumer Affairs Department**

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| <u>Last name</u> | <u>First name</u> | <u>VIN of 2002 2DR SPORTAGE 4X</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------------------|--------------------|----------------|
| | | KNDJB623625 | K1021709 | 35,500 |
| Bullhead AZ | | Dealer: | | |

Case History

Complaint Other

*** PHONE LOG 10/03/2005 03:08 PM US Mountain Standard Time TMorales

Cust stated:

1. The radiator and *fan* went bad; the *fan* broke and went into the radiator; I may have hit a rock or something
2. When I go up to 60 mph the tranny goes out of gear
3. I need to know the nearest dlr

Writer advised:

1. Apologized for the problem
2. Explained 5/60 PTW LbW and 5/xx R/A coverage and conditions
3. The radiator and *fan* have 5/60 LBW coverage for defects
4. Provided nearest dlr info

cust stated:

1. ok thanks

*** CASE CLOSE 10/03/2005 03:08 PM US Mountain Standard Time TMorales

*** PHONE LOG 10/07/2005 02:33 PM US Mountain Standard Time BBrown Action Type:Incoming call

Cust states

- 1 My veh was towed on tuesday to dlr and now they are telling me that it will not be ready until Monday
- 2 Is there any way I can get another veh

Writer states

- 1 alternate transportation is not a provision of the warranty
- 2 Some dlrs do have a loaner policy in place for cust
- 3 adv cust to contact dlr inquiry about loaner policy

Kia Motors America
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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------------------|------------|--------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723425 [REDACTED] | K203906 | 27,000 |
| Pasadena TX [REDACTED] | | | Dealer: TX043 David McDavid Kia | |

Case History

Complaint Backordered Parts

*** PHONE LOG 08/14/2003 02:01 PM US Mountain Standard Time WNoonan
CUSTOMER STATED:

1. MY **FAN** BROKE OFF AND DAMAGED MY RADIATOR.
2. THE VEHICLE IS AT THE DEALER AND THEY SAID THAT THE PARTS ARE ON BACK ORDER.
3. THEY DO NOT KNOW WHEN THEY WILL BE GETTING THE PARTS IN.
4. THEY SAID THAT THEY DO NOT HAVE A RENTAL FOR ME.
5. THE REASON I AM CALLING IS FOR A RENTAL.

WRITER STATED:

1. APOLOGIZE FOR THE DELAY.
2. WRITER WILL BE IN TOUCH WITH THE DEALER AND THE KIA REP TO SEE IF THERE CAN BE A RENTAL PROVISION.
3. NORMALLY KIA DOES NOT COVER RENTALS.
4. WRITER WILL RESEARCH ISSUE AND PHONE YOU BACK.

CUSTOMER STATED:

1. THANKS, CALL ME BACK AT WORK - [REDACTED] EXTENSION [REDACTED]

*** PHONE LOG 08/14/2003 02:24 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED David McDavid Kia AND SPOKE WITH MIKE.
WRITER STATED:

1. ASKED ABOUT PROBLEM WITH THE **FAN** AND THE PARTS.

MIKE STATED:

1. I JUST RECEIVED A **FAN** THAT MIGHT WORK ON THE VEHICLE.
2. I WILL TRY IT TOMORROW AND IF THE **FAN** DOES NOT WORK, WE WILL KNOW BY 12 NOON.

WRITER STATED:

1. THANKS, WILL CALL YOU BACK THEN.

*** PHONE LOG 08/15/2003 09:13 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED David McDavid Kia AND LEFT MESSAGE FOR MIKE, SERVICE MANAGER.
WRITER STATED:

1. LEFT NAME, NUMBER, AND EXTENSION.
2. REQUESTED CALL BACK.

*** PHONE LOG 08/15/2003 11:01 AM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVE VM FROM MIKE, SERVICE MANAGER.

MIKE STATED:

1. PLEASE CALL ME BACK.

*** PHONE LOG 08/15/2003 11:07 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED David McDavid Kia AND SPOKE WITH MIKE, SERVICE MANAGER.

MIKE STATED:

1. I HAVE GOTTEN THE CUSTOMER A RENTAL THROUGH THEIR EXTENDED WARRANTY COMPANY FOR 3 DAYS.
2. THE COVERAGE WILL STOP ON MONDAY FOR THE RENTAL.
3. WE STILL DO NOT HAVE THE PARTS FOR REPAIRING 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> |
|------------------|-------------------|---------------------------------|---------------------------------|----------------|
| | | KNDJB723425 | K203906 | 27,000 |
| Pasadena TX | | | Dealer: TX043 David McDavid Kia | |

WRITER STATED:

1. WILL CONTACT DPSM FOR ASSISTANCE.
2. THANKS.

*** PHONE LOG 08/15/2003 11:17 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED FRANK KRAUSE, DPSM.

WRITER STATED:

1. CUSTOMER REQUESTING RENTAL.
2. CURRENTLY THEY ARE IN A RENTAL FOR 3 DAYS THROUGH THEIR EXTENDED WARRANTY COMPANY.
3. THEIR COVERAGE WILL END ON MONDAY.

FRANK STATED:

1. IF THE PARTS ARE NOT THERE BY THEN, GIVE ME A CALL BACK AND WE WILL SEE WHAT WE CAN DO FOR THE CUSTOMER.

WRITER STATED:

1. THANKS.

*** PHONE LOG 08/15/2003 11:20 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED CUSTOMER AT WORK AND LEFT MESSAGE (IN MEETING).

WRITER STATED:

1. LEFT NAME, NUMBER, AND EXTENSION NUMBER.
2. REQUESTED CALL BACK.

*** PHONE LOG 08/18/2003 10:16 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED David McDavid Kia AND ASKED FOR MIKE, SERVICE MANAGER.

WRITER WAS ADVISED:

1. CALL BACK IN ABOUT 15 MINUTES.

*** PHONE LOG 08/18/2003 02:44 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED David McDavid Kia AND LEFT VM FOR MIKE, SERVICE MANAGER.,

WRITER STATED:

1. LEFT NAME, NUMBER, AND EXTENSION.
2. REQUESTED CALL BACK.

*** PHONE LOG 08/19/2003 10:35 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED David McDavid Kia AND LEFT MESSAGE.

WRITER STATED:

1. LEFT NAME, NUMBER, AND EXTENSION.
2. REQUESTED CALL BACK.

*** PHONE LOG 08/19/2003 10:40 AM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED VM FROM MIKE.

MIKE STATED:

1. KIA REP HAS APPROVED THE RENTAL VEHICLE FOR THE CUSTOMER.
2. I HAVE BEEN HAVING TROUBLE REACHING THEM SO IF YOU COULD HELP THAT WOULD BE GREAT.

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------------------|------------|---------------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723425 [REDACTED] | K203906 | 27,000 |
| Pasadena TX [REDACTED] | | Dealer: TX043 David McDavid Kia | | |

*** PHONE LOG 08/19/2003 10:42 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AT HOME AND LEFT VM.
WRITER STATED:
1. RENTAL HAS BEEN APPROVED.
2. LEFT DEALER'S NUMBER AND REFERRED CUSTOMER TO SPEAK WITH MIKE.
3. LEFT NAME, NUMBER, AND EXTENSION FOR CALL BACK.

*** PHONE LOG 08/19/2003 10:47 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER AT WORK.
WRITER STATED:
1. RENTAL VEHICLE HAS BEEN APPROVED BY KIA.
2. PROVIDED NUMBER FOR MIKE AT DAVID MCDAVID KIA.

CUSTOMER STATED:
1. THANKS.

*** CASE CLOSE 08/19/2003 10:48 AM US Mountain Standard Time WNoonan
RENTAL AUTHORIZED FOR CUSTOMER WAITING FOR PARTS.

*** NOTES 09/04/2003 04:01 PM Eastern Daylight Time JSifford Action Type:Manager review
vehicle still showing on vehicle down report

*** NOTES 09/23/2003 08:46 AM Eastern Daylight Time JSifford Action Type:Manager review
8/04/03 W TX043 44825 1 COOLANT *FAN* ASSY, R& *FAN*-COOLING 38289
Vehicle in showing on 9/22/03 VD report

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-----------------------------|------------|--------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723625 [REDACTED] | K349393 | 19,335 |
| ROBINSONVILLE MS [REDACTED] | | | Dealer: TN027 Gossett Kia | |

Case History

Complaint Reimbursement

*** PHONE LOG 08/09/2004 09:37 AM SLarez
CUSTOMER STATES.

1. WE HAVE TWO VEHICLE THAT WE BOUGHT FROM KIA.
2. BOTH OF THE *FAN* BLADES ON EACH OF THE VEHICLES WER ABOUT TO BRAKE SO WE WENT AHEAD AND REPLACED THEM
3. OUR SHOP BOUGHT THE PARTS FROM KIA AND WE WOULD LIKE TO GET REIMBURSED FOR THIS REPAIR.
4. THE CAR IS STILL UNDER THE WARRANTY
5. ROBERT COONS FROM GOSSIT KIA IN MEMPHIS TOLD ME TO CALL YOU.
6. THIS WAS A SAFETY ISSUE AND WE DID REPORT IT TO THE SAFETY BOARD.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION .
2. THE WARRANTY ONLY COVERS WORK DONE AT A KIA DEALERSHIP
3. I AM SORRY KIA WOULD NOT BE ABLE TO REIMBURSE YOU FOR THIS REPAIR.
4. IF THE CAR IS NOT ABLE TO BE DRIVEN WE HAVE R/A THAT WILL TOW YOU TO THE NEAREST DEALERSHIP

*** CASE CLOSE 08/09/2004 09:37 AM SLarez

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723525 [REDACTED] | K349394 | 30,442 |
| ROBINSONVILLE MS | [REDACTED] | | Dealer: | |

Case History

Complaint Reimbursement

*** PHONE LOG 08/09/2004 09:39 AM SLarez
CUSTOMER STATES.

1. WE HAVE TWO VEHICLE THAT WE BOUGHT FROM KIA.
2. BOTH OF THE **FAN** BLADES ON EACH OF THE VEHICLES WER ABOUT TO BRAKE SO WE WENT AHEAD AND REPLACED THEM
3. OUR SHOP BOUGHT THE PARTS FROM KIA AND WE WOULD LIKE TO GET REIMBURSED FOR THIS REPAIR.
4. THE CAR IS STILL UNDER THE WARRANTY
5. ROBERT COONS FROM GOSSIT KIA IN MEMPHIS TOLD ME TO CALL YOU.
6. THIS WAS A SAFETY ISSUE AND WE DID REPORT IT TO THE SAFETY BOARD.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION .
2. THE WARRANTY ONLY COVERS WORK DONE AT A KIA DEALERSHIP
3. I AM SORRY KIA WOULD NOT BE ABLE TO REIMBURSE YOU FOR THIS REPAIR.
4. IF THE CAR IS NOT ABLE TO BE DRIVEN WE HAVE R/A THAT WILL TOW YOU TO THE NEAREST DEALERSHIP

*** CASE CLOSE 08/09/2004 09:39 AM SLarez

*** PHONE LOG 05/05/2005 03:11 PM Eastern Daylight Time StapletonP Action Type:Incoming call
writer rec Atty demand letter from customers attorney: TUCKER, SELDEN, SIMS & TUCKER, PLLC
LETTER WAS ADDRESSED TO THE DEALER:

concern engine locked up.
dealer removed valve cover & oil pan for inspection and found sludge.
dealer requested maintenance records
DPSM declined to cover repairs due to maintenance records were vague.

*** PHONE LOG 05/05/2005 03:45 PM Eastern Daylight Time StapletonP Action Type:Incoming call
writer sent letter to the customers atty :
asking if they would allow a DPSM inspection of the vehicle.

case on hold poending further contact

*** PHONE LOG 05/09/2005 02:03 PM Eastern Daylight Time StapletonP Action Type:Incoming call
DPSM will GW repair.
case closed. dealer to contact casino

*** CASE CLOSE 05/09/2005 02:03 PM Eastern Daylight Time StapletonP

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-----------------------|------------|--------------------------|----------------------------|------------|
| [REDACTED] | [REDACTED] | KNDJB723X25 [REDACTED] | [REDACTED] | [REDACTED] |
| Decatur AL [REDACTED] | | | Dealer: AL019 Bramlett Kia | |

Case History

Complaint Warranty

*** PHONE LOG 04/18/2006 10:47 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY SON BROKE DOWN IN HUNTSVILLE.
2. THE **FAN** BLAD BROKE AND CAUSED DAMAGE TO THE RADIATOR
3. I WOULD LIKE TO KNOW IF IT IS COVERD UNDER THE 10YR 100K MILE WARRANTY

WRITER STATES

1. THE LONG HAUL WARRANTY DOES NOT COVER THE **FAN** OR RADIATOR, IT ONLY COVERS THE INTERNAL PART OF THE ENGINE, TRANSMISSION AND AXLES.
2. I AM SORRY THIS IS THE CASE

CUSTOMER STATES.

1. THIS SHOULD BE SOMETHING COVERED UNDER THE WARRANTY, THE **FAN** BLADE SHOULD NOT BREAK.
2. I DID NOT KNOW THE 100K MILE WAS JUST FOR THE MOTOR.

WRITER STATES.

1. I WOULDD RECOMMEND GETTING THE CAR TO A DEALERSHIP
2. IF YOU DO AND YOU GET A DIANGOSES YOU MAY CALL ME BACK TO SEE WHAT CAN BE CONSIDERED, IF ANYTHING, WE MAY INVOLVE ANOTHER RESOURCE.
3. YOU HAVE TOWING AND YOU MAY TOW THE CAR TO THE DEALERSHIP NOW IF YOU WOULD LIKE.
4. IF KIA DOES NOT CONSIDER ANYTHING YOU MAY BE CHARGED THE CHECK OUT FEE IF YOU DO NOT WANT THE DELAERHSIP TO FIX IT.

CUSTOMER STATES.

1. I HAVE A TRUCK ON THE WAY, I DID NOT KNOW I HAD R/A
2. I AM GOING TO TOW IT HOME AND THINK ABOUT IT, THIS SHOULD BE SOMETHING COVERED.

WRITER STATES.

1. THE CAR IS OUT OF WARRANTY, IF YOU DO HAVE A DIAGNOSES YOU CAN CALL ME BACK AND WE CAN GO FROM THERE.
2. NO RECALLS.

*** CASE CLOSE 04/18/2006 10:47 AM US Mountain Standard Time SLarez

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------------|------------|--------------------------|-------------------------|---------|
| | | KNDJB723325 | K1070604 | 42,000 |
| St.petersburg FL | | | Dealer: FL060 Crown Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 02/08/2006 06:56 AM US Mountain Standard Time CHamilton

Caller [REDACTED] states:

1. Driving up to Northern FL two nights ago
2. Car made a real bad noise
3. Now its at Jimmy's Firestone--200 miles from my home
4. At their recommendation, I paid them to have the oil changed
5. After they did that, Jimmy's Firestone said it actually threw a rod
6. 6 months ago, car was in an accident, has never been the same since
7. Was repaired at Progressive's shop
8. After that, I had a break down, was towed to Kia in St Petes
9. Because something still wasnt right with it
10. They said the blower *fan* broke, went into the radiator, threw it out of time and everything
11. Was repaired under warr
12. But they told me the oil was real thick, I paid them to have an oil change too--that was my last one about 3000 miles ago
13. Said if anything ever happened, Kia was going to want to see the maint records
14. I have taken good care of my car, have had the oil changed regularly
15. But I have not kept the receipts, did not know I needed to
16. Want to know whats going to happen if I dont have maint records

Wtr states:

1. Updated, no recalls
2. Advised r/s will tow to the nearest Kia dlr for inspection, diagnosis
3. Maint per OM section 7 is required to maintain the warr
4. WCIM states that you need to keep receipts, they may be requested in some circumstances
5. If you do not have maint records, possible the Kia rep will not authorize any coverage in some situations
6. Still would recommend have the Kia dlr look at the veh, if not warr, they will expect you to pay
7. Provided caller with VIN, transferred to r/s

*** CASE CLOSE 02/08/2006 06:56 AM US Mountain Standard Time CHamilton

Kia Motors America
Consumer Affairs Department

| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------|------------|--------------------------|--------------------------|---------|
| | | KNDJB723925 | K1001828 | 68,000 |
| Orlando FL | | | Dealer: FL069 Holler Kia | |

Case History

Complaint Service Decision

*** PHONE LOG 08/17/2005 07:45 AM US Mountain Standard Time TShamburger

called (husband)

1. I think the SM Andre
2. but the *fan* broke and damage the radiator.
2. and now the eng has some damage, but dlr said the eng is only covered to 60K .
4. the dlr charging me for repairs and now the eng.
5. and i know the eng is still covered.

wrt states

1. im sorry, will call the dlr SM.
- wrt called Holler Kia and SM Richard was not avail; wrt left msg for SM to call wrt.
1. wrt left vin#, cust name, wrt's ext, 1800 . . . w/ cust concern on repair.
 2. chking to see repair and eng replacment Andre recommended to cust.

wrt states to cust:

1. SM is Richard, not Andre
 2. wrt left a msg for SM to call wrt back about your veh concern.
 3. after speaking to SM; wrt will call you back.
- cust thankd wrt call ended.

*** NOTES 08/18/2005 08:07 AM US Mountain Standard Time TShamburger Action Type:Manager review

See Case k1001836 FCM Brian and FCM Tammy both had cases open at same time; due to husband calling and wife calling at the same time 5 mins apart.

Brian FCM owner of case K1001836 got answer from dpsm, not covered. Brian informing cust of answer.

This case is closed.

*** CASE CLOSE 08/18/2005 08:08 AM US Mountain Standard Time TShamburger
closed case see case k1001836

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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] | K1001836 | 67,000 |
| Orlando FL [REDACTED] | | | Dealer: FL069 Holler Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 08/17/2005 07:51 AM US Mountain Standard Time BBrown
CUST STATES

- 1 **FAN** BROKE AND TOOK THE RADIATOR AND IT MIGHT BE A HEAD GASKET REPLACEMENT ALSO
- 2 DLR STATES THAT THIS IS NOT UNDER WARRANTY
- 3 THE PLKASTIC **FAN** JUST BROKE W/O WARNING, THIS IS NOT OUR FAULT
- 4 NOW WE MAY BE LOOKING AT \$3000 TO FIX THE VEH; I DON'T HAVE \$3000

WRITER STATES

- 1 APOLOGIZED
- 2 EXPLAINED 5/60 LBW HAS EXPIRED, 10/100 PTW IS STILL INTACT
- 3 I WILL FOLLOW UP W/ DLR AND GET DIAGNOSIS AND SEE WHERE WE STAND IN THE REPAIRS
- 4 IF NEEDED I WILL CONTACT DPSM FOR DECISION ON WARRANTY DETERMINATION
- 5 I WILL CALL THE CUST BACK AFTER SPEAKING W/ APPROPRIATE PERSONNEL

*** PHONE LOG 08/18/2005 06:52 AM US Mountain Standard Time BBrown Action Type:Incoming call

- WRITER LVM FOR (SM) ANDRE AT HOLLER KIA STATING
- 1 WOULD LIKE TO GET DIAGNOSIS AND STATUS OF REPAIRS
 - 2 IS THIS CUST NOT COVERED BY WARRANTY
 - 3 PLEASE CALLBACK; PROVIDED WRITER CONTACT INFO

*** PHONE LOG 08/18/2005 07:56 AM US Mountain Standard Time BBrown Action Type:Outgoing call

- WRITER CONTACTED (SA) ANDRE WHO STATED
- 1 THIS CUST HAS 67000 MILES AND OUT OF WARRANTY
 - 2 DPSM DAN TACKER HAS ALSO STATED THAT THIS IS NOT A WARRANTABLE REPAIRS
 - 3 THE BLADES BROKE BUT THE CUST SHOULD HAVE NOTICED SOMETHING IN THE DRIVEABILITY OF THE VEH
 - 4 I ASKED THE CUST HERE THEY GET THE MAINTENANCE DONE AND THE HUSBAND SAID HERE AND WE HAVE NOT SEEN THE VEH FOR 30K MILES; SO THIS VEH PROBABLY IS NOT MAINTAINED WELL EITHER

*** PHONE LOG 08/18/2005 08:02 AM US Mountain Standard Time BBrown Action Type:Incoming call

- WRITER CONTACTED [REDACTED] OWNER'S HUSBAND AND STATED
- 1 THIS WILL NOT BE WARRANTABLE REPAIR AND KIA WILL NOT BE PROVIDING GOODWILL ASSISTANCE

[REDACTED] STATES

- 1 I KNOW WE ARE OUT OF WARRANTY BUT THIS SHOULD BE COVERED BBY KIA BECAUSE THEIR PLASTIC PART JUST BROKE AND WE ARE STUCK WITH IT
- 2 THANKS ANYWAY

*** CASE CLOSE 08/18/2005 08:03 AM US Mountain Standard Time BBrown

**Kia Motors America
Consumer Affairs Department**

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|----------------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723025 [REDACTED] | K522149 | 47,000 |
| Bonham TX [REDACTED] | | | Dealer: | |

Case History

Complaint Roadside Assistance

*** PHONE LOG 07/28/2005 10:31 AM US Mountain Standard Time DLyons

cust states: [REDACTED]

1. cust was getting ready to leave their son's house
2. pulled out onto the roadway and there was a loud noise
3. husband lifted the hood and found that the *fan* blades are broken off
4. cust is approx 450 miles from home

Writer advised:

1. so sorry to hear of this concern
2. will connect to RSA to get the vehicle to the nearest kia dlrshp
3. advised cust of the trip interruption benefit if this is a covered mechanical repair under the warranty
4. updated cust info, no previous cases, no recalls.
5. connected customer to Chris in RSA

*** CASE CLOSE 07/28/2005 10:31 AM US Mountain Standard Time DLyons

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] | KNDJB723125 [REDACTED] | K317208 | 23,000 |
| Honolulu HI [REDACTED] | | | Dealer: HI001 Aloha Kia | |

Case History

Complaint Quality

*** PHONE LOG 05/19/2004 09:25 AM KBaker

Customer called and stated:

1. I have had many issues with this vehicle.
2. Rust is forming around the door panels of the vehicle.
3. We paid \$2000 to have the vehicle rust proof.
4. Yesterday while driving the vehicle I heard a boom noise from the engine.
5. The *fan* broke into pieces all over the road.
6. I feel this vehicle is a lemon.
7. I am having the vehicle towed to the dealership.
8. Does Kia offer rental vehicle?

Writer stated:

1. Verified customer's info.
2. Apologized for customer situation.
3. Complaint will be documented on file.
4. After the vehicle is diagnosed at the dealership and if there are anymore questions please call back.
5. Provided name and extension.

*** PHONE LOG 05/25/2004 02:28 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Aloha Kia AND SPOKE WITH TOD, SERVICE MANAGER.

TOD STATED:

1. THE VEHICLE WAS IN HERE LAST WEEK.
2. THE COOLING *FAN* WAS BROKEN AND WE DID AN OIL CHANGE.
3. THE VEHICLE LEFT LAST WEEK.

WRITER STATED:

1. THANKS.

*** CASE CLOSE 05/25/2004 02:28 PM US Mountain Standard Time WNoonan

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

| Last name | First name | VIN of | Case Number | Mileage |
|------------|------------|------------|-------------|---------|
| [REDACTED] | [REDACTED] | [REDACTED] | K520164 | 85,000 |

CANTON NY

Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 07/26/2005 10:51 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. THE **FAN** WENT INTO RADIATOR AND MAY HAVE DAMAGED ENGINE
2. COULD ALSO BE TIMING BELT SNAPPED
3. DID NOT CHANGE TIMING BELT AT 60K
4. IS DEALER GOING TO CHARGE ME IF REPAIRS ARE NOT UNDER WARRANTY
5. WILL GET CAR INTO DEALER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT IF **FAN** HAS COME APART AND DAMAGED RADIATOR, WOULD NOT BE WITHIN WARRANTY
THIS WOULD BE SOMETHING THAT FALLS UNDER BLW
3. DID CUSTOMER CHANGE TIMING BELT AT 60K MILES
4. IF CUSTOMER HAS NOT CHANGED TIMING BELT AT 60K AND THE BELT HAS BROKEN AND CAUSED INTERNAL ENGINE DAMAGE, WILL NOT BE UNDER WARRANTY
5. SINCE CUSTOMER IS NOT SURE WHAT SITUATION IS WOULD RECOMMEND GETTING VEHICLE TOWED BY RSA TO CLOSEST KIA DEALER FOR DIAGNOSIS.
6. DEALER WILL BE ABLE TO ADVISE CAUSE AND IF UNDER WARRANTY
7. CUSTOMER WOULD NEED TO MAKE COMMITMENT TO PAY DEALER FOR HIS TIME IF NOT COVERED UNDER WARRANTY.

*** CASE CLOSE 07/26/2005 10:51 AM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K1012494 | 42,000 |

Hopatcong NJ [REDACTED] Dealer: NJ015 Kia World of Denville

Case History

Complaint Repair Assistance

*** PHONE LOG 09/12/2005 01:13 PM US Mountain Standard Time ERuiz

CALLER STATED

1. I HAD THE CAR TOWED IN YESTERDAY.
2. THE DEALER HASN'T EVEN LOOK AT THE VEHICLE.
3. THEY SAID THAT THEY MAY NOT EVEN LOOK AT THE VEHICLE UNTIL TOMORROW.
4. THEY PROBABLY HAVE TO ORDER PART, BECAUSE THEY DON'T EVEN HAVE PARTS.
5. BY THE WAY THE VEHICLE LOOK UNDER THE HOOD THEY HAVE TO ORDER A LOT OF PARTS.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. WRT WILL LOOK INTO IT, TO SEE IF THERE IS A POSSIBILITY TO LOOK AT THE VEHICLE TOMORROW.
4. PART MAYBE EVEN DELIVER OVER NIGHT.
5. CUSTOMER WOULD LIKE TO BE REACH AT (973) 713-1476.

*** PHONE LOG 09/14/2005 12:33 PM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. WRT CALLED NJ015
2. SPOKE TO VIRGINIA.
3. SHE STATED:
 - a) SOMETHING ON THE ROAD HIT THE RADIATOR **FAN**
 - b) RADIATOR, **FAN** AND AN ENGINE LONG BLOCK.
 - c) THIS CUSTOMER WAS VERY NASTY.
 - d) THE CUSTOMER DROPPED THE VEHICLE HERE ON SUNDAY NIGHT.
 - e) THE CUSTOMER CAME IN ON MONDAY MORNING AND STARTED SCREAMING BECAUSE WE HAD NOT SEEN THE VEHICLE.
 - f) WE WERE BUSY AND WHEN WE LOOKED AT THE CAR WE NOTICE THAT SOMETHING HAD HIT THE RADIATOR **FAN** FROM UNDERNEATH CAUSING ALL THIS PROBLEMS.
 - g) THE CUSTOMER WAS UPSET BECAUSE HE HAD TO PAY FOR THE REPAIR AND TALKED TO THE G/M.
 - h) THE G/M TOLD HIM THAT HE HAD TO TALK TO HIS INSURANCE CO, OR HE WOULD HAVE TO PAY FOR IT.
 - i) WE'RE STILL WAITING FOR THE CUSTOMER TO DECIDE WHAT HE WANTS TO DO.
4. WRT ASKED VIRGINIA IF THE REP HAS BEEN CONTACT REGARDING THIS VEHICLE, AND IF THEY HAVE TAKEN ANY PICTURES OF THE DAMAGE.
5. SHE STATED:
 - a) WE HAVE NOT CONTACTED THE REP, AND WE DON'T HAVE ANY PICTURES OF THE DAMAGE.
6. WRT TOLD VIRGINIA IF IT WOULD BE POSSIBLE TO GET PICTURES OF THE VEHICLE.
7. WRT THANKED VIRGINIA FOR THE INFO.

*** PHONE LOG 09/14/2005 12:34 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED GEORGE KARAS.
2. GEORGE WAS NOT AVAILABLE.
3. WRT LEFT A MESSAGE EXPLAINING ALL THE PERTINENT INFO ABOUT THE CASE.

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

Send to:[gkaras@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.

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-------------------------|------------|--------------------------|-------------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K1012494 | 42,000 |
| Hopatcong NJ [REDACTED] | | | Dealer: NJ015 Kia World of Denville | |

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*** PHONE LOG 09/14/2005 01:04 PM US Mountain Standard Time TMorales Action Type:Incoming call
Cust stated:

1. The dlr called today and said the veh was totaled; the motor shot, *fan* no good and radiator no good
2. The dlr said something hit the *fan* but that there was no physical damage but the cust should call his insurance agency
3. The insurance co says that w/out physical proof they won't pay a claim like that
4. Then George at the dlr said the cust has to show svc records, particularly the 30k svc
5. This svc has been so terrible I will never buy another KIA

Writer advised;

1. Apologized for the problem
2. Reviewed latest notes; Zeke has call the factory rep w/ the details of this case and is waiting to hear back from him
3. The factory rep has the authority to decide and cust should wait for Zeke to say what the factory rep's position is and what is the next step
4. Will document the call and notify Zeke you are looking for an update

Cust stated;

1. Ok thanks

*** PHONE LOG 09/16/2005 12:47 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM, GEORGE KARAS.
2. GEORGE WAS NOT AVAILABLE.
3. WRT LEFT GEORGE A MESSAGE.
4. WRT REQUESTED A CALL BACK.

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

Send to:[gkaras@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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*** CASE CLOSE 09/20/2005 07:05 AM US Mountain Standard Time ERuiz

*** PHONE LOG 09/20/2005 09:16 AM US Mountain Standard Time JWeiner Action Type:Incoming call
CUSTOMER STATES:

1. MY VEHICLE IS SITTING AT THE DEALER
2. I AM WAITING FOR A CALLBACK

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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] | KNDJA723725 [REDACTED] | K1012494 | 42,000 |
| Hopatcong NJ [REDACTED] | | | Dealer: NJ015 Kia World of Denville | |

4. GO AHEAD AND TRANSFER ME TO HIS VM

WRITER STATES:

1. ZEKE IS WORKING ON THE CUSTOMER'S CASE
2. ZEKE IS AT LUNCH CURRENTLY, WRITER CAN TRANSFER CUSTOMER TO HIS VM

*** CASE CLOSE 09/20/2005 09:17 AM US Mountain Standard Time JWeiner

*** PHONE LOG 09/20/2005 10:09 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

CALLER STATED

1. I HAD A LOT OF PROBLEMS W/ THIS DEALER.
2. THE CAR WAS TOWED TO THE DEALER.
3. THEN I GET TWO CALLS FROM THE SVC DEPT.
4. ONE FROM GEORGE AND THE OTHER ONE FROM GERRY.
5. THEY BOTH SAID THAT I SHOULD BE CALLING THE INSURANCE CO.
6. SO I CALLED THE INSURANCE CO. THEY ASKED ME IF I WAS INVOLVED IN AN ACCIDENT, AND I SAID NO.
7. MY INSURANCE CO SAID THAT THERE WAS NO WAY THEY WERE GOING TO COVER THIS, BECAUSE THERE IS NO SIGNS OF DAMAGE.
8. SO I WANT TO KNOW WHAT'S GOING ON.

WRITER STATED

1. CUSTOMER ALLEGED THAT HE WAS NEVER TOLD THE REASON OF THE BRAKE DOWN.
2. WRT WILL BE GLAD TO CALL THE DEALER AND CONFERENCE THE SVC MGR W/ THE CUSTOMER.
3. WRT PUT THE CUSTOMER ON HOLD.
4. WRT CALLED THE DEALER, AND COULD NOT GET A HOLD OF ANYONE AT THE SVC DEPT.
5. WRT PUT THE CUSTOMER BACK ON THE LINE, AND ADVISED HIM THAT WRT WILL CALL HIM BACK IN A FEW MOMENTS.
6. CUSTOMER AGREED.

*** PHONE LOG 09/20/2005 10:25 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NJ015.
2. SPOKE TO GERRY IN SVC.
3. HE STATED:
 - a) THE VEHICLE WAS BROUGHT IN W/ A SEVER OVER HEATING ENGINE PROBLEM.
 - b) WE FOUND THAT THE COOLING **FAN** WAS COMPLETELY DESTROY.
 - c) AT FIRST WE ADVISED THE CUSTOMER TO CONTACT HIS INSURANCE CO.
 - d) SOMETHING MIGHT OF HIT THIS VEHICLE AND BROKE THE COOLING **FAN**
 - e) THERE IS NO PHYSICAL DAMAGE ON THE CAR, SO I CAN'T TELL FOR SURE WHAT HAPPENED.
 - f) THE G/M IS THE ONE DEALING W/ THE CUSTOMER AT THIS TIME.
 - g) I HAVE NOT TALKED TO THE FIELD REP. DO YOU WANT ME TO CALL HIM?
 - h) THE CUSTOMER TOLD VIRGINIA THAT SOMETHING HAD HIT THE VEHICLE.
 - i) HOWEVER, THERE IS NOTHING DOCUMENTED AND VIRGINIA IS NO LONGER HERE.
 - j) THE CAR HAS 44,277 MILES AND IT WAS TOWED IN ON 9/12/05.
4. WRT TOLD GERRY TO CONTACT THE DPSM IMMEDIATELY TO MAKE HIM AWARE OF THE SITUATION.

Kia Motors America
Consumer Affairs Department

| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|--------------|------------|--------------------------|-------------------------------------|---------|
| | | KNDJA723725 | K1012494 | 42,000 |
| Hopatcong NJ | | | Dealer: NJ015 Kia World of Denville | |

*** PHONE LOG 09/20/2005 10:26 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

***WRITER STATED**

1. WRT CALLED DPSM, GEORGE KARAS AGAIN.
2. GEORGE WAS NOT AVAILABLE.
3. WRT LEFT HIM A MESSAGE, REQUESTING A CALL BACK AS SOON AS POSSIBLE.

*** PHONE LOG 09/20/2005 10:30 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR CINTINEO. BACK.
2. WRT TOLD THE CUSTOMER THAT WRT HAS LEFT A MESSAGE ON THE KIA FIELD REP FOR MORE INFO AND POSSIBLE ASSISTANCE.
3. WRT WILL WAIT FOR THE REP TO CALL BACK W/ MORE INFO.
4. CUSTOMER STATED:
 - a) I APPRECIATE WHAT YOU'RE DOING.
 - b) BUT, I HAD ANTICIPATED THIS WAS GOING TO HAPPEN.
 - c) I ALREADY CONTACTED A LAWYER BECAUSE OF THE WAY THE DEALER IS HANDLING THE SITUATION.
 - d) AND IF I CAN'T GET ASSISTANCE, I WILL GO AHEAD AND CONTINUE TO WORK W/ MY LAWYER.
5. WRT WILL CALL THE CUSTOMER BACK AS SOON AS THE REP CALL BACK W/ MORE INFO.
6. IF WRT IS UNABLE TO GET A HOLD OF THE REP W/IN 24 HRS, THEN THE CASE WILL BE ESCALATED TO THE PERTINENT DEPT.

*** PHONE LOG 09/21/2005 09:29 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
 - a) THE COOLING *FAN* DISINTEGRATED AND CAUSE DAMAGE TO THE ENGINE DUE TO OVER HEATING DRIVING CONDITIONS.
 - b) NJ015 WILL NOT REPAIR THE VEHICLE UNDER WARRANTY, BECAUSE THEY BELIEVE SOMETHING HIT THE VEHICLE FROM UNDERNEATH.
 - c) HOWEVER, THERE IS NO SIGNS OF IMPACT AND THE DEALER IS NOT ABLE TO CONFIRM DIAGNOSIS.
 - d) CUSTOMER'S REQUESTING KIA'S ASSISTANCE TO GET THIS REPAIR.
 - e) CUSTOMER HAS CONTACT A LAWYER, IF NO ASSISTANCE IS PROVIDED.
 - f) WRT RECEIVED NO RESPONSE FROM DPSM.
 - g) PLEASE CONTACT THE CUSTOMER W/ RESOLUTION

*** PHONE LOG 09/21/2005 10:34 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I WOULD LIKE THE DEALER NOT TO CALL ME.
2. INSTEAD, I WOULD LIKE KIA TO COMMUNICATE DIRECTLY TO THE DEALER OR TO MY ATTORNEY.
3. I GOT A CALL BACK FROM SOMEONE NAMED JOE T, I BELIEVE HE'S IN CHARGE OF THE SVC MGR.
- 4 HE ASKED ME WHAT WAS GOING ON W/ MY VEHICLE, INSTEAD OF HIM TELLING ME WHAT'S THE PROBLEM W/ IT.
5. HE SAID THAT HE DID NOT UNDERSTAND WHY WAS I TALKING TO AN ATTORNEY, WHEN CLEARLY I HIT SOMETHING ON THE ROAD.
6. AND I IMMEDIATELY TOLD HIM, NO DISRESPECT, BUT I ALREADY TOLD YOU THAT I DID NOT HIT ANYTHING, AND I DON'T WANT THIS TO TURN INTO A "HE SAID, SHE SAID" SITUATION.
7. THEY ALREADY CLAIMING THAT I SAID THAT I HIT SOMETHING ON THE ROAD, WHEN I NEVER SAID THAT.
8. AND BEFORE THIS STARTS GETTING UGLY, I RATHER HAVE KIA DEAL W/ THIS DEALER.

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K1012494 | 42,000 |

Hopatcong NJ 07843

Dealer: NJ015 Kia World of Denville

9. AND HAVE KIA CALL ME W/ A RESOLUTION.

WRITER STATED

1. CUSTOMER'S REQUEST FOR ASSISTANCE HAS BEEN FORWARD TO THE APPROPRIATE PERSONAL.
2. CUSTOMER WILL FORWARD HIS REQUEST TO BE CONTACT BY KIA INSTEAD OF THE DEALER.
3. CUSTOMER THANKED WRT FOR THE INFO

*** PHONE LOG 09/23/2005 08:55 AM US Mountain Standard Time RBriones Action Type:Incoming call
Cust Stated:

1. Wondering if I can speak with Zeke.

Writer Stated:

1. He is on lunch right now.
2. Transferred cust to Zeke's vm.

*** PHONE LOG 09/23/2005 09:17 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED [REDACTED], AFTER THE CUSTOMER LEFT A MESSAGE ON WRT'S V/M.
2. CUSTOMER STATED:
 - a) ZEKE, I AM STARTING TO GET REALLY UPSET ABOUT THIS WHOLE SITUATION.
 - b) I HAVE NOT RECEIVED A CALL BACK FROM ANYONE.
 - c) I NEED HELP W/ MY CAR, AND IF I DON'T GET A CALL BACK TODAY, I'LL GET MY CAR TOW OUT OF THE DEALER.
 - d) PARK IT IN FRONT OF MY HOUSE, AND BUY ANOTHER CAR.
 - e) AND HAVE MY LAWYER TAKE CARE OF IT.
 - f) I CANNOT CONTINUE TO DO ANY MORE PHONE CALLS, I AM TIRED OF THIS.
3. THE CASE WAS FORWARD AND IT'S BEING HANDLE BY ONE OF OUR REGIONAL OFFICES.
4. WRT GAVE THE CUSTOMER THE REGIONAL'S 800# AND SCOTT'S NAME AND EXT.
5. WRT PUT THE CUSTOMER ON HOLD AND CONTACT SCOTT HUBBS.
6. SCOTT WAS NOT AVAILABLE.
7. WRT LEFT HIM A MESSAGE ADVISING HIM TO CONTACT THE CUSTOMER
8. CONTACT CUSTOMER AT (973) 713-1476.
9. WRT PUT THE CUSTOMER BACK ON THE LINE AND TOLD HIM THAT SCOTT HAS BEEN NOTIFIED ABOUT THIS REQUEST FOR A CALL BACK.
10. CUSTOMER THANKED WRT FOR THE ASSISTANCE.

*** NOTES 09/26/2005 08:55 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer on Friday, 9/23/05

1. Left a voicemail & contact information
2. Requested a call back

Customer returned call on 9/26/05

1. Left a voicemail & contact information
2. Requesting that writer call back

*** NOTES 09/26/2005 04:06 PM Eastern Daylight Time SHubbs Action Type:Manager review

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723725 [REDACTED] | K1012494 | 42,000 |

Hopatcong NJ [REDACTED]

Dealer: NJ015 Kia World of Denville

Writer called customer
per customer

1. On 9/11/05 I was driving down Rt. 80 & I noticed a sound that sounded like something let loose under the hood
2. I pulled over w/ my wife & children in the car
3. I noticed the car started smoking & leaking a dark oil & antifreeze
4. I had the vehicle towed to NJ015 & was told that it would take some time to be diagnosed
5. After several days of not hearing back from NJ015, I called & requested that they take a look at my car
6. I received a call from the service manager at the time (Jerry Bert) who asked me what I hit while driving
7. I told him I didn't hit anything & he advised me that I would need a new engine, *fan*, radiator & water pump
8. I advised him that I didn't hit anything & that I wasn't going to contact my insurance company as he advised me to do
9. I have had no help from Kia at all on this matter & I have consulted an attorney, but I do not wish to go about this matter legally
10. Can you please assist me with this?

Per writer

1. I will get the DPSM directly involved with this matter
2. I will make every effort to expedite a resolution & have your vehicle repaired
3. I will give you a call back today with more information

Writer called DPSM G Karas

1. Writer explained above conversation to DPSM
2. DPSM is aware of situation & OK'd work to be performed on Radiator & *fan* assembly
3. DPSM was not aware of excessive damage to Engine & water pump & is requesting customer to forward all maintenance receipts

Writer called customer

1. Requested customer forward all maintenance receipts to writer for further review
2. Advised writer that Kia will certainly participate in getting vehicle repaired but do not to what extent at this time
3. Customer advised he would gather all docs & forward them on to writer
4. Customer thanked writer for assistance & getting back to him so quickly

*** NOTES 10/03/2005 03:21 PM Eastern Daylight Time SHubbs Action Type:Manager review
DPSM G Karas & Writer spoke w/ Jamie, service manager at NJ015

1. Kia is going to cover repairs made to Radiator & *Fan*
2. Kia is also going to pay for the Block (engine)
3. Customer will be responsible for labor & any other components necessary to repair the engine

Writer called customer

1. Advised customer of Kia's position
2. Customer dissatisfied with Kia's position
3. Customer requested that writer contact NJ015 to find out labor rate & how many hours repair would take
4. Writer agreed

Writer called NJ015, spoke w/ Jamie in service

1. Labor rate is \$92/hour
2. Repairs are approx. 21 hours to complete
3. Writer thanked Jamie for information

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> |
|-------------------------|-------------------|-------------------------------------|--------------------|----------------|
| ██████████ | ██████████ | KNDJA723725 ██████████ | K1012494 | 42,000 |
| Hopatcong NJ ██████████ | | Dealer: NJ015 Kia World of Denville | | |

Writer called customer

1. Left a voicemail & contact information
2. Requested a call back

*** NOTES 10/05/2005 09:32 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

1. Left a voicemail & contact information
2. Requested a call back

*** NOTES 10/05/2005 01:18 PM Eastern Daylight Time SHubbs Action Type:Manager review

- Customer called writer back & requested a call back

- Writer called customer

1. Writer advised customer again of Kia's participation in repairing vehicle
2. Kia is going to cover repairs to Radiator & **Fan**
3. Kia will also pay for the physical block (engine)
4. Customer is responsible for all other components of engine & labor to complete engine
5. NJ015 advised writer that labor rate for customer is \$92/hr
6. Customer wanted estimate in writing
7. Writer advised customer to contact service dept at NJ015 for an estimate to be put into writing
8. Customer advised would contact NJ015 at this point
9. Customer thanked writer for information

- Writer is closing case at this time

*** CASE CLOSE 10/05/2005 01:19 PM Eastern Davlight Time SHubbs

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723925 [REDACTED] | K1211923 | 40,000 |

Arlington VA [REDACTED]

Dealer: VA019 Sheehy Kia of Springfield

Case History

Complaint Repair Assistance

*** PHONE LOG 08/07/2006 10:57 AM US Mountain Standard Time CHart
cust john called

1. i had the car towed to the dlr last night
2. it has been sitting on the lot all day
3. when i questioned them further -- they stated they are backed up for 2 weeks
4. i have cancer - and my veh broke down
5. if i can't get my veh looked at today i will have the veh towed out of there and sue kia
6. can you call me back at 7036770957

(caller disconnected -- could not verify info)
call ended

*** PHONE LOG 08/07/2006 11:13 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust

1. is there anyway i can get a rental assistance
2. the dlr made is out like it wasn't his responsibility

wrt states

1. apologize
2. kia does not have provision for rental assistance -- case by case basis
3. advised once diagnosis is done --wrt can follow up with dlr and possibly area rep

cust states

1. i want to talk to the area rep now!
2. if i can't get help i will seek outside assistance
3. will they be willing to talk to my lawyer?

wrt states

1. apologize
2. will follow up according to policy
3. as soon as wrt has info -- will call cust back

cust states

1. i want to know something today.
- cust disconnected

*** PHONE LOG 08/07/2006 11:18 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlr -- spoke to SM todd

wrt states

1. calling regarding cust veh
2. cust requesting rental assistance

todd states

1. veh was towed in with no description just the key
2. we are a little backed up, we are going to try to push it through
3. we are 2 weeks backed up
4. we don't have any loaners at the dlrshp
5. we are going to try to get to it today
6. if i can't get to it today -- we will take a look at it tomorrow

wrt thanked todd -- call ended

Kia Motors America
Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-------------------------|------------|-----------------------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA723925 [REDACTED] | K1211923 | 40,000 |
| Arlington VA [REDACTED] | | Dealer: VA019 Sheehy Kia of Springfield | | |

*** PHONE LOG 08/07/2006 11:22 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust -- spoke to john
wrt states
1. reiterated what dlr states
2. will follow up with dlr tommorow

cust states
1. that's the dedication i was looking for
2. i'm sorry if i got hostile
3. i will wait to hear anything else from you
4. thank you for intervening

call ended

*** PHONE LOG 08/08/2006 12:41 PM US Mountain Standard Time CHart Action Type:Incoming call
called dlsrshp -- SM in shop -- spoke to SA scott
wrt states
1. following up for customer

scott states
1. needs a PWA
2. contacted alan crouch
3. it's going to need a cylinder head
4. cust called today - he is ok

wrt states
1. will follow up towards end of the week

thanked scott -- call ended

*** PHONE LOG 08/11/2006 06:37 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlr -- spoke to SM Sean
wrt states
1. checking for status of veh

Sean states
1. scott is actually handling this
(transferred to Scott)

Scott states
1. we have to replace the engine
2. the *fan* broke and overheated
3. i've contacted Alan Crouch regarding this -- waiting for approval
4. we are going to have to build the engine here once approval is given

wrt states
1. will follow up this next week