

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

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

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1211923	40,000
Arlington VA [REDACTED]		Dealer: VA019 Sheehy Kia of Springfield		
thanked [REDACTED] call ended				

\*\*\* PHONE LOG 08/16/2006 07:09 AM US Mountain Standard Time CHart Action Type:Outgoing call  
called dlr -- spoke to SM Sean  
wrt states  
1. checking status of veh

Sean states  
1. we have the cylinder head here  
2. we should have it done in the next day or two

wrt states  
1. will follow up with cust friday  
2. thank you

call ended

\*\*\* PHONE LOG 08/18/2006 12:11 PM US Mountain Standard Time CHart Action Type:Incoming call  
called cust -- left VM  
1. called regarding veh  
2. please call  
3. left 800, ext and case#  
call ended

\*\*\* PHONE LOG 08/22/2006 08:14 AM US Mountain Standard Time CHart Action Type:Outgoing call  
called cust -- left VM  
1. called regarding veh  
2. please call  
3. left 800, ext and case#  
call ended

\*\*\* PHONE LOG 08/23/2006 06:43 AM US Mountain Standard Time CHart Action Type:Outgoing call  
called cust left VM  
1. calling on veh  
2. dlr indicated done last week  
3. any further concerns please call  
4. left 800 ... and case#  
call ended

\*\*\* CASE CLOSE 08/23/2006 06:44 AM US Mountain Standard Time CHart  
pending further contact

**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]	KNDJB623425 [REDACTED]	K520855	46,000
Garland TX [REDACTED]				Dealer: TX056 Southwest Kia

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 07/27/2005 07:07 AM US Mountain Standard Time WNoonan

WRITER SPOKE WITH [REDACTED] SON.

CUSTOMER STATED:

1. MY VEHICLE HAS A PROBLEM WHERE THE *FAN* CAME OFF THE ENGINE AND CAUSED DAMAGE TO THE RADIATOR.
2. WE HAD THE VEHICLE TOWED TO THE DEALER ON THE 15TH.
3. IT IS STILL THERE BECAUSE THEY CAN NOT GET THE PARTS.
4. THE DEALER HAS RECOMMENDED THAT I CHANGE SOME OF THE BELTS AND DO SOME MAINTENANCE ON THE VEHICLE WHILE IT IS THERE TO GET EVERYTHING IN CORRECT RUNNING ORDER WHICH I HAVE AGREED TO AND I WILL END UP PAYING THEM \$400 FOR THE MAINTENANCE - THE OTHER REPAIRS FOR THE DAMAGE ARE COVERED UNDER WARRANTY.
5. I DO NOT HAVE ANOTHER VEHICLE TO DRIVE AND THE DEALER SAID THAT THEY CAN NOT GET ME A RENTAL.
6. I WAS CALLING YOU TO SEE IF WE CAN GET HELP WITH GETTING THE PARTS AND IN THE MEAN TIME, GIVE ME ALTERNATE TRANSPORTATION?
7. I REALLY LIKE THE VEHICLE AND I AM THINKING ABOUT PURCHASING ANOTHER ONE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL RESEARCH YOUR REQUEST AND CALL YOU BACK.

CUSTOMER STATED:

1. MY CELL NUMBER IS [REDACTED]

\*\*\* PHONE LOG 07/27/2005 07:19 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED Southwest Kia AND SPOKE WITH JACKIE, SERVICE MANAGER.

JACKIE STATED:

1. WE ARE TRYING TO GET IT DONE BY TOMORROW.
2. WE HAVE ALL THE PARTS.
3. KIA DOES NOT OFFER RENTALS.

\*\*\* PHONE LOG 07/27/2005 07:22 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED JOHN MILNER, DPSM AND LEFT VM REQUESTING CALL BACK REGARDING RENTAL REQUEST.

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

Send to [REDACTED]

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\_K520855\_WNoonan\_07-27-2005082005.doc>>

\*\*\* PHONE LOG 07/27/2005 01:20 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED JOHN MILNER, DPSM.

JOHN STATED:

**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]	KNDJB623425 [REDACTED]	K520855	46,000
Garland TX [REDACTED]			Dealer: TX056 Southwest Kia	

1. I HAVE BEEN IN TOUCH WITH THE DEALER.
2. THE SERVICE MANAGER SAID THAT THEY HAD TO BEAT THE OIL PAN OFF THE ENGINE TO GET IT OFF BECAUSE OF ALL THE SLUDGE.
3. I TOLD THE SERVICE MANAGER THAT WE WERE NOT GOING TO PAY FOR THE REPAIRS BECAUSE THE VEHICLE HAD NOT BEEN MAINTAINED.
4. TELL THE CUSTOMER THAT UPON FURTHER INVESTIGATION OF THE NECESSARY REPAIRS THAT RENTALS ARE NOT COVERED UNDER THE WARRANTY AND THAT THE REPAIRS ARE NOT GOING TO BE COVERED EITHER.
5. TELL THE CUSTOMER THAT THE SERVICE MANAGER WILL SHOW HIM WHY THE REPAIRS ARE NOT GOING TO BE COVERED.
6. IT DOES NOT MATTER IF THEY HAVE MAINTENANCE RECORDS, THE CONDITION OF THE ENGINE TELLS THE TALE.

WRITER STATED:

1. WILL ADVISE THE CUSTOMER.

\*\*\* PHONE LOG 07/27/2005 01:53 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED [REDACTED] BACK.

CUSTOMER STATED:

1. I WAS JUST ABOUT TO CALL YOU.
2. I HAVE BEEN IN TOUCH WITH THE DEALER AND THEY SAID THAT THE REPAIRS WILL NOT BE COVERED.

WRITER STATED:

1. AFTER FURTHER INVESTIGATION, THE RENTAL WILL NOT BE SOMETHING THAT IS COVERED NEITHER WILL THE REPAIRS TO THE VEHICLE BECAUSE THERE IS SLUDGE IN THE ENGINE
2. SLUDGE IS A SIGN OF LACK OF MAINTENANCE AND IT VOIDS THE WARRANTY ON THE RELATED REPAIRS.

CUSTOMER STATED:

1. I WANT TO TALK TO SOMEONE HIGHER THAN YOU THAT HAS MADE THE DECISIONS.
2. I CAN NOT BELIEVE THAT KIA IS NOT COVERING THE REPAIR.
3. I JUST HAD THE OIL CHANGED IN APRIL.

WRITER STATED:

1. WRITER WILL CALL THE DPSM AND ADVISE HIM THAT YOU'D LIKE TO SPEAK WITH HIM.

\*\*\* PHONE LOG 07/27/2005 01:54 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER ADVISED BOTH JOHN MILNER, DPSM AND KEVIN RUYLE OF CUSTOMER'S REQUEST FOR CALL BACK

\*\*\* PHONE LOG 07/27/2005 02:25 PM Pacific Daylight Time KRuyle Action Type:Incoming call

wrtr rec call from DPSM and SM at TX056

DPSM said

1. engine down caused by oil failure due from lack of maint
2. KMA will warranty cooling *fan* and any colateral damage caused by the *fan* coming off
3. SM at TX056 will be contacting cust for further contact
4. no rental assistance will be provided by KMA

wrtr rec email from SM Jackie Hays containing pix of the sludge in the engine and oil pan

**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]	KNDJB623425 [REDACTED]	K520855	46,000
Garland TX [REDACTED]			Dealer: TX056 Southwest Kia	

wrtr attached pix to the case

\*\*\* PHONE LOG 07/28/2005 07:06 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM [REDACTED]  
CUSTOMER STATED:  
1. I AM STILL WAITING TO GET A CALL BACK FROM THE NEXT HIGHER UP PERSON.  
2. MY CELL NUMBER IS [REDACTED]

\*\*\* PHONE LOG 07/28/2005 10:06 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM [REDACTED]  
CUSTOMER STATED:  
1. I AM STILL WAITING TO GET A CALL BACK.  
2. I NEED TO TALK TO SOMEONE TO DISPUTE THE WARRANTY COVERAGE FOR THIS REPAIR.  
3. MY CELL NUMBER IS [REDACTED]

\*\*\* PHONE LOG 07/28/2005 10:53 AM US Mountain Standard Time DLyons Action Type:Incoming call  
cust states:  
1. would like to speak to the area rep  
2. wants the phone number to the rep  
3. he has been waiting 2 days to get in touch with him  
4. who is above the area reps head, he wants to speak to him

Writer advised:  
1. this office has been relaying his messages for customer  
2. the area rep is aware that cust is trying to reach him  
3. provided phone# to Kevin Ruyle

customer hung up.  
[!<For Internal Use Only  
2. wantes >!]

\*\*\* PHONE LOG 07/28/2005 11:39 AM Pacific Daylight Time KRuyle Action Type:Incoming call  
wrtr rec call from [REDACTED] who said  
1, got your number from the call center  
2. 2 weeks ago veh broke down  
3. 02 Sportage that is at TX056  
4. driving down the road and heard a popping noise  
5. pulled over and noticed water leaking out from under the car, not bad though  
6. continued driving and got about another mile before the car overheated  
7. at first was told the radiator *fan* broke and caused the engine to overheat and casued alot of damage  
8. was told eveything would be covered by my warranty  
9. was told that they had to order parts and would call me when they came in  
10 couple weeks past and had heard nothing  
11. called everyday asking if the parts had come in and they had not  
12. finally decided to call the call center and asked for rental assistance  
13. was told not provossioned by the warranty and KMA does not give rentals for warranty issues

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K520855	46,000
Garland TX [REDACTED]			Dealer: TX056 Southwest Kia	

14. called Weds back at the call center and while we were on the phone, TX056 called
15. told Wes the parts were in and the car should be ready late the next day or the following
16. I get a call that night around 5pm telling me there is sludge in the engine and that voids the warranty
17. dont understand
18. couple hours ago everything was covered now its not
19. had the oil changed in April, receipts in the glovebox
20. the service tech told me that the *fan* cooling issue is and has been notorious for doing this

wrtr said

1. sorry to hear your concern
2. but, if there is sludge in the engine, that will void the warranty
3. that shows a lack of maint on the owners part and maint is required to maint the warranty

cust said

1. i fully understand that
2. but I was told by some other mechanics that if the engine was not cooling properly
3. because the notorious *fan* and radiator problem, it could cause the oil to sludge
4. very suspicious that 2 weeks ago everything was covered and now its not
5. they even told Wes that they were getting ready to do all the fluids on the car

wrtr said

1. need to make some calls and research what is going on with the vehicle
2. will be honest that if there is sludge in the engine, that is why the warranty is being denied
3. it goes to the lack of maint, not a manuf defect which is what the warranty is for
4. is there a number I can call you back at?

cust gave wrtr cell [REDACTED]

\*\*\* PHONE LOG 07/28/2005 11:48 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wrtr called TX056 and spoke to Jackie Hays SM

wrtr said

1. just got a call from the cust
2. thought you were going to call him yesterday

SM said

1. tried and was unsuccessful

wrtr said

1. cust is trying to say the reason for the sludge is the *fan* coming apart and a notorious problem in engine cooling

SM said

1. No, its from a lack of maint
2. the *fan* came apart, there are no blades left on it
3. tore the upper hose apart and tore into the radiator pretty bad
4. it was cooling sufficiently until the blades came off the shroud

wrtr said

1. the only maint records cust told me he had is in the glove box from April

Sm said

1. hang on let me bring the car down off the lift
2. looking through the glove box and I see no oil change receipt

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**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>
		KNDJB623425	K520855	46,000
Garland TX			Dealer: TX056 Southwest Kia	

3. it was caused by a lack of maint, period
4. oil uses viscosity for lubricating the engine
5. Viscosity breakdown does not occur quickly, it is a graduale decline until the oil gets dirty then it drops off rapidly
6. that is why there are recommendations to change oil at certain mileage and dates
7. this cust did not maintain the vehicle, that is why there is sludge in the engine
8. And its some of the worst I have ever seen
9. will send you the pix I took
10. its real bad - no direct relation to the *fan* blade coming apart
11. we will warranty the *fan* blade and the radiator, and all other directly related concerns but the engine is seperate and another concern
12. if the blade had not have come off when it did, i would not have been surprised to see this vehicvle in another couple of weeks
- 13,. I can not see how oil was traveling through this engine

wrtr said

- 1, thanks for the info

\*\*\* NOTES 07/28/2005 11:49 AM Pacific Daylight Time KRuyle Action Type:E-mail rec.  
wrtr rec email from SM at TX056 containing 5 pix of the cust's engine and oil pan

\*\*\* NOTES 07/28/2005 01:13 PM Pacific Daylight Time KRuyle Action Type:E-mail rec.  
wrtr rec 5 more pix from SM Jackie Hays at TX056 of cust engine

\*\*\* PHONE LOG 07/28/2005 01:24 PM Pacific Daylight Time KRuyle Action Type:Outgoing call  
wrtr called and spoke with DPSM John Milner  
wrtr said

1. rec call from cust
2. have spoken with SM at TX056
3. SM has send me pix of the engine
4. very sludged up

DPSM said

- 1, SM called me earlier in the week telling me he was denying the warranty and was just informing me
2. from what he told me about the engine, he's done everything right
- 3 the decision to refuse the warranty was from SM, I am backing him up
4. If cust has an issue with that, he needs to speak to SM
5. SM made the decission based on the fact that if he turn the warranty claim in and we deny the claim
6. then TX056 is responsible for the money because we would not reimb dealer

wrtr said

1. will be sending you the pix he sent me for your records
2. I have them as well and will contact cust to let him know

\*\*\* PHONE LOG 07/28/2005 01:25 PM Pacific Daylight Time KRuyle Action Type:Outgoing call  
wrtr called [REDACTED] on his cell phone and left vm asking for a return phone call

\*\*\* PHONE LOG 07/28/2005 01:41 PM Pacific Daylight Time KRuyle Action Type:Incoming call  
wrtr rec vm from cust asking for a return phone call

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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]	KNDJB623425 [REDACTED]	K520855	46,000
Garland TX	[REDACTED]		Dealer: TX056 Southwest Kia	

\*\*\* PHONE LOG 07/28/2005 01:46 PM Pacific Daylight Time KRuyle Action Type:Outgoing call  
wtr called cust and said

1. have spoken to Jackie Hays, SM at TX056
2. he sent me pict of your engine
3. evidence shows a lot of sludge in the engine
4. which in his expert opinion was caused by a lack of maint
5. I also found out that the decission to deny warranty was the SM's
6. and we KMA based on the evidence, are going to stand behind his decission for the engine
7. the *fan*, radiator and upper rad hose and the other pieces affected by the defect *fan* will be covered by the warrnty, but not the engine
8. you are more than welcome to call SM and discuss it with him, but because dealerships are ind owned and operated,
9. they have the right to deny warranty as they see.

cust said

1. Ok, will then oursue other avenues at my disposal
2. thank you

\*\*\* CASE CLOSE 07/28/2005 01:46 PM Pacific Daylight Time KRuyle  
sludgee in engine



**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]	KNDJB623925 [REDACTED]	K502097	45,798
Gibsonton FL [REDACTED]			Dealer: FL010 Century Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 06/29/2005 12:13 PM US Mountain Standard Time BBrown  
CUST STATES [REDACTED]

- 1 **FAN** EXPLODED LAST WEEK AND PUNCTURED THE RADIATOR
- 2 WE HAD VEH TOWED IN
- 3 **FAN** AND RADIATOR WERE REPLACED BUT THEN THE VEH WAS RUNNING ROUGH
- 4 DLR DIAGNOSED SOMETHING HAPPENED TO MOTOR
- 5 ORIGINALLY IT WAS SUPPOSED TO TAKE 3 DAYS. BUT THEN THEY DECIDED THAT THERE IS DAMAGE TO ENGINE
- 6 MYT DLR COVERED A RENTAL FOR 3 DAYS AND THEN KIA COVERED 3 MORE AND NOW I AM SUPPOSED TO BRING THE VEH BACK TO RENTAL AGENCY TONITE
- 7 I HAVE PATIENTS AND FAMILIES THAT RELY ON ME TO BE ABLE TO TRANSPORT PEOPLE TO MEDICAL HELP
- 8 I AM STILL MAKING PAYMENTS ON THE CAR AND I DON'T EXPLAIN

WRITER STATES

- 1 APOLOGIZED
- 2 KIA WARRANTY DOES NOT PROVIDE FOR RENTAL DURING REPAIRS
- 3 I WILL CONTACT DPSM FOR DECISION ON RENTAL REQUEST
- 4 HE IS PROBABLY ALREADY AWARE OF THIS CASE SINCE KIA COVERED RENTAL EARLIER FOR 3 DAYS
- 5 I WILL CONTACT CUST ONCE WE HAVE AN ANSWER

\*\*\* PHONE LOG 06/29/2005 03:38 PM US Mountain Standard Time BBrown Action Type:Incoming call  
WRITER LVM FOR DPSM D. TACKER STATING

- 1 CUST IS SEEKING AN EXTENSION TO HER RENTAL COVERAGE
- 2 KIA COVERED THE CUST FOR 3 DAYS; TODAY IS THE 3RD DAY
- 3 VEH IS STILL NOT REPAIRED;

\*\*\* PHONE LOG 06/30/2005 08:38 AM US Mountain Standard Time BBrown Action Type:Incoming call  
JASON (SA) AT FL010 STATES

- 1 IF EVERYTHING GOES WELL THE VEH MAY BE DONE TOMORROW BUT THE IS COUNTING ON A LOT OF THINGS TO GO ACCORDING TO PLAN
- 2 DPSM DAN TACKER HAS COVERED 3 DAYS OF COVERAGE; OUR GM HAS COVERED ANOTHER 3 DAYS
- 3 DPSM TACKER HAS TAKEN THE STANCE THAT 3 DAYS IS ALL HE WILL COVER;
- 4 OUR GM SAID 3 DAYS IS ALL HE WILL COVER

\*\*\* PHONE LOG 07/07/2005 09:09 AM US Mountain Standard Time BBrown Action Type:Incoming call  
[REDACTED] (SA) STATES

- 1 THE VEH IS READY FOR PICK UP TODAY
- 2 WE HAVE CONTACTED THE CUST AND LET THEM KNOW

\*\*\* CASE CLOSE 07/07/2005 09:09 AM US Mountain Standard Time BBrown

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K212433	34,000
Frankfort KY	[REDACTED]		Dealer: KY011 Car Town Kia, USA	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 09/03/2003 10:50 AM US Mountain Standard Time TShamburger customer called:

1. the vehicle is not working because the *fan* flew off
2. the dealr said they can only pay half of my rental
3. but according to Evana the dealer cant find the part
4. and they cant give me a time, I was told kia is re-designing the part.
5. and that is why they cant find a part.
6. if this is the case I would like kia to cover the whole rental cost.

Wrt states:

1. apologize for situation but kia is not redesigning the *fan* but they have *fans*
2. now the part might be on back order if the dealer ordered it and the dealer is trying to
3. find if other local dealer might have to part
4. apologize for explanation on part but wrt will chk with Evana
5. and wrt will chk if dealer order a part from kia or not.
6. will call you back on your cell phone.

cust states;

1. csut thanked wrt.

\*\*\* PHONE LOG 09/03/2003 10:56 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called EVana at dealer and Evana is SM

Evana states;

1. we have her *fan* on emergency order but the part is on back order
2. I told the cust that I was chking if other deales have the part but they didnt
3. but cust has to wait fot the part.
4. I spoke to Dpsm already regarding this and he offer paying half off the rental not more.
5. so meanwhile cust has to wait for part

wrt states:

1. thank you Evana

\*\*\* PHONE LOG 09/03/2003 12:49 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called cust and explain the back order part to cust clearer
2. dealer has ordered a part under emergency order and as soon as part comes in
3. kia dist ctr will send this part to dealer.
4. its not a part that is waiting to be re-design

cust states:

1. well I need something more than that
2. I dont feel should just pay for half of my rental but the whole thing
3. since kia is not sure when my part for my veh will come in
4. I pay for this veh and I cant use it and I have to also pay for a rental
5. this veh is a new veh

wrt states:

1. apologize [REDACTED]
2. wrt can escalate your concerns
3. and someone else will contact you.

cust states:

1. thank you, this is not right.

\*\*\* NOTES 09/03/2003 12:53 PM US Mountain Standard Time TShamburger Action Type:Manager review

**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>
		KNDJB723625	K212433	34,000
Frankfort KY			Dealer: KY011 Car Town Kia, USA	

Foward to central region for handling\*\*\*\*\*

1. cust not happy with her new veh that is waiting on a *fan* that blew off
2. cust told the vehicles part is on back order and kia is paying for half of a rental
3. cust is requesting the kia pay for all the rental and not just half
4. or she will take this issue up with someone else.
5. cust feels paying for a veh she cant drive, on top of paying for a rental
6. is not right.
7. please review customer complaint and request.

\*\*\* PHONE LOG 09/04/2003 02:01 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED CUST AND ADVISED:

1. RCVD FILE FROM KCC
2. REITERATED THAT PART IS ON BACK ORDER AND WILL BE SHIPPED AS SOON AS PART IS AVAILABLE
3. ADVSED THAT RENTAL IS NOT PART OF THE WARRANTY BUT THAT KMA HAS AGREED TO PAY FOR HALF CUST HUNG UP ON WTR

\*\*\* CASE CLOSE 09/04/2003 02:01 PM Central Daylight Time DWojciechowski  
NO FURTHER ACTION TO BE TAKEN

\*\*\* EMAIL IN 09/05/2003 11:11 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRKY011 Re: Name/Vin# [REDACTED] KNDJB723625 [REDACTED] part is being redesigned has a new part number assigned per parts bulle tin 1500-0002. old part nor new part is available at this time per partshotline. we have not been able to get an expected time of availability. we will continue to monitor vehicle status until part becomes available.

**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>
garland TX		KNDJB723325	K812929	37,000
			Dealer: TX059 Big D Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/11/2005 09:00 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr contacted TX059 to speak with svc mgr Tony Bates (not available)  
wtr spoke with Cal who stated

1. they E-ordered the *fan* and radiator, but they may be on back order
2. they do not have loaners, but they can get reduced rates on rentals thru Enterprise
3. part numbers are OK048 15140A (ETA of 09/02) & OK048 15200

wtr thanked Cal for the info

\*\*\* PHONE LOG 08/11/2005 09:25 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr LVM for DPSM John Milner requesting callback

\*\*\* PHONE LOG 08/11/2005 12:13 PM US Mountain Standard Time JHirshfield  
caller

1. the *fan* came apart and damaged the radiator and shroud of the car
2. she was told when she bought the car that she would be given the use of a rental or loaner if they had to keep the car for any period of time past one night
3. now they will not provide her with one --because of insurance reasons
4. this problem came at a time that they are financially strapped and cannot afford to pay for a rental car for possibly up to a week
5. how can she make them stick to their word?

wtr

1. advised that rentals are not a provision under the warranty
2. It would be done through the svc mgr @ dealership
3. Cannot obligate them to provide one
4. Apologize for any inconvenience
5. will need to speak with svc mgr and DPSM regarding the repair

will research and recontact

\*\*\* NOTES 08/11/2005 01:36 PM US Mountain Standard Time JHirshfield Action Type:Manager review  
notes not in correct order

\*\*\* PHONE LOG 08/11/2005 01:43 PM US Mountain Standard Time JHirshfield Action Type:Incoming call  
caller LVM requesting call back regarding the availabilty of rental

\*\*\* PHONE LOG 08/11/2005 01:44 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr spoke with DPSM John Milner who stated  
1 he will contact the dealership and recontact

**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]	KNDJB723325 [REDACTED]	K812929	37,000
garland TX [REDACTED]		Dealer: TX059 Big D Kia		

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\*\*\*\*\*Customer also created a web case without the vin. See case K787653\*\*\*\*\*

\*\*\* PHONE LOG 08/12/2005 01:53 PM US Mountain Standard Time JHirshfield Action Type:Incoming call  
wtr received callback from DPSM John Milner confirming the fact that he has approved a rental for the cust

\*\*\* CASE CLOSE 08/12/2005 01:54 PM US Mountain Standard Time JHirshfield

**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>
		KNDJB723325	K406342	22,000
West Palm Beach FL			Dealer: FL073 Tanner West Palm Beach	

Case History

Complaint Rental Car

\*\*\* PHONE LOG 12/27/2004 06:50 AM CHamilton

\*\*\* NOTES 12/27/2004 07:11 AM CHamilton Action Type:Manager review

Caller states:

1. Husband was driving on Christmas Eve
2. The radiator shattered--again
3. This happened before on Labor Day 2003 and it was supposedly fixed at FL075
4. Was towed on Christmas Eve to Tanner West Palm Beach Automart Kia FL073
5. Kia R/S did not come for 3 1/2 hours, we missed church and a family gathering
6. SM Rick said if I continued arguing with him, he was going to turn the car away
7. When we purchased this veh, they lost our deposit
8. When we went to the other dlr on Labor Day they did not give me a loaner either
9. The level of competency at this dlr is terrible
10. Enterprise sent me someone 15 minutes before they closed, I am paying \$40 per day
11. So I want you to arrange to cut me a check
12. What is going to happen to a man that told me that if I continued arguing with him, he would turn my car away
13. My next calls are to the local news, the BBB and an attorney
14. I am very unhappy that I am not being offered a car, when I had Ford, I always got a rental
15. And this is a defect, if it had been fixed right the first time, we would not be having this conversation

Wtr states:

1. Updated, no recalls, apologized
2. Advised no rental under terms of the man warr
3. Some dlrs have loaners, some do not--check with the SM at the dlrship
4. Referred to dlr SM or GM or owner
5. KMA does not own the dlrships, they are independently owned and operated
6. Fed anti trust laws prevent Kia from interfering in independent issues like sales or personnel
7. Wtr can follow up on repairs

Caller states:

1. Then why was I told they could get reimbursed for my rental if it was a warr repair?
2. Repeated much of above
3. SO you are lying to me, why does that surprise me?

Placed caller on hold, called SM Rick who stated:

1. The lady that cussed me out on Christmas Eve
2. We had four rentals
3. I told her the same thing our GM did, we told her if she needed a rental to go get one
4. And if was warr, we could see if Kia would cover it
5. I have not seen the car, last repair was done someplace else (FL075)
6. Request VIN, will look and call you back

Wtr returned to caller and stated:

1. Advised of SM info regarding rental
2. Once SM locates the veh, Wtr will call you back
3. Cannot guarantee rental, dlr will have to diagnose the veh and contact their Kia Factory Rep
4. Advised that dlr does have the right to refuse service
5. Service department is there to repair the veh according to the terms of the man warr

Caller states:

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325	K406342	22,000
West Palm Beach FL		[REDACTED]	Dealer: FL073 Tanner West Palm Beach	

1. Repeated threats, very unhappy, request Wtr name and ext  
Wtr provided call back info and case #, will follow up with dlr on repairs  
Mrs C requests call back at (Wtr typed over call back number, # was lost

\*\*\* PHONE LOG 12/27/2004 07:40 AM CHamilton Action Type:Incoming call  
SM Rick states:

1. Looks like the cooler *fan* came apart and may have hit the radiator
2. She stated cussing me out on Christmas
3. Told her if she was going to be belligerent, I was going
4. We will have to call the Kia Rep, see if he will pay for a rental
5. Advised phone # SM has is number of record

\*\*\* PHONE LOG 12/27/2004 07:41 AM CHamilton Action Type:Outgoing call  
Wtr called [REDACTED] wrong number

\*\*\* PHONE LOG 12/27/2004 08:06 AM CHamilton Action Type:Incoming call  
Caller [REDACTED] states:

1. I am advising you that if you have not found my car, my insurance agent said I need to report it as stolen  
Wtr states:

1. Advised SM Rick did find the veh
2. Requested current phone #s:

Caller states:

1. [REDACTED] or home # [REDACTED]
2. I can get a cheaper rate at Enterprise if I get the weekly rate, should I do that

Wtr states:

1. Cannot guarantee reimbursement for rental
2. SM will have to get a diagnosis from a tech with a time frame for the repair
3. Check with SM at dlrship regarding time frame

Caller states:

1. Is there anything else you or anyone at this # can do for me?

Wtr states:

1. Wtr can follow up on the repairs--caller declined

Wtr called Tanner West Palm Beach Automart Kia FL073, provided Mrs Clemens' current phone #s to Arnold in service

\*\*\* PHONE LOG 12/27/2004 08:28 AM CHamilton Action Type:Incoming call

Wtr called Napleton's North Lake Kia FL075 (dlr where car was repaired previously), request phone # of record for Clemens:

Tim in service provided:

[REDACTED]--Wtr called--rings busy

[REDACTED]--VM for Ernie Clemens, Wtr LVM for Mr C stating:

1. Phone # for wife was lost
2. Left call back info, case #

\*\*\* NOTES 12/27/2004 08:28 AM CHamilton Action Type:Manager review

Last notes should appear prior to [REDACTED] this Wtr back

\*\*\* CASE CLOSE 12/30/2004 02:48 PM CHamilton

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 SPORTAGE 4X4</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K311472	73,000

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Paradise CA [REDACTED]

Dealer:

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 04/30/2004 08:02 AM ABegoody

Customer stated:

1. the *fan* blades on the radiator are cracked
2. would like to know if the repairs will be covered under warranty

Writer stated:

1. updated cust info
2. apologized for the inconvenience
3. advised cust the veh is no longer covered under 5/60k mile LBW but is still covered under 10/100k mile PTW

\*\*\* CASE CLOSE 04/30/2004 08:02 AM ABegoody  
info given



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K349570	36,000
Murrieta CA			Dealer:	

**Case History**

Complaint Reimbursement

\*\*\* PHONE LOG 08/09/2004 12:43 PM JCook

Customer Stated:

- 1.Says they were leaving on a trip last week and they broke down about 200 miles from home in the middle of nowhere.
- 2.Says the *fan* blade flew off and destroyed the radiator.
- 3.Says AAA towed him to the closest repair facility in this town and they had to stay for a few days and rent a car while they waited for parts.
- 4.Says he was charged almost \$800 for this repair and he wanted to know if he can be reimbursed for this.
- 5.Says he also had a \$30,000 cello in the vehicle.

---Writer advised customer:

- 1.That the vehicle must go to a Kia dealer to be covered under warranty as stated in the warranty manual.
- 2.Advised that he has the Kia roadside assistance that would have towed him to the closest Kia dealer.

Customer Stated:

- 1.Says he did not know that he had Kia roadside.
- 2.Says he is really upset and feels that Kia should help him with this because he is under warranty.
- 3.Says he owns 2 Kias and he is a good customer.

---Writer advised customer:

- 1.That we can give him the address where he can submit for evaluation of reimbursement, but most likely he will not be reimbursed.
- 2.Advised of the po box address to submit all his receipts and a letter about his situation, but writer made no guarantees.
- 3.Verified all customer info.

\*\*\* NOTES 08/09/2004 12:44 PM JCook Action Type:Manager review

[!<For Internal Use Only

Customer was becoming insistent about reimbursement so we advised of the address to submit to for evaluated reimbursement, and no guarantees were made.>!] ]

\*\*\* CASE CLOSE 08/09/2004 12:44 PM JCook

\*\*\* NOTES 08/13/2004 03:22 PM Pacific Daylight Time OSprague Action Type:Manager review  
Received Letter - Customer is requesting reimbursement for work done at a non-Kia repair shop.

Case Dispatched - Letter Forwarded To Susan Marino For Handling

\*\*\* PHONE LOG 08/25/2004 12:49 PM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED INCOMING CALL FROM CUSTOMER.

CUSTOMER STATED:

1. WANTED TO CHECK AND SEE IF YOU RECEIVED THE WARRANTY REIMBURSEMENT I REQUESTED.

WRITER STATED:

1. WE HAVE RECEIVED THE LETTER.
2. WRITER WILL LOOK INTO THIS AND CALL YOU BACK.

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K349570	36,000
Murrieta CA [REDACTED]		Dealer:		

\*\*\* PHONE LOG 08/25/2004 12:50 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER CALLED [REDACTED]

[REDACTED] STATED:

1. WE ARE PROCESSING THE CLAIM NOW.
2. HE WILL RECEIVE INFO IN 4-6 WEEKS FROM KIA.

WRITER STATED:

1. THANKS.
2. WILL ADVISE CUSTOMER.

\*\*\* PHONE LOG 08/25/2004 12:53 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. WE HAVE RECEIVED THE REQUEST YOU SENT.
2. IT TAKES 4-6 WEEKS TO PROCESS THIS.
3. KIA WILL NOTIFY YOU ONCE THE PROCESS HAS BEEN DECIDED.

CUSTOMER STATED:

1. THANKS.

\*\*\* NOTES 08/26/2004 01:47 PM Pacific Daylight Time SMarino Action Type:Manager review  
Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

\*\*\* CASE CLOSE 08/26/2004 01:51 PM Pacific Daylight Time SMarino

\*\*\* PHONE LOG 09/09/2004 11:43 AM JCook Action Type:Incoming call

Customer Stated:

- 1.Wanted to know the status of his reimbursment.
- 2.Says he called a few weeks ago and was told it could take up to 4-6 weeks.

---Writer advised customer:

- 1.That the check request has been processed.
- 2.Advised that all his paperwork was received.
- 3.Advised that it has only been about 2 weeks since he called last, it could be another 3-4 weeks.

Customer Stated:

- 1.Thanked this writer for the info, he just wanted to check.

\*\*\* CASE CLOSE 09/09/2004 11:43 AM JCook

**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]	K349570	36,000
Murrieta CA [REDACTED]				Dealer:

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\*\*\* NOTES 09/14/2004 11:56 AM Pacific Daylight Time SMarino Action Type:Manager review  
Received check - ck # 00212334 \$824.56

Mailed check

\*\*\* CASE CLOSE 09/14/2004 12:01 PM Pacific Daylight Time SMarino

**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]	KNDJA723X25 [REDACTED]	K350084	67,000
Hawthorne NY [REDACTED]		Dealer:		

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**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 08/10/2004 08:04 AM BKelley

Caller states:

1. The *fan* fell apart and drove into the radiator
2. I'm being told this isn't under warr
3. Is that correct

Wtr states:

1. Updated contact info
2. No recalls
3. Warr st dt 3/22/2002, 5/60 LBW -- expired

\*\*\* CASE CLOSE 08/10/2004 08:04 AM BKelley

Provided info

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K349380	67,000
Hawthorne NY [REDACTED]			Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 08/09/2004 09:24 AM US Mountain Standard Time ATafoya

[REDACTED] stated:

1. **Fan** blade broke and damaged the radiator, needs veh towed

Writer stated:

1. Advised blw 5/60k and plw 10/100k, **fan** blade is blw not covered and advised to check w/dlr
2. Advised to tow to nrst dlr w/rsa , transferred to rsa

\*\*\* CASE CLOSE 08/09/2004 09:24 AM US Mountain Standard Time ATafoya

\*\*\* PHONE LOG 08/10/2004 06:59 AM JCook Action Type:Incoming call

Customer Stated:

1. Says his **fan** blade came off and destroyed his radiator.
2. Says the vehicle is currently at Schultz Kia but they have not had a chance to look at the vehicle yet.
3. He wanted to know if this would be covered under warranty.

---Writer advised customer:

1. That his 5yr/60k lbw has expired on the vehicle which covers the **fan** blade and radiator.
2. Advised that he needs to give the dealer a chance to do a full diagnosis on the vehicle to find out the damage.
3. Advised that he would have to pay for the replacement of the **fan** blade and radiator.
4. Advised that we will document his concern on file.
5. Verified all customer info, and verified that there are no open recalls.

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723925	K828552	40,000
Sacramento CA			Dealer: CA154 Florin Road Kia	

**Case History**

Inquiry Repair

\*\*\* PHONE LOG 08/11/2005 11:54 AM US Mountain Standard Time TMorales

Cust stated:

1. I visited Florin Rd in Sacramento dlr and they said I should call
2. The KIA the daughter drives the *fan* broke and gouged the radiator and caused the veh to die
3. We got the veh repaired at a non kia place and want to be reimbursed

Writer advised:

1. Apologized but the warranty work must be done at the dlr
2. At cust insistence provlded KMA Irvine address and told to send cover letter and receipts
3. But no guarantee that the cust will be reimbursed; again warranty work must be done at the dlr

Cust stated:

1. Ok thanks

\*\*\* CASE CLOSE 08/11/2005 11:54 AM US Mountain Standard Time TMorales

\*\*\* NOTES 08/23/2005 09:39 AM Pacific Daylight Time JArboleda Action Type:Manager review  
NCA RECEIVED LETTER FROM CUSTOMER-

1. SAME CONCERNS AS ABOVE
2. REQUESTING REIMBURSEMENT

WRITER:

1. CALL CUSTOMER ON 08/22/05 TO REQUEST VIN #

WRITER TO DISPATCH CASE TO ROADSIDE FOR HANDLING

\*\*\* NOTES 09/12/2005 11:58 AM Pacific Daylight Time SMarino Action Type:Manager review  
Need VIN #

\*\*\* NOTES 09/12/2005 01:08 PM Pacific Daylight Time CFurumoto Action Type:Correspondence sent  
Writer sent customer a request for VIN letter.  
Case closed pending further information to be provided by customer.

\*\*\* CASE CLOSE 09/15/2005 08:27 AM Pacific Daylight Time CFurumoto

\*\*\* NOTES 11/01/2005 09:44 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.  
NCA received VIN letter back from customer.

1. Information input into case and forwarded to Roadside for further handling.

\*\*\* PHONE LOG 11/10/2005 02:25 PM Pacific Daylight Time SMarino Action Type:Outgoing call  
Spoke to customer - William Colby

**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]	KNDJB723925 [REDACTED]	K828552	40,000
Sacramento CA [REDACTED]			Dealer: CA154 Florin Road Kia	

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\*\*\* PHONE LOG 11/29/2005 02:50 PM Pacific Daylight Time SMarino Action Type:Outgoing call  
Called customer @ [REDACTED] no answer also called [REDACTED] no answer

\*\*\* NOTES 12/06/2005 07:13 AM Pacific Daylight Time SMarino Action Type:Manager review  
Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

\*\*\* CASE CLOSE 12/06/2005 07:17 AM Pacific Daylight Time SMarino

\*\*\* NOTES 12/19/2005 10:54 AM Pacific Daylight Time SMarino Action Type:Manager review  
Received check - ck [REDACTED] \$452.46

Mailed check

**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]	K1035934	47,000

Lehigh Acres FL [REDACTED]	Dealer:
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**Case History**

Inquiry Repair

\*\*\* PHONE LOG 11/08/2005 01:35 PM US Mountain Standard Time BBrown

Cust states

- 1 Coolant *fan* exploded on the road the other day
- 2 I called my insurance rsa and had the veh towed to a mechanic who performed the work
- 3 Can I be reimbursed for that
- 4 Are there any recalls on the veh

Writer states

- 1 apologized
- 2 Informed cust that all warranty work has to be done at dlr
- 3 Explained 5/xx rsa
- 4 Provided KMA address, adv cust to put request in writng
- 5 No recalls

\*\*\* CASE CLOSE 11/08/2005 01:35 PM US Mountain Standard Time BBrown



**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]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO		Dealer: MO014 Dan Sinclair Kia		

**Case History**

Complaint Repair Assistance

\*\*\* NOTES 09/21/2004 01:00 PM Central Daylight Time MRivas Action Type:Facsimile rec.

\*\*\* OTHER CLARIFY FILE# K345415 \*\*\*

CRCA RCVD BBB FAX FILE# KIA0452055 WHICH INCLUDES:

1. CCF - DATED 09/21/04
  - A. COMPUTER CHIP DAMAGED CAUSING BATTERY TO LOOSE CHARGE - CURRENT YES - ? X
  - B. **FAN** BELT & **FAN** BLEW UP - CURRENT YES - ? X
  - C. ENGINE BLEW - CURRENT YES - ? X

RESOLUTION SOUGHT:

1. I WANT MY CAR REPAIRED OR A BRAND NEW CAR
- HARD FILE CREATED.

\*\*\* NOTES 09/21/2004 01:06 PM Central Daylight Time MRivas Action Type:Correspondence sent  
CCF LTR SENT TO CUST, VIA MAIL.

\*\*\* PHONE LOG 09/21/2004 01:13 PM Central Daylight Time MRivas Action Type:Outgoing call

WTR CALLED MO014, SPOKE W/SVM: DENNIS DRURY & ADVISED:

1. BBB FILE
2. NEED SERVICE & SALES DOCS  
PER SVM:
  1. VEH CURRENTLY IN
  2. BLOWER **FAN** CAME APART & DAMAGED RADIATOR, MADE VEH RUN HOT, INSTEAD OF CUST SHUTTING VEH, HE KEPT ON DRIVING VEH WHICH DAMAGED THE ENGINE, NOW VEH HAS AN ENGINE REPLACEMENT.
  3. VEH CAME IN ON 07/23/04 & WAS NOT ABLE TO FIX PRIOR TO LABOR STRIKE TAKING PLACE  
WTR ASKED IF CUST HAS BEEN IN RENTAL THE ENTIRE TIME.  
PER SVM:
    1. CUST IN RENTAL ON & OFF AS HE ACCRUED SOME CHARGES DUE TO PARKING TICKETS WHICH HE THOUGHT WOULD BE COVERED
    2. CUST CURRENTLY ON RENTAL VEH AS HE CAME IN LAST WEEKEND & PICKED UP A VEH  
SVM WILL PULL DOCS & FWRD THEM TO WTR  
WTR THANKED SVM FOR ASSISTANCE & INFO.

\*\*\* PHONE LOG 09/21/2004 02:30 PM Central Daylight Time MRivas Action Type:Outgoing call

WTR CALLED SUSAN MARINO @ NCA & ADVISED:

1. VEH @ MO014 FOR REPAIRS
2. DLR ON STRIKE & NOT SURE WHEN IT WILL RESUME
3. NEED TO HAVE VEH TRANSPORTED FROM MO014 TO IL014 ABOUT 60 MILES & THEN BACK TO MO014
4. BBB FILE  
PER SUSAN:
  1. PLEASE SEND HER AN E-MAIL WITH CUST NAME, VIN#, VEH MODEL & YR, DLR TO & FROM WITH CONTACT PERSON @ BOTH DLRSHIPS
  2. WILL SET UP TRANSPORT
  3. ONCE VEH REPAIRED THEN HAVE DLR CONTACT WTR & THEN SEND ANOTHER E-MAIL TO HAVE TRANSPORT PICK UP VEH & THEN BACK TO ORIG DLR  
WTR WILL SEND E-MAIL ONCE DLRS AND CONTACT HAVE BEEN SET UP  
WTR THANKED SUSAN FOR HER ASSISTANCE.

**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]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO		Dealer: MO014 Dan Sinclair Kia		

\*\*\* PHONE LOG 09/21/2004 02:35 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED MO014, SPOKE W/SVM: DENNIS DRURY & ADVISED:  
1. WORKING ON HAVING VEH TRANSF TO ANOTHER DLR TO HAVE REPAIR COMPLETED  
2. NEED TO ADVISED HIM THAT HE WILL BE USED AS CONTACT PERSON WHEN VEH IS PICKED UP PER SVM:  
1. CUST HAD CALLED & ASKED IF HE COULD HAVE VEH TOWED TO ANOTHER DLR TO HAVE REPAIR DONE  
2. CUST CONTACTED LOU FUSZ KIA & SPOKE WITH JOE SAPIANO  
3. SVM NEVER HEARD BACK FROM CUST ABOUT VEH BEING TRANSF  
4. SVM SPOKE W/JOE SAPIANO @ MO003 & WOULD NOT TAKE VEH AS ENGINE IS APART  
WTR THANKED SVM FOR INFO  
WTR WILL CONTACT DPSM FOR ASSISTANCE.

\*\*\* PHONE LOG 09/21/2004 02:36 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED DPSM: WEBSTER TO DISCUSS VEH TRANSF TO ANOTHER DLR FOR REPAIRS.  
WTR TRANSF DPSM TO JSS FOR DETERMINATION.

\*\*\* PHONE LOG 09/22/2004 03:49 PM Central Daylight Time MRivas Action Type:Incoming call  
WTR RCVD VM MESSAGE FROM DPSM: WEBSTER ADVISING:  
1. IL014 WILL DO REPAIR  
2. VEH IS TO BE TOWED FROM MO014 TO IL014  
3. WILL CONTACT SVM @ MO014 TO ENSURE ALL PARTS ARE TRANSPORTED WITH VEH

\*\*\* PHONE LOG 09/22/2004 03:51 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED DPSM: WEBSTER & ADVISED:  
1. WILL SEND E-MAIL TO SUSAN MARINO @ NCA TO ARRANGE TOWING  
2. WILL HAVE SVM: [REDACTED] @ IL014 AS CONTACT PERSON  
3. ONCE REPAIR IS COMPLETE VEH WILL BE TOWED BACK TO MO014 FOR CUST SATISFACTION  
4. WILL HAVE SVM OR SVA @ IL014 CONTACT WTR TO ARRANGE TRANSPORT BACK  
WTR THANKED DPSM FOR HIS ASSISTANCE IN THIS MATTER.

\*\*\* PHONE LOG 09/22/2004 03:54 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED IL014, SPOKE W/SVA: JEFF AS SVM: BILL GONE FOR THE DAY  
WTR ADVISED OF VEH FROM MO014 BEING TOWED TO DLR FOR REPAIR  
PER SVA JUST SPOKE W/DPSM & AWARE OF SITUATION  
WTR ADVISED:  
1. DUE TO CUST SATISFACTION ONCE REPAIR DONE VEH NEEDS TO BE TOWED BACK TO MO014  
2. WTR NEEDS TO BE CONTACTED SO TOW BACK CAN BE ARRANGED  
PER JEFF:  
1. ONCE REPAIR DONE EITHER HIMSELF OR SVM WILL CONTACT WTR  
WTR PROVIDED C/B & THANKED FOR ASSISTANCE.

\*\*\* NOTES 09/22/2004 03:55 PM Central Daylight Time MRivas Action Type:Meeting  
WTR TO FOLLOW UP W/SVM: DENNIS DRURY @ MO014 ON 09/23/04 @ 11:30 AM IF DOCS BEING SENT NOT RCVD.

**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]	KNDJB62302 [REDACTED]	K367234	43,000
Ballwin MO [REDACTED]		Dealer: MO014 Dan Sinclair Kia		

\*\*\* NOTES 09/23/2004 08:37 AM Central Daylight Time MRivas Action Type:Meeting  
DPSM TO HANDLE TRANSPORT AT THIS TIME.

\*\*\* PHONE LOG 09/23/2004 08:54 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER CONTACTED CUST AND STATED:

1. APOLOGIZED FOR SITUATION W/VEH
2. ADVISED THAT SITUATION W/DOWN VEH IS NOT KMA RELATED, BUT RATHER DUE TO STRIKING UNION SERVICE WORKERS
3. IN INTEREST OF CUST SATISFACTION, KMA HAVING VEH TOWED FROM CURRENT DLR TO IL014 WHO WILL COMPLETE REPAIRS
4. ONCE REPAIRS COMPLETED AT IL014, THEN KMA WILL HAVE VEH RETURNED TO CURRENT DLR SO THAT CUST CAN PICK IT UP
5. IN THE MEANTIME, KMA WILL BE RETRIEVING REPAIR ORDERS AND SALES DOCS
6. KMA WILL REVIEW FILE AND DETERMINE POSSIBLE GW OFFER, IF WARRANTED
7. PROVIDED CUST W/WRITER'S # FOR ANY QUESTIONS
8. WRITER WILL NOTIFY CUST ONCE VEH HAS BEEN REPAIRED AND RETURNED TO CURRENT DLR

CUST STATED:

1. THANKED WRITER VERY MUCH FOR ASSISTANCE IN GETTING VEH REPAIRED.
2. THANKED WRITER VERY MUCH FOR CALLING
3. WILL WAIT TO HEAR FROM WRITER

WRITER TO FU W/DPSM WEBSTER ON 9/27/04 FOR UPDATE ON STATUS OF REPAIRS.

\*\*\* PRIORITY CHANGE 09/23/2004 07:56:45 AM JShowalter

\*\*\* PHONE LOG 09/23/2004 09:54 AM Central Daylight Time MRivas Action Type:Incoming call  
WTR RCVD CALL FROM [REDACTED]@NCA  
WTR PROVIDED UPDT SUSAN WITH TOWING/STRIKE SITUATION  
WTR THANKED SUSAN FOR HER ASSISTANCE.

\*\*\* PHONE LOG 09/23/2004 09:56 AM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED MO014, SPOKE W/SVM: DENNIS DRURY & ADVISED:

1. STILL AWAITING FOR DOCS

PER SVM:

1. DUE TO BEING SHORTHANDED DOCS DID NOT GO OUT TILL TODAY
2. WTR SHOULD HAVE IN AM

WTR THANKED FOR ASSISTANCE.

\*\*\* NOTES 09/24/2004 10:43 AM Central Daylight Time MRivas Action Type:Correspondence rec.  
CRCA RCVD FROM DLR, VIA FEDEX:

1. RO'S & SALES DOCS

INFO ADDED TO FILE.

\*\*\* PHONE LOG 09/27/2004 11:07 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR DPSM WEBSTER REQUESTING CB W/UPDATE ON REPAIRS TO VEH.

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623025	K367234	43,000
Ballwin MO			Dealer: MO014 Dan Sinclair Kia	

WRITER TO FU W/DPSM ON 9/28/04 IF NO UPDATE.

\*\*\* NOTES 09/27/2004 04:43 PM Central Daylight Time MRivas Action Type:Meeting  
WTR REVIEWED DOCS RCVD.  
WTR TO CONTACT SVM: DENNIS DRURY @ MO014 ON 09/28/04 TO REQUEST ACCOUNTING COPIES OF RO'S.

\*\*\* PHONE LOG 09/28/2004 09:29 AM Central Daylight Time JShowalter Action Type:Incoming call  
PER VM FROM DPSM WEBSTER:  
1. DPSM SPOKE TO SVM AT IL014  
2. REPAIRS TO VEH SHOULD BE COMPLETED BY END OF 9/29/04  
3. DPSM WILL CONTINUE TO SPEAK TO SVM FOR UPDATES  
4. WILL HAVE SVM FAX RO TO WRITER

WRITER OUT OF OFFICE ON 9/29 UNTIL 10/4/04, THEREFORE WRITER TO FU W/DPSM ON 10/4/04 FOR UPDATE ON STATUS OF REPAIRS.

\*\*\* PHONE LOG 09/28/2004 03:28 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED DENNIS DURY @ MO014:  
1. RVD FAX  
2. DIDN'T RCVD ACCOUNTING COPIES OF REPAIR ORDERS  
DLR ADVISED:  
1. WILL FAX ASAP

HARD FILE BACK TO MCR FOR HANDLING

\*\*\* PHONE LOG 09/29/2004 07:49 AM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED MO014, SPOKE W/SVM: DENNIS DRURY & ADVISED:  
1. NO ACCOUNTING COPIES OF RO'S RCVD  
2. CHECKING ON STATUS OF DOCS  
3. ALSO NEED COPY OF FINANCE/BANK AGREEMENT  
PER SVM:  
1. RCVD CALL FROM DLW ON 09/28/04  
2. HAS NOTE TO HAVE OFFICE GIRL ASSIST GETTING DOCS  
3. WORKING WITH SKELETON CREW  
4. WILL GET AS SOON AS THEY CAN  
WTR THANKED FOR ASSISTANCE.

\*\*\* PHONE LOG 09/30/2004 02:34 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED DPSM: WEBSTER & ADVISED:  
1. NEED ASSISTANCE GETTING ACCOUNTING COPIES OF RO'S & FINANCE AGREEMENT  
PER DPSM:  
1. WILL CONTACT SVM: DENNIS DRURY TO REQUEST DOCS  
WTR THANKED FOR ASSISTANCE.

\*\*\* NOTES 10/01/2004 03:53 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM DLR/MO014, VIA FAX:

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO [REDACTED]			Dealer: MO014 Dan Sinclair Kia	

1. RO'S  
INFO ADDED TO FILE.

\*\*\* PHONE LOG 10/04/2004 08:50 AM Central Daylight Time MRivas Action Type:Outgoing call  
WTR LEFT VM MESSAGE FOR DPSM: WEBSTER ADVISING:  
1. RCVD FROM SVM: DENNIS DRURY ON FRIDAY ACCOUNTING COPY FOR LAST RO  
2. STILL NEED ACCOUNTING COPIES FOR ALL PREV RO'S  
3. ALSO NEED COPY OF FINANCE AGREEMENT AND OR COPY OF CHECK OR PAYMENT RECEIPT  
4. PLEASE ASSIST AS WTR NEEDS TO FWRD RECAP & FILE TO JSS  
WTR THANKED FOR ASSISTANCE.

\*\*\* PHONE LOG 10/04/2004 02:39 PM Central Daylight Time MRivas Action Type:Incoming call  
WTR RCVD VM MESSAGE FROM DPSM: WEBSTER ADVISING:  
1. SVM ADVISED DOCS SENT VIA FEDEX ON 09/22/04  
2. HAS FEDEX TRACKING  
3. IF NOT ALL DOCS RCVD PLEASE CALL BACK

\*\*\* PHONE LOG 10/04/2004 02:40 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR SPOKE W/DPSM: WEBSTER & ADVISED:  
1. PREV DOCS WERE RCVD  
2. TECH NOTES & PUNCH TIMES & MOST SALES DOCS ON PACKET  
3. STILL MISSING FINANCE AGREEMENT & ACCOUNTING COPIES OF RO'S  
PER DPSM:  
1. WILL CONTACT SVM TO REQUEST MISSING DOCS  
WTR THANKED FOR ASSISTANCE.

\*\*\* PHONE LOG 10/04/2004 03:16 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR CALLED IL014, SPOKE W/JEFF IN SERVICE & ADVISED:  
1. NEED COPY OF RO, TECH NOTES & PUNCH TIMES  
2. PROVIDED FAX# & THANEKD FOR ASSISTANCE.

\*\*\* NOTES 10/04/2004 03:35 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM DLR/IL014, VIA FAX:  
1. RO  
INFO ADDED TO FILE.

\*\*\* PHONE LOG 10/05/2004 12:57 PM Central Daylight Time MRivas Action Type:Outgoing call  
WTR LEFT VM MESSAGE FOR DPSM: WEBSTER & ADVISED:  
1. CHECKING ON STATUS OF DOCS FROM MO014  
2. PLEASE C/B WITH UPDT  
WTR THANKED FOR ASSISTANCE.

\*\*\* NOTES 10/05/2004 04:38 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM DLR/MO014, VIA FAX:  
1. RO'S

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO	[REDACTED]		Dealer: MO014 Dan Sinclair Kia	

2. COPY OF RECEIPT OF PAYMENT  
INFO ADDED TO FILE.

\*\*\* NOTES 10/05/2004 04:39 PM Central Daylight Time MRivas Action Type:Meeting  
WTR COMPLETED RECAP THIS DATE.  
RECAP E-MAILED TO DPSM: WEBSTER & JSS.  
HARD FILE FWRD TO JSS FOR HANDLING.

\*\*\* NOTES 10/06/2004 09:19 AM Central Daylight Time MRivas Action Type:Correspondence rec.  
CRCA RCVD FROM DLR/MO014, VIA FEDEX:  
1. RO & SALES DOCS  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* PHONE LOG 10/06/2004 11:11 AM Central Daylight Time JShowalter Action Type:Outgoing call  
CUST LM FOR WRITER ON 10/5/04 STATING:  
1. THANKED WRITER FOR ASSISTING HIM IN GETTING VEH REPAIRED  
2. WANTS REIMBURSEMENT FOR RENTAL CHARGES, VEH BORROWED FROM UNCLE, AND LOST WAGES  
3. ALSO WANTS EXT. WARRANTY  
4. REQUESTED CB.

\*\*\* PHONE LOG 10/06/2004 11:12 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT ONLY # AVAIL REQUESTING CB.

WRITER TO TRY CUST AGAIN ON 10/7/04.

\*\*\* PHONE LOG 10/07/2004 01:38 PM Central Daylight Time JShowalter Action Type:Incoming call  
CUST LM FOR WRITER REQUESTING CB.

\*\*\* PHONE LOG 10/07/2004 01:44 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST STATING:  
1. REC'D CUST'S VM  
2. WRITER OUT OF OFFICE ON 10/8/04  
3. WILL LEAVE DETAILED MESSAGE W/OFFER IN AN EFFORT TO EXPEDITE PROCESS FOR CUST  
4. ADVISED THAT KMA WILL PROVIDE A 6/72 KEPP TO CUST W/SIGNED RELEASE DUE TO INCONVENIENCE.  
5. SUGGESTED THAT CUST CONTACT DLR RE: MONETARY REIMBURSEMENT OF LOST WAGES, ETC AS  
SITUATION IS DUE TO STRIKING DLR WORKERS  
6. REQUESTED THAT CUST LM FOR WRITER ON 10/8/04 OR CB WEEK OF 10/11/04 W/ANY QUESTIONS.

WRITER TO FU W/CUST ON 10/13/04 FOR ACC/REJ.

\*\*\* NOTES 10/08/2004 08:29 AM Central Daylight Time MRivas Action Type:Correspondence rec.  
CRCA RCVD UNDELIVERED RETURN MAIL (CCF LTR PREV SENT TO CUST).

\*\*\* NOTES 10/11/2004 08:11 AM Central Daylight Time JShowalter Action Type:Correspondence rec.

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623025	K367234	43,000
Ballwin MO			Dealer: MO014 Dan Sinclair Kia	

WRITR REVIEWED RETURNED LETTER AND ADDED TO HARD FILE.

\*\*\* PHONE LOG 10/11/2004 08:12 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT BOTH #'S REQUESTING CB RE: OFFER OF 10/7/04.

WRITER TO TRY CUST AGAIN ON 10/12/04.

\*\*\* PHONE LOG 10/12/2004 01:50 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT BOTH #'S REQUESTING CB.

WRITER TO TRY CUST AGAIN ON 10/14/03 IF NO CB ON 10/13/04.

\*\*\* PHONE LOG 10/14/2004 01:05 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LEFT 3RD MESSAGE FOR CUST AT BOTH #'S REQUESTING CB.

WRITER TO SEND "UNABLE TO CONTACT" LETTER TO CUST ON 10/15/04 IF NO RESPONSE FROM CUST.

\*\*\* NOTES 10/15/2004 08:28 AM Central Daylight Time JShowalter Action Type:Correspondence sent  
WRITER SENT "UNABLE TO CONTACT" LETTER TO CUST THIS DATE VIA U.S. MAIL.

\*\*\* CASE CLOSE 10/15/2004 08:31 AM Central Daylight Time JShowalter  
FILE CLOSED PENDING RESPONSE FROM CUST.

\*\*\* PHONE LOG 08/09/2005 07:17 AM US Mountain Standard Time CHamilton Action Type:Incoming call  
Caller states:

1. Car will not start, just clicks
2. What is my warr
3. R/S just said there is no rental

Wtr states:

1. Updated, no recalls
2. Advised W/S is 12/5/2002
3. 5/60 LBW, 10/100 PTW, 5 yrs unlimited mileage r/s for tow, also has jump start for 75. per occurrence
4. No rental under warr

Caller states:

1. I was told by the girl I talked to last time I was to be given an ext warr, and would always have a rental
2. Because previously there was a strike and Dan Sinclair Kia had my car for months

Wtr states:

1. Located this case
2. Advised Kia offer of KEPP warr was dependent on receiving acceptance letter
3. That letter and "no contact" letters were received-- unable to deliver--several messages left requesting contact

Caller states:

1. Thats because Kia could not send it to the right address
2. I called several times. said she corrected the address/current is:

Ballwin MO

Phone is

3. Not my fault Kia could not get it right
4. I left that other person my correct address several times as well

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623025	K367234	43,000
Ballwin MO			Dealer: MO014 Dan Sinclair Kia	

5. I keep leaving my phone #s and correct address
  6. So this means I am not getting a rental today, is that right?
  7. This is the third time I have had to have the car fixed under warr, that makes it a lemon, right?
- Wtr states:
1. Can forward for further contact re KEPP offer
  2. No rental under warr, no EXT warr with KEPP showing at this time
  3. Provided case #, Wtr call back info
  4. Advised will ask that the appropriate personnel re contact you re: the KEPP offer
  5. Wtrs understanding of EXTENDED warr is that the EXT warr co still would require the veh to be at the Kia dlr with diagnosis before they agree to authorize rental
  6. Advised to have R/S tow to Kia dlr for diagnosis
  7. Some dlrs have loaners, some do not, speak to the SM
  8. Kia will repair the veh according to the terms of the man warr
  9. Kias buyback policy is in accordance with your states laws
  10. Referred to WCIM for info on laws in callers state
  11. Call Wtr back if do not hear from someone from KMA re KEPP GW offer in several days

\*\*\* NOTES 08/09/2005 07:24 AM US Mountain Standard Time CHamilton Action Type:Manager review  
Wtr LVM for current CE004 RCAA DWojciechowski advised facts this case, dispatching for handling of previous GW offer of KEPP plan for owner

\*\*\* EMAIL OUT \_ CHamilton Action Type:External email  
Send to:[DWojciechowski@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\_K367234\_CHamilton\_08-09-2005082310.doc>>

\*\*\* PHONE LOG 08/11/2005 12:08 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR LVM FOR CUST AT ALTERNATIVE # AS REQ IN CASE REQ CB

WTR TO FU W/ CUST ON 8/15/05 IF NO RETURN CALL

\*\*\* PHONE LOG 08/16/2005 10:18 AM Central Daylight Time MWilliams Action Type:Incoming call  
LVM FOR [REDACTED]@ REQUESTED # OF [REDACTED] AND ADVISED:  
1. F/U ON CALL MADE BY DLW ON 8/11 AND THAT CUST HAS NOT RESPONDED  
2. ADVISED THAT WRITER WILL NOW BE HANDLING CASE AS DLW IS OUT UNTIL 9/26/05  
3. REQUESTED C/B SO THAT WE MAY ADDRESS CONCERNS  
IF CUST DOES NOT CALL BACK BY END OF BUSINESS TODAY, WRITER TO SEND UNABLE TO CONTACT LTR ON 8/17

\*\*\* PHONE LOG 08/16/2005 12:01 PM Central Daylight Time MWilliams Action Type:Incoming call



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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO [REDACTED]		Dealer: MO014 Dan Sinclair Kia		

CUST CALLED WRITER BACK AND STATED:

1. CORRECT ADDRESS IS AS FOLLOWS:

[REDACTED]  
BALLWIN, MO [REDACTED]

2. PRIMARY CONTACT PHONE # IS [REDACTED] (CELL)

3. SECONDARY PHONE # IS [REDACTED] (WORK)

4. ADVISES THAT HE HAD ATTEMPTED CONTACT W/JSS IN 2004 A MYRIAD OF TIMES AND WAS UNSUCCESSFUL AS THEY CONTINUOUSLY PLAYED PHONE TAG

5. NEVER RC'D ESC PAPERWORK, NOR UNABLE TO CONTACT LTR, AS ADDRESS ON FILE W/CRCA/KCC/KMA WAS INCORRECT

6. RETURNED DLW'S CALL THE EVENING OF 8/11 BUT NEVER HEARD BACK FROM HER

7. CUST REQUESTS IS AS FOLLOWS

A. REIMBURSEMENT OF \$2,460 (\$505 IN RENTAL, \$315 FOR MONIES PAID TO UNCLE FOR BORROWING VEH, \$1640 IN LOST WAGES) FOR PAST REPAIR

OR

B. ESC AS PREVIOUSLY DISCUSSED W/JSS

ADVISED CUST:

1. APOLOGIZED FOR INCORRECT ADDRESS

2. ADVISED THAT WRITER WILL UPDATE RECORDS W/CORRECT ADDRESS (WRITER HAS DONE SO IN CLARIFY CASE)

3. APOLOGIZED FOR ALLEGED NO C/B FROM DLW TO CUST'S RETURNED CALL TO HER ON 8/11

4. REQUESTED THAT INSTEAD OF WRITER ATTEMPTING TO RECREATE CASE FROM 2004 TO NOW, CUST ALLOW JSS TO CONTACT HIM AND RESOLVE NO LATER THAN FRIDAY 8/26

CUST AGREED TO ALLOW ABOVE AND WILL AWAIT JSS CONTACT...FILE ASSIGNED TO JSS FOR REVIEW W/WRITER WEEK OF 8/22 AND CUST CONTACT NO LATER THAN FRIDAY 8/26

\*\*\* NOTES 08/22/2005 07:14 AM Central Daylight Time JShowalter Action Type:Meeting  
WRITER REVIEWED FILE AND WILL CONTACT CUST, AS COMMITTED, BY END OF 8/26/05.

\*\*\* PHONE LOG 08/26/2005 04:07 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT BOTH #'S REQUESTING CB.

WRITER TO TRY CUST AGAIN ON 8/29/05.

\*\*\* PHONE LOG 08/29/2005 01:14 PM Central Daylight Time JShowalter Action Type:Incoming call  
CUST CONTACTED WRITER AND STATED:

1. REITERATED ABOVE CONCERNS

2. IL014 SENDING BILLS TO HIM FOR ENGINE REPLACEMENT FROM 7/04

WRITER AND CUST CONTACTED JEFF AT IL014 AND STATED:

1. EXPLAINED SITUATION W/DLR SENDING BILLS

2. THIS WAS WARRANTY AND NOT CUST PAY

JEFF STATED:

1. APOLOGIZED FOR CONFUSION

2. REQUESTED THAT CUST FAX COPY OF BILL TO BILL GILLISPIE AT IL014

3. THIS WILL GET TAKEN CARE OF ASAP

4. AGAIN, APOLOGIZED FOR CONFUSION

WRITER AND CUST CONTINUED W/WRITER STATING:

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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]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO	[REDACTED]	[REDACTED]	Dealer: MO014 Dan Sinclair Kia	

1. OFFERED 7/84 KEPP W/SIGNED RELEASE  
CUST ACCEPTED. WRITER STATED:
  1. CONFIRMED ADDRESS
  2. ADVISED OF KEPP/RELEASE PROCESS
  3. REQUESTED CALL FROM CUST SHOULD HE HAVE ANY QUESTIONS ONCE HE RECEIVES RELEASECUST THANKED WRITER FOR CALLING.

\*\*\* NOTES 08/29/2005 01:17 PM Central Daylight Time JShowalter Action Type:Correspondence sent  
WRITER GENERATED AND SENT RELEASE TO CUST THIS DATE VIA FED EX.

\*\*\* NOTES 08/29/2005 03:47 PM Pacific Daylight Time TDotson Action Type:Correspondence sent  
CRCA SENT FEDEX OF ABOVE TO CUST THIS DATE VIA STANDARD OVERNIGHT W/TRACKING # [REDACTED]  
RETURN FEDEX W/TRACKING # [REDACTED]

\*\*\* NOTES 08/29/2005 03:01 PM Central Daylight Time JShowalter Action Type:Correspondence sent  
WRITER TO FU W/CUST ON 9/7/05 FOR SIGNED RELEASE IF NOT YET REC'D.

\*\*\* PHONE LOG 09/07/2005 09:28 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO CUST AND STATED:

1. FU ON RELEASE SENT
2. DOES CUST HAVE ANY QUESTIONS?

CUST STATED:

1. REC'D RELEASE AND SENT BACK TO WRITER ON 9/6/05

WRITER THANKED CUST FOR UPDATE.

WRITER TO FU W/CUST ON 9/12/05 FOR SIGNED RELEASE IF NOT YET REC'D.

\*\*\* NOTES 09/12/2005 08:11 AM Central Daylight Time JShowalter Action Type:Meeting  
WRITER TRACKED RETURN FED EX PKG.....IS ON TRUCK FOR DELIVERY TODAY.  
WRITER TO FU ON 9/13/05 IF SIGNED RELEASE NOT YET REC'D.

\*\*\* NOTES 09/12/2005 01:00 PM Central Daylight Time MRivas Action Type:Correspondence rec.  
CRCA RCVD FROM CUST, VIA FEDEX:

1. ORIGINAL SIGNED AGREEMENT TO THE SETTLEMENT LTR
2. ORIGINAL SIGNED RELEASE

INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* NOTES 09/12/2005 03:33 PM Central Daylight Time JShowalter Action Type:Facsimile sent  
WRITER FAXED KEPP PR REQUESTING PRICING.

WRITER TO FU W/KEPP ON 9/14/05 FOR PRICING IF NOT YET REC'D.

\*\*\* PHONE LOG 09/14/2005 02:36 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR JUDY STAFFORD AT KEPP REQUESTING PR FORM ASAP.

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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]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO [REDACTED]			Dealer: MO014 Dan Sinclair Kia	

WRITER REFAXED PR FORM TO KEPP THIS DATE.

WRITER TO FU W/KEPP ON 9/16/05.

\*\*\* PHONE LOG 09/16/2005 08:07 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR JULIE STAFFORD AT KEPP REQUESTING CB RE: PRICING. WRITER STILL HASN'T REC'D IT.

WRITER TO FU ON 9/19/05.

\*\*\* PHONE LOG 09/19/2005 01:36 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER ATTEMPTED TO CONTACT JULIE STAFFORD AT KEPP AGAIN THIS DATE:

1. REC'D JULIE'S VM
2. WRITER GOT OPERATOR
3. SPOKE TO JENNIFER WHO ADVISED THAT JULIE IS PART-TIME NOW
4. TRANSFERED TO MARGIE WILSON'S VM (DIRECTOR OF MARKETING)
5. WRITER LM FOR MARGIE ADVISING OF SITUATION AND REQUESTED IMMEDIATE CB.

WRITER TO FU W/KEPP ON 9/20/05 IF NO RESPONSE.

\*\*\* NOTES 09/20/2005 07:35 AM Central Daylight Time JShowalter Action Type:Meeting  
WRITER HAS TO LEAVE OFFICE DUE TO FAMILY EMERGENCY. WRITER TO RETURN ON 9/21/05 AND WILL WORK CASE THEN.

\*\*\* NOTES 09/20/2005 08:07 AM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM KEPP, VIA FAX:  
1. APPROVED SIGNED INVOICE  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* NOTES 09/21/2005 08:45 AM Central Daylight Time JShowalter Action Type:Correspondence sent  
GW REQUESTS FOR \$1005.00 PROCESSED IN AS400 FILE #67481. GW TO NCA THIS DATE FOR PROCESSING.

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

\*\*\* NOTES 10/04/2005 09:43 AM Central Daylight Time MRivas Action Type:Meeting  
FILE ASSIGNED TO JSS AS CHECK HERE THIS DATE.

\*\*\* NOTES 10/04/2005 11:16 AM Pacific Daylight Time TDotson Action Type:Correspondence sent  
CRCA SENT FEDEX OF KEPP CHECK TO KEPP THIS DATE VIA PRIORITY OVERNIGHT W/TRACKING  
[REDACTED]

CRCA SENT FEDEX OF KEPP CONTRACT #113166 TO CUST THIS DATE VIA PRIORITY OVERNIGHT W/TRACKING  
[REDACTED]

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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]	KNDJB623025 [REDACTED]	K367234	43,000
Ballwin MO	[REDACTED]		Dealer: MO014 Dan Sinclair Kia	

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\*\*\* CASE CLOSE 10/04/2005 11:18 AM Central Daylight Time JShowalter  
FILE CLOSED AS CHECK SENT TO KEPP FOR CONTRACT AND COPY OF KEPP CONTRACT SENT TO CUST THIS  
DATE.

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K345415	25,000
Ballin MO	[REDACTED]		Dealer: MO014 Dan Sinclair Kia	

**Case History**

Inquiry Other

\*\*\* PHONE LOG 07/30/2004 01:23 PM DZigabarra

Caller stated:

1. Purchased car from Dan Sinclair Kia.
2. Paid cash for car.
3. Car at dealership now for same concern as before, engine blew; second time.
4. Spoke to owner Dan Sinclair and he gave me rental at reduced rate for \$15 a day.
5. Want kia to pay for all of it, kia should pay; they might have car over a month, due to strike.

Writer stated:

1. Sorry for situation.
2. No rentals provided under warranty.
3. Some dealerships have loaner cars and some don't; not obligated to provide.
4. Can speak with SM at dealership to see, if any available.
5. Can submit for reimbursement; can't guarantee; caller declined.
6. Can request goodwill, but can't guarantee outcome.
7. Will call you back, when I know outcome.

Caller stated:

1. Ok, thank you.

Writer called Dan Sinclair Kia, and was put on hold for a long time, so disconnected.

\*\*\* PHONE LOG 08/03/2004 05:48 AM DZigabarra Action Type:Incoming call

Writer called Dan Sinclair Kia and stated:

1. Want to know status of customer's car, know that there is a strike.

SM Dennis stated:

1. **Fan** blade broken.
2. Engine needs to be replaced, due to overheating; will be covered under warranty.
3. Approved by Factory Rep.
4. Provided \$15/day rental.
5. No other assistance can be provided for rental, not part of warranty, per factory rep.
6. Unsure of eta, since strike.
7. Can take car elsewhere, but car is taken apart; customer's choice.

Writer stated:

1. Ok, thank you.

\*\*\* PHONE LOG 08/03/2004 05:49 AM DZigabarra Action Type:Outgoing call

Writer called number above and phone disconnected.

\*\*\* PHONE LOG 08/03/2004 09:57 AM DZigabarra Action Type:Outgoing call

Writer called number above and left VM, stating:

1. Calling from Kia Motors regarding rental.
2. Advised of SM's comments above.
3. If any questions, please contact writer.
4. Provided writer contact information and case number for reference.

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K345415	25,000
Ballin MO	[REDACTED]		Dealer: MO014 Dan Sinclair Kia	

\*\*\* PHONE LOG 08/04/2004 07:12 AM DZigabarra Action Type:Outgoing call  
Writer called number above and there was no answer.

\*\*\* PHONE LOG 08/05/2004 07:09 AM DZigabarra Action Type:Outgoing call  
Writer called number above and stated:  
1. Advised of SM Dennis's comments above.  
2. Sorry.  
3. Can provide address to submit claim; can't guarantee reimbursement though.

Caller stated:  
1. Driving now, can't take address now.  
2. Still not satisfied, but may take other actions.  
3. May call back for address later.  
4. Thank you.

\*\*\* CASE CLOSE 08/05/2004 07:09 AM DZigabarra

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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]	K1214451	49,000
Pawhuska OK [REDACTED]	[REDACTED]	[REDACTED]	Dealer:	

---

**Case History**

Complaint   Repair Assistance

\*\*\* PHONE LOG 08/14/2006 06:30 AM US Mountain Standard Time RBussey

Customer stated:

1. Radiator *fan* broke, is that covered under warr?

Writer stated:

1. Very sorry to hear this is your concern.
2. Will need to be seen by the dealer to determine warr coverage at this point in time.
3. Advised of R/A.

\*\*\* CASE CLOSE 08/14/2006 06:30 AM US Mountain Standard Time RBussey

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K1210670	64,000
CHICAGO IL [REDACTED]		Dealer: IL040 Evergreen Kia		

**Case History**

Inquiry Parts

\*\*\* PHONE LOG 08/03/2006 08:58 AM US Mountain Standard Time TShamburger

Customer Tara called

1. wanted to know about the price for part

2. the *fan* broke

3. veh not under warr

wrt states

1 veh is out of warr

2 .refer cust to dlr for price on part

3. no recall

4 gave ph# to dlr.

\*\*\* CASE CLOSE 08/03/2006 08:58 AM US Mountain Standard Time TShamburger



**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	K1006943	65,000
Verona KY			Dealer: KY010 Jake Sweeney Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 08/29/2005 01:52 PM US Mountain Standard Time RBriones

Cust Stated:

1. I took the vehicle to the dealer about 2-3 months ago.
2. Was smelling anti-freeze when I took the veh in.
3. Dealer said that was a normal condition, and not to worry.
4. Now the cooling broke apart and went through the radiator.
5. When I took the vehicle in, the dealer svc dept just laughed at me.
6. Did not offer any help, just said vehicle was out of warranty.
7. Wanted to see if Kia would be willing to help me out with this.

Writer Stated:

1. Apologized for prob.
2. Veh is out of lbw, and that is what the cooling *fan* falls under.
3. Can check on this for you.
4. Writer called KY010 and Butch in svc stated:
  - a. Cust veh is not here.
  - b. Nothing we can do for him.
  - c. He has never had his 30k or 60k mile svc done.
5. Veh is not at dealer, we could not check on this until veh is at dealer with a diagnosis.
6. And then there is no guarantee that anything would be covered once it is there.

Cust Stated:

1. I have another vehicle which is an 04 Optima.
2. What is covered under the 5/60 lbw, and the 10/100 pw.
3. There is a crack around the drivers side door.

Writer Stated:

1. The 5/60 lbw covers the vehicle for mfg defects or defective part concerns.
2. Excluded is parts that would be considered wear and tear or maint items.
3. Ext paint and audio are covered for first 3yrs/36K miles.
4. 10/100 pw covers the engine, trans, and trans axles.

\*\*\* CASE CLOSE 08/29/2005 01:52 PM US Mountain Standard Time RBriones  
concerns noted.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K626519	37,000
Paradise CA [REDACTED]		Dealer: CA099 Corning Kia		

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 08/08/2005 11:06 AM US Mountain Standard Time DLyons

cust states: [REDACTED]

1. was driving down the highway and heard a noise under the vehicle
2. called for RSA & the tow driver indicated that the cooling *fan* exploded and took out a couple other belts
3. cust was toled to the selling dlrshp - non kia
4. cust would like to verify that there is RSA coverage & have towed to the Croning Kia

Writer advised:

1. so soory to hear of this concern
2. advised that there is RSA that is available for customer
3. transferred to Elizabeth in RSA to make arrangements for tow.

\*\*\* CASE CLOSE 08/08/2005 11:06 AM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 08/09/2005 09:43 AM US Mountain Standard Time JHirshfield Action Type:Incoming call  
caller [REDACTED]

1. is a rental available under Kia's warranty?

wtr

1. advised that rentals are not a provision under the warranty
2. It would be done through the svc mgr @ dealership
3. Cannot obligate them to provide one
4. Apologize for any inconvenience

cust

1. she does have an extended warranty and they are checking to see if this would provide her with a rental
2. she thanked wtr for the info

\*\*\* CASE CLOSE 08/09/2005 09:43 AM 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
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K501741	28,000
Atlantic Beach FL [REDACTED]			Dealer: FL005 Coggin Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 06/29/2005 06:19 AM US Mountain Standard Time JProkopp

Customer states:

1. I've had my vehicle towed to Coggin Kia three times in the past twelve days for the exact same thing.
2. The first time, my radiator *fan* broke and damaged the radiator.
3. They told me that the vehicle was fixed.
4. I picked the vehicle up.
5. They didn't tighten the hoses and the vehicle overheated again.
6. I had it towed back there.
7. They told me that the vehicle was fixed and I picked it up again.
8. Two days later, it overheated again.
9. I'm getting tired of this.
10. I own two Kias.
11. I had to walk to work today.
12. All I'm getting is the runaround.
13. They can't tell me anything at Coggin Kia.

Writer states:

1. I'm sorry that you are having problems with this.
2. Let me call your dealer and find out what is going on.

Writer placed customer on hold and called Coggin Kia. Writer spoke with Crystal in service (service manager was gone for the day).

Crystal states:

1. We are diagnosing the vehicle today.
2. We should know something in an hour.
3. The first time, the radiator *fan* broke and damaged the radiator.
4. The second time, the clamp was loose.
5. This time, the vehicle is shaking, the CEL is on, and it's overheating.

Writer got back on the line with the customer.

Writer states:

1. I spoke with your dealer.
2. They are still in the process of diagnosing what is wrong with your vehicle.
3. I will follow up with them in regards to the repairs.
4. I will do some research and see what assistance Kia can provide.
5. I will keep you posted.

\*\*\* PHONE LOG 06/29/2005 06:23 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted TFrancis.

TFrancis states:

1. I'll check with JPeterson to see if a rental can be offered.

\*\*\* PHONE LOG 06/29/2005 01:14 PM Eastern Daylight Time TFrancis Action Type:Incoming call

WRITER STATES:

1. WRITER RCVD CALL FROM JOSH AT THE CALL CENTER
2. WRITER CONTACTED DLR TO GET AN UPDATE AND INQUIRE ABOUT REQUESTED RENTAL.
3. WRITER SPOKE WITH CRYSTAL IN SVC (MGR NOT IN TODAY)
4. SHE STATES THE VEHICLE WAS BEING REPAIRED AS WE SPEAK--ROADTESTED--CUST DID NOT NEED

**Kia Motors America  
Consumer Affairs Department**

<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 SPORTAGE 4X2</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K501741	28,000
Atlantic Beach FL	[REDACTED]		Dealer: FL005 Coggin Kia	

A RENTAL

- 5. CUSTOMER WAS OFFERED A RENTAL BUT DID NOT WANT TO PAY \$25 /DAY PER CRYSTAL
- 6. WRITER RECVD CALL BACK FROM CRYSTAL STATING THE VEHICLE WAS READY FOR PICKUP

\*\*\* PHONE LOG 06/30/2005 06:39 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer attempted to contact customer. No answer.

\*\*\* PHONE LOG 07/01/2005 08:27 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer attempted to contact customer. No answer.

\*\*\* PHONE LOG 07/05/2005 07:25 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer attempted to contact customer. No answer.

\*\*\* CASE CLOSE 07/05/2005 07:26 AM US Mountain Standard Time JProkopp

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Richards M		KNDJA723X25	K1191073	100,000
			Dealer: MO012 Roper Kia	

**Case History**

Complaint    Warranty

\*\*\* PHONE LOG 06/13/2006 09:33 AM US Mountain Standard Time RBriones

Cust Stated:

1. Was told to call you guys.
2. In September of 2004 took vehicle in, and discussed a couple of things.
3. One of those was a sound coming from underneath the hood.
4. This Saturday the clutch *fan* went through my radiator.
5. Had taken the vehicle in to have it looked at specifically for that problem prior to warr expiration.
6. At that time dealer had said that it was not a problem
7. Now that *fan* has gone out, and want to know if it can be covered since I took it in before the expiration of warr.

Writer Stated:

1. Apologized for prob.
2. Is not likely that it would be covered due to extensive amount of miles over warr.
3. Veh only had 5/60 lbw.
4. If cust would like us to check, can take veh to Kia dealer, and call back once veh is there.
5. We can then speak with svc dept and our area Kia rep.
6. Can make no guarantees that anything would be covered due to amt of miles outside of warr.

\*\*\* CASE CLOSE 06/13/2006 09:33 AM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* PHONE LOG 06/21/2006 12:40 PM US Mountain Standard Time RBussey Action Type:Incoming call

Customer called: (Customer states she has TSB stating this *fan* needed to be replaced, customer to fax that along w/ R/O from 9/24/2004 to writer)

1. Took this veh into the dealer 9/24/2004.
2. Told them my *fan* was cracked, and I wanted it replaced.
3. They told me it was in there tight and was fine, there was no problem w/ it.
4. Now it has broke and gone into my radiator.
5. I want Kia to cover the cost of this repair.

Writer stated:

1. Sorry that this is the issue.
2. you arte very far out of warr.
3. Can not promise this will be covered.

(Called dealer, per Brian nothing on 9/24/2004 RO about *fan*, Brian to fax RO to writer this date.)(Called and LVM for Steve Lockwood to call writer asap regarding this case)

4. Informed customer waiting for call back from DPSM, will return call to customer once DPSM calls back w/ decision.

\*\*\* PHONE LOG 06/21/2006 12:42 PM US Mountain Standard Time RBussey Action Type:Incoming call

DPSM Steve Lockwood called and LVM:

1. At 100k miles and almost 2 years since last into dealer w/ this issue.
2. Not something I am going to assist w/.
3. Call me back if you have any questions about that.

\*\*\* NOTES 06/21/2006 12:45 PM US Mountain Standard Time RBussey Action Type:Facsimile rec.

Fax received from Brian @ Roper Kia.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Richards MO		KNDJA723X2	K1191073	100,000
			Dealer: MO012 Roper Kia	

\*\*\* PHONE LOG 06/22/2006 08:58 AM US Mountain Standard Time CHart Action Type:Incoming call

cust [REDACTED] called

1. rick called me -- just returning his call
2. can i speak w/him?

wrt states

1. rick at lunch
2. would you like to leave a VM?

transferred to VM

\*\*\* PHONE LOG 06/22/2006 09:17 AM US Mountain Standard Time RBussey Action Type:Incoming call

VM Left by [REDACTED] @ 9:57am 6/22/06

1. Will be faxing info in one moment.
2. Will be at work until [REDACTED]
3. After that will be at my cell [REDACTED]

\*\*\* PHONE LOG 06/22/2006 12:11 PM US Mountain Standard Time RBussey Action Type:Outgoing call

Writer called customer:

1. Received VM and Fax.
2. I am sorry but I do not see a complaint in regards to cooling *fan* on either the R/O you sent me or on the R/O I had the dealer send me.
3. Also I spoke to the DPSM in regards to your concern and request.
4. I do apologize but this is not something that KMA will be assisting in, it will be at your expense.
5. This is the national office.
6. The DPSM makes any and all final decisions on warr, and especially out of warr repairs.
7. I understand you state that you told Kia about this problem while you were still under warr but there is no record of that from either you or the dealer.
8. Not to mention just because you brought it up while under warr doesn't mean it will stay under warr until 40k miles later, I am sorry.

Customer stated:

1. That isn't right.,
2. I should be covered.
3. I talked to my shop and they told me that I need to ask for the National Headquarters.
4. I was told I was only going to get a decision from the tristate person.
5. Well it isn't my fault that the dealer didn't document that.
6. You have the TSB, look at it, the *fan* was cracked before 60k miles, they saw it they should have replaced it!
7. I can't talk to you right now, I will call you back, I am at work and have someone waiting for me.

\*\*\* CASE CLOSE 06/23/2006 05:38 AM US Mountain Standard Time RBussey

\*\*\* PHONE LOG 06/27/2006 08:58 AM US Mountain Standard Time DFerrick Action Type:Incoming call

Ms Connet states:

1. I have a case # here
2. Have been dealing with Rick

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Richards MO		KNDJA723X25	K1191073	100,000
			Dealer: MO012 Roper Kia	

3. Is he available

Writer states:

1. Apologized
2. RBussey not currently available
3. Is there something writer can assist caller with?

Caller states:

1. No, I would prefer to speak with Rick
2. I had spoken to him a while back and was unable to continue our conversation

Writer transferred to RBussey VM

\*\*\* CASE CLOSE 06/27/2006 08:59 AM US Mountain Standard Time DFerrick

\*\*\* PHONE LOG 06/27/2006 11:10 AM US Mountain Standard Time RBussey Action Type:Incoming call  
Customer called LVM:

1. I have donemore work on my situation.
2. I have witnesses, phone records.
3. I want to give you another chance to come to a deal w/ me.
4. I am not taking no for an answer.
5. I am about to go forward w/ this.
6. I am giving you one more chance,
7. Either fix it or give me the amount it was worth the day the veh was destroyed.
8. If not I am willing to go through w/ things.
9. I DO work for a radio station,
10. I AM in the Tri-State area.
11. I will tell all the radio stations in the area, and all the newspapers, I am willing to make some phone calls/
12. Please call me back @ [REDACTED]

\*\*\* NOTES 06/27/2006 11:14 AM US Mountain Standard Time RBussey Action Type:Manager review  
Writer called DPSM Stephen Lockwood:

1. Advise customer left another VM.
2. Advise what was stated.
3. Does DPSM want to cover this?

DPSM Stephen Lockwood stated:

1. No.

\*\*\* PHONE LOG 06/27/2006 11:19 AM US Mountain Standard Time RBussey Action Type:Outgoing call  
Writer called customer @ [REDACTED]

1. Per Darla customer out to lunch.

\*\*\* PHONE LOG 06/27/2006 11:21 AM US Mountain Standard Time RBussey Action Type:Incoming call  
Writer called customer @ [REDACTED]

1. Sorry,
2. the decision stands.
3. Ok, and that is your right as a consumer...

**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]	KNDJA723X25 [REDACTED]	K1191073	100,000
Richards MO [REDACTED]			Dealer: MO012 Roper Kia	

---

Customer stated:

1. Fine, I will have to move forward.

\*\*\* CASE CLOSE 06/27/2006 11:21 AM US Mountain Standard Time RBussey



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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723625	K1214721	61,200
Eden NY			Dealer: NY044 West-Herr Kia	

**Case History**

Inquiry Warranty Info

\*\*\* NOTES 08/14/2006 10:58 AM clarify Action Type: Manager review

\*\*\* Performed by contact:

My 2002 KIA Sportage, 4x4, just recently suffered a serious breakdown. My wife heard a loud POP and then lost her steering. She only went a few feet before stopping the vehicle. She saw some fluid by the left front wheel. She called the dealership on 8/9/06 and it was towed their by AAA. It was not diagnosed until 8/14/06. At that time the technician reported the problem to the service manager as a *fan* ceased up and a *fan* blade flung off and sheared the power steering reservoir off of the engine. The cost of the repair will be aroound 650 dollars and as you can see by the mileage I am out of warranty by about 1200 miles or so. I have had all of my service done at the dealership where I purchased the car, West Herr KIA of Hamburg. I have been very happy with the vehicle. I guess I don't understand how a *fan* could of just ceased up without warning? Thanks for listening and a further explanation would truly be appreciated.

Sincerely

\*\*\* NOTES 08/14/2006 03:12 PM US Mountain Standard Time JHirshfield Action Type:Manager review  
case history sent to DPSM Glen Vetzikian

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

Send to:[gvetzikian@kiausa.com]

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

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

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\*\*\* PHONE LOG 08/15/2006 09:17 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with DPSM Glen Vetzikian

1. reiterated customer's request for assistance

DPSM

1 tell svc mgr that he will take care of this under good will

wtr thanked DPSM for the assistance

\*\*\* PHONE LOG 08/15/2006 09:18 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with svc mgr Ken @ NY044 and stated

1. DPSM will cover this under good will

svc mgr will contact DPSM directly

\*\*\* PHONE LOG 08/15/2006 09:26 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr LVM for cust requesting call back

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]		KNDJA723625 [REDACTED]	K1214721	61,200
Eden NY [REDACTED]	Dealer: NY044 West-Herr Kia			

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\*\*\* PHONE LOG 08/16/2006 07:07 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr contacted cust and spoke with [REDACTED]

1. informed them that Kia would be taking care of the repair cost

cust thanked Kia for assistance

(customer very very grateful)

**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]	KNDJB723325 [REDACTED]	K318972	24,132
Phoenix AZ [REDACTED]			Dealer: AZ026 Peoria Kia	

---

**Case History**

Inquiry Ownership Change

\*\*\* PHONE LOG 05/25/2004 10:47 AM JHirshfield

caller:

1. he was told by his dealership to call us for tow
2. his *fan* came apart and damaged the radiator and the shroud

wtr tranferred cust to R/A

\*\*\* CASE CLOSE 05/25/2004 10:47 AM 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]	KNDJA723325 [REDACTED]	K1005237	63,599
Center Line MI [REDACTED]			Dealer: MI017 Sterling Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/25/2005 05:17 AM US Mountain Standard Time HReynolds  
[REDACTED] STATES:

1. **FAN** BLEW OFF, HIT THE RADIATOR AND PUNCTURED THE HOLE
2. DEALER SAID, NOT WARRANTABLE BECAUSE CAR HAS OVER 60K MILES
3. REASON I BOUGHT THIS CAR IS FOR WARRANTY
4. SHOULD COVERED UNDER 10/100K BUMPER TO BUMPER WARRANTY

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, **FAN** UNITS FALLS UNDER 5/60KBLW
4. KIA'S WARRANTY COVERS DEFECTS IN MATERIAL OR WORKMANSHIP, NOT BUMPER TO BUMPER
5. THIS VEHICLE CAME WITH 5/60KBLW, 10/100KPTW
6. YOUR VEHICLE IS OUT OF BLW BY MILEAGE
7. DPSM IS ONLY PERSON WHO CAN AUTHORIZE FOR OUT SIDE OF WARRANTY
8. WOULD REVIEW THE CASE WITH DPSM TO SEE IF HE WILLING TO GIVE YOU ANY ASSISTANCE BUT CAN'T GUARANTEE

\*\*\* PHONE LOG 08/25/2005 05:26 AM US Mountain Standard Time HReynolds Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO DEE - SA AT Sterling Kia, SM NOT AVAILABLE

DEALER STATES:

1. THE RADIATOR LEAKS, COOLING **FAN** BROKE
2. TOLD CUSTOMER, VEHICLE IS OUT OF WARRANTY
3. SHE AUTHORIZED FOR RADIATOR, **FAN** IS ON BACK ORDER
4. ETA IS 8/30
5. COST IS ABOUT \$600

\*\*\* PHONE LOG 08/25/2005 05:31 AM US Mountain Standard Time HReynolds Action Type:Outgoing call  
WRITER STATES:

1. WRITER LEFT VM MESSAGE FOR DPSM/ JOE OPPEDISANO TO CALL WRITER
2. CUSTOMER ASKING KMA FOR GOOD WILL ASSISTANCE ON RADIATOR
3. WILL SEND YOU AN E MAIL THE CASE NOTE

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

Send to:[joppedisano@kiausa.com]

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

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\*\*\* PHONE LOG 08/26/2005 07:03 AM US Mountain Standard Time HReynolds Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	VIN of 2002 SPORTAGE 4X4	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1005237	63,599
<u>Center Line MI</u>			<u>Dealer: MI017 Sterling Kia</u>	

---

DPSM/ JOE OPPEDISANO STATES:

1. I WILL DO 50 : 50 WITH CUSTOMER
2. ALREADY CONTACTED THE DEALER TO LET THEM KNOW

WRITER STATES:

1. WILL FOLLOW UP WITH CUSTOMER
2. WRITER THANKED HIM FOR HIS TIME

\*\*\* PHONE LOG 08/26/2005 09:47 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. WRITER SPOKE TO [REDACTED]
2. ADVISED, DPSM IS WILLING TO SPLIT THE COST OF REPAIR

[REDACTED] STATES:

1. THAT'S BETTER THAN NOTHING
2. I WILL CONTACT THE DEALER TO LET THEM KNOW
3. THANK YOU

\*\*\* CASE CLOSE 08/26/2005 09:48 AM US Mountain Standard Time HReynolds

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K310436	34,500
Duson LA			Dealer: LA020 J.P. Thibodeaux Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 04/28/2004 09:11 AM CHamilton

Caller [REDACTED] states:

1. I was driving down the road, heard a loud noise
2. Looked in my rear view mirror, didnt see nothing, thought we ran over something
3. Little ways down the road, stopped, checked the oil, all seemed fine
4. Car was not hot
5. Drove it until it died
6. I called a tow, had him take me to Courtesy Kia
7. But J.P. Thibodeaux Kia said they were open on Sat, had me call Kia R/S, towed to them
8. Now they are telling me that I have neglected my car
9. Saying I should have stopped, but I looked, checked the oil

10. We did not notice that there was a *fan* blade broken

11. We did not see any lights on, car drove fine

12. Do all my maint by the book at the Shell station

Wtr states:

1. Updated, no recalls

2. Apologized, empathized

Placed on hold, called J.P. Thibodeaux Kia LA020

SM Tiger HOFFPAUIR states:

1. *Fan* broke, went thru the radiator

2. Said she drove all the way from Lafayette to Scott, 4-5 miles

3. All the *fan* blades and belts broken, not a drop of water in radiator

4. Did compression test, engine is seized

5. DPSM Scott Cameron asked me, "what would GM do?"

6. Scott initially said he would pay parts, they will have to pay labor

7. I called tech line, asked if they had seen them before

8. Have you seen this before, and have you seen Kia replace the engine also

Wtr states:

1. Wtr has seen *fan* blades broken on other Sportages that caused damage covered under warr

2. SM must determine if veh was damaged or warr, wtr cannot advise on that

3. Advised of customer contention of no symptoms

SM states:

1. She told me she noticed the AC wasn't cold anymore

2. She had to have water and smoke everywhere

3. Veh has never been here

4. Said her husband was going to kill her

5. I told her I was trying to get it covered, still waiting for DPSM to call me back, see if he's willing to do the whole thing

Wtr states:

1. Will advise customer that SM will contact her one decision is given by Kia Rep

Returned to caller and stated:

1. Advised of SM findings re condition of the veh

2. They have tested, found veh was driven and that caused additional damage

3. Man warr is for man defect, does not cover damage

4. SM is doing all he can to get the repair covered either as warr or GW

5. He will have to wait to hear from his Kia Factory rep with answer, and he will call you

Caller and callers sister in law states:

1. What about the rental, what happens with that (see K 309616)

2. Sister in law states works for a lawyer, and he will look into the warr limitations

Wtr states:

1. Advised info from rental case, no rental under terms of the man warr

2. Specifically excluded, referred to SM for info on rental arrangements

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K310436	34,500
Duson LA			Dealer: LA020 J.P. Thibodeaux Kia	

\*\*\* CASE CLOSE 04/29/2004 10:09 AM CHamilton

\*\*\* PHONE LOG 04/29/2004 12:33 PM US Mountain Standard Time TShamburger Action Type:Incoming call customer called

1. have a case there but i want kia to pay for all the repairs
  2. this is not fair, the kia mfr is covering now the engine, the radiator the *fan*
  3. they are telling me now, that i have to pay for oil, belts, and labor
  4. i dont feel i should pay for this
- wrt states
1. your org case mgr is Carrie
  2. looks like from notes that you drive veh while it was not working and
  3. cause more damage to the veh
  4. warr only covers for defect on veh, not damage from owner negligence to stop cust arguing what was previously stated, wrt trnsfer cust to original case mgr who is familiar with case.

\*\*\* PHONE LOG 04/29/2004 12:46 PM CHamilton Action Type:Incoming call

Caller states:

1. Tiger said that all Scott Cameron said Kia would pay for was the motor, the *fan* belts and the radiator
  2. Said I have to pay for was oil, belts and labor
  3. I want to speak to someone higher than you
  4. I want the whole thing covered
  5. Because if that *fan* had not broken, the reset would not have been damaged
  6. And that car drove like the day I bought it until it died, no lights, nothing
- Wtr states:
1. Will call Tiger to determine if being covered under warr or as GW
  2. Called dlr, request SM Tiger, LVM requesting call back
  3. Advised will have to wait to hear back from SM, will call you back at that time
  4. Man warr is for man defects, does not cover damage or negligence

Caller states:

1. I am going to sue you all like my lawyer said
2. Will have him call you all
3. Can call me back at
4. Who is there higher than you I can talk to about getting this whole thing covered
5. What happened to the case in Florida, that was just like mine
6. Did they get their whole thing covered

Wtr states:

1. Provided Irvine address, wtr cannot speak with your attorney
2. Kia Rep Scott Cameron is the highest person at Kia that either SM or this Wtr can speak to
3. Nobody here that caller can speak to that can authorize warr repairs
4. Wtr familiar with case in Florida to which you are referring

\*\*\* PHONE LOG 04/30/2004 06:56 AM CHamilton Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723X25	K310436	34,500
Duson LA			Dealer: LA020 J.P. Thibodeaux Kia	

1. repair offer was not warranty, was GW offer
2. Of parts only from Kia Motors
3. Customer responsible for labor, incidentals like labor, anti freeze, oil filter

\*\*\* NOTES 04/30/2004 06:57 AM CHamilton Action Type:Manager review  
Case notes to DPSM Scott Cameron for review

\*\*\* EMAIL OUT \_ CHamilton 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\_K310436\_CHamilton\_04-30-2004080606.doc>>

\*\*\* CASE CLOSE 04/30/2004 07:01 AM CHamilton

\*\*\* PHONE LOG 05/12/2004 07:20 AM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER STATES.

1. THE CAR HAS BEEN AT THE KIA DEALERSHIP FOR 3 WEEKS.
2. I AM AWARE I AM GOING TO PAY FOR THE REPAIR.
3. THE DEALERSHIP DID ADVISE THEY WERE GOING TO REPAIR IT AND THEY SAID THEY HAD THE PARTS BUT THEY ARE NOT GETTING THE CAR TO US.
4. THE DEALERSHIP KEEPS STATING THEY ARE WORKING ON IT AND THEN THEY SAY IT WILL BE READY ONE DAY AND THEN THE NEXT DAY IT IS STILL NOT READY
5. WHY ARE THEY TELLING ME IT IS GOING TO BE READY AND IT IS NOT.
6. I AM NOT HAPPY WITH THIS SITUATION

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. WHAT I CAN DO IS CALL THEM TO FIND OUT WHAT THE PROBLEM IS.
3. PLEASE HOLD.

\*\*\* PHONE LOG 05/12/2004 07:27 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DEALERSHIP AND SPOKE TO SERVICE MGR DAN GARY

DAN STATES.

1. THE CAR WAS HERE LAST, LAST YEAR FOR AN OIL CHANGE.
2. I AM NOT SURE IF THE CAR IS HERE NOW,
3. I WILL HAVE TO CHECK WITH MY SERVICE ADVISOR AND GET BACK TO YOU.

WRITER STATES.

1. LEFT NAME AND EXTENSION.



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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>
		KNDJB723X25	K310436	34,500
Duson LA				Dealer: LA020 J.P. Thibodeaux Kia

\*\*\* PHONE LOG 05/12/2004 07:28 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP AND THEY ADVISED THEY WOULD HAVE TO RESEARCH THE SITUATION AND GET BACK TO ME.
2. ONCE I SPEAK TO THEM I WILL GET BACK TO YOU.

\*\*\* PHONE LOG 05/12/2004 08:03 AM US Mountain Standard Time SLarez Action Type:Incoming call

DAN CALLED BACK AND LEFT MESSAGE

DAN STATES.

1. THE CAR IS HERE AND I HAVE THE INFORMATION YOU NEED.
2. PLEASE CALL ME BACK.

\*\*\* PHONE LOG 05/12/2004 09:10 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED DAN BACK AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 05/12/2004 11:46 AM MEstrella Action Type:Incoming call

CALLER STATES:

1. I SPOKE TO SOMEONE THIS AM AND HE WAS SUPPOSED TO CALL ME BAKC AS HAS NOT

WRITER STATES:

1. PROVIDED CASE #
2. ADVISED STEVE HAS FILE OPEN AND WORKING
3. ADVISED LOOKS AS IF HE ADVISED THAT HE WOULD CALL HER AS SOON AS HE RECEIVES A CALL BACK FROM THE NECESSARY PEOPLE THAT HE IS STILL WAITING FOR CALL BACK FROM
4. ADVISED STEVE WILL CALL HER WHEN HAS UPDATED INFORMATION FOR HER
5. AT THIS POINT, HE HAD NOT RECEIVED CALL BACK FROM PERSON HE NEEDS TO SPEAK TO
6. ENSURED HE WILL CONTACT HER ONCE HAD ANY NEW INFORMATION FOR HER

\*\*\* PHONE LOG 05/14/2004 07:26 AM US Mountain Standard Time TShamburger Action Type:Incoming call

customer called

1. the veh has been at dealer now 21 days
2. when will i get my veh
3. they told me it will be done on Monday and now its Friday
4. i would like my car back
5. im speaking w/ Randy at the dealer

wrt states

1. let me chk on this for you, wrt called SM Dan

Dan is not avail and wrt left a msg for Dan SM to call wrt.

1. left 1 800 w/ wrt's ext and case number

wrt states

1. exp to cust wrt will call her back after speaking w/ Sm  
cust agreed call ended.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K310436	34,500
Duson LA [REDACTED]			Dealer: LA020 J.P. Thibodeaux Kia	

\*\*\* PHONE LOG 05/14/2004 10:45 AM US Mountain Standard Time BKelley Action Type:Incoming call

Caller [REDACTED] (wife) states:

1. I called earlier about my veh
2. I wanted to know if you had heard back from the dlrshp
3. She (case mgr) never will hear back because the dlrshp never calls anyone back
4. They do that to me too

Wtr states:

1. Advised caller does not see where case mgr Tammy has heard back from dlrshp yet
2. Advised caller wtr will let CM Tammy know caller requesting callback
3. Trans caller to CM Tammy VM

\*\*\* PHONE LOG 05/14/2004 11:13 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called dealer and spoke to Mgr Tiger

wrt states

1. want to know when this veh will be done
2. cust calling here inquiring and she stated she was told it will be done this pass Monday

Tiger states

1. the tech is working on it all day
2. the engine came in and veh should be done on Monday.

wrt thanked SM Tiger

\*\*\* PHONE LOG 05/14/2004 12:04 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called cust back---

1. exp to [REDACTED]
2. SM tiger stated this will be done on Monday
3. and tech has been working on this today

cust states

1. yes, Dan called me back today
2. and told me the veh will be done on Monday too
3. hopefully it will be

cust thanked wrt call ended.

\*\*\* CASE CLOSE 05/14/2004 01:05 PM US Mountain Standard Time TShamburger

info given

\*\*\* PHONE LOG 05/18/2004 06:38 AM US Mountain Standard Time SLarez Action Type:Outgoing call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. THE CAR HAS BEEN AT THE KIA DEALERSHIP FOR A MONTH
2. I AM GETTING TIRED OF THE SITUATION
3. I CALLED FOR A WEEK STRAIGHT AND EVERY DAY THEY SAY THE CAR IS GOING TO BE READY
4. I AM NOT HAPPY WITH THIS REPAIR.
5. I PAID FOR THIS JOB ABOUT 2 WEEKS AGO AND I STILL HAVE NOT HAD THE CAR.
6. MY KIDS MISSED THE BUS TODAY SO THEY ARE HERE WITH ME AT HOME ALL BECAUSE THIS CAR HAS BEEN DOWN FOR SO LONG.
7. I AM TIRED OF CALLING THE DEALERSHIP AND ALWAYS GETTING TOLD IT WILL BE TOMORROW WHEN NOTHING GETS DONE.

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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]	KNDJB723X25 [REDACTED]	K310436	34,500
Duson LA	[REDACTED]			Dealer: LA020 J.P. Thibodeaux Kia

WRITER STATES.

1. LET ME CALL THE DEALERSHIP AGAIN AND FIND OUT WHAT THEY ARE DOING AND WHY IT IS TAKING SO LONG.

\*\*\* PHONE LOG 05/18/2004 06:43 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DEALERSHIP AND SPOKE TO SERVICE. NATALIE

WRITER STATES.

1. I AM CALLING TO FIND OUT WHAT IS TAKING THIS REPAIR SO LONG.
2. THE CUSTOMER HAS SAID THE CAR HAS BEEN THERE FOR MORE THEN A MONTH.
3. WHAT IS THE PROBLEM

NATALIE STATES.

1. I JUST TOOK OVER FOR SOMEONE ELSE AND I AM NOT SURE WHAT IS GOING ON.
2. I KNOW THAT THE CUSTOMER CONTINUED TO DRIVE THE CAR WHEN IT WAS OVER HEATING AND IT DAMAGED A LOT OF THE PARTS IN SIDE THE RADIATOR.

WRITER STATES.

1. I AM NOT WORRIED ABOUT THAT I AM WONDERING WHY THIS IS TAKING SO LONG TO GET FIXED.

NATALIE STATES.

1. I WILL HAVE DAN CALL YOU BACK

WRITER STATES.

1. CAN YOU PAGE HIM

NATALIE STATES.

1. HE IS NOT HERE I WILL HAVE HIM CALL YOU WHEN HE IS.

\*\*\* PHONE LOG 05/18/2004 06:45 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION AND I DID NOT GET AN ANS.
2. THE SERVICE MGR DAN IS GOING TO CALL ME BACK UNTIL THEN I DO NOT HAVE ANSWER FOR YOU.

CUSTOMER STATES

1. I KEEP GETTING THE SAME RUN AROUND, WHAT ABOUT A ANOTHER CAR FOR.

WRITER STATES.

1. FIRST LET ME SEE WHAT THE SITUATION IS WITH THE CAR AND THE WE CAN GO FROM THERE ABOUT ANOTHER CAR TO DRIVE

\*\*\* PHONE LOG 05/18/2004 07:23 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED S. CAMERON AND ADVISED OF SITUATION

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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>
		KNDJB723X25	K310436	34,500

Duson LA

Dealer: LA020 J.P. Thibodeaux Kia

1. THIS CAR HAS BEEN DOWN ABOUT A MONTH AT THE KIA DEALERSHIP
2. I HAVE LEFT A MESSAGE FOR THE SVC MGR TO RETURN MY CALL BUT I HAVE NOT GOTTEN A HOLD OF HIM AS OF YET.
3. I AM GOING TO FORWARD THIS CASE BECAUSE THE DOWN TIME IS TOO LONG.
4. WANTED TO GIVE YOU A HEADS UP.

\*\*\* PHONE LOG 05/18/2004 09:33 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. HAVE YOU HEARD ANYTHING ON THIS YET.
2. I HAVE TRIED CALLING THE DEALERSHIP FOR AN ANSWER BUT NO ONE GETS BACK TO ME.
3. I HAVE LEFT SEVERAL MESSAGES AND I FEEL LIKE THEY ARE TRYING TO AVOID ME.
4. I WOULD LIKE TO KNOW WHAT IS GOING ON WITH THE CAR.
5. I HAVE DOCTOR APPOINTMENTS THAT I HAVE TO ATTEND TO BECAUSE I, ALONG WITH MY CHILDREN ARE ILL.
6. PLEASE HELP ME GET A HOLD OF THEM

WRITER STATES

1. I WILL TRY THEM AGAIN
2. I HAVE LEFT SEVERAL MESSAGE FOR THE DEALERSHIP AND I ALSO NOTIFIED MY KIA REP ABOUT THE SITUATION
3. LET ME PLACE YOU ON HOLD WHILE I CALL THE DEALERSHIP.

CUSTOMER STATES

\*\*\* PHONE LOG 05/18/2004 09:33 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DAN GARY, SVC MGR, AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 05/18/2004 09:34 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP HOWEVER I DID NOT SPEAK TO THE SERVICE MGR.
2. ONCE I DO I WILL CALL YOU AND LET YOU KNOW.

\*\*\* PHONE LOG 05/18/2004 11:12 AM US Mountain Standard Time SLarez Action Type:Incoming call

DAN CALLED WRITER BACK

DAN STATES.

1. THE REASON THE CAR IS IN HERE SO LONG IS BECAUSE I AM WAITING ON A GASKET FOR THE ENGINE, THAT IS ALL I NEED.
2. AT FIRST THE CAR WAS TOWED IN AND IT TOOK US A FEW DAYS TO LOOK AT THE CAR.
3. THEN WE HAD THE DIAGNOSES ON THE CAR AND SHE WAS UPSET ABOUT THAT SO WE WENT BACK AND FOURTH FOR ANOTHER COUPLE OD DAYS.
4. THEN OUR KIA REP GOT INVOLVED AND WANTED US TO HAVE THE CUSTOMER PAY FOR LABOR AND WE PAY FOR PARTS SINCE THE ENGINE WAS SLUDGED
5. NOW WE ARE WAITING FOR THE GASKET.

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**Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K310436	34,500
Duson LA	[REDACTED]		Dealer: LA020 J.P. Thibodeaux Kia	

6. ANYTHING YOU CAN DO TO HELP US GET THIS GASKET WILL BE APPRECIATED.

WRITER STATES.

1. I DID ADVISE OUR KIA REP OF THE SITUATION AND SINCE THE DOWN TIME IS SO LONG I WILL BE FORWARDING THE CASE TO THE REGIONAL OFFICE
2. THAT IS ALL THE INFORMATION I NEEDED

\*\*\* PHONE LOG 05/18/2004 01:03 PM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER CALLED BACK  
CUSTOMER STATES.

1. HAVE YOU HEARD ANYTHING YET.

WRITER STATES.

1. I HAVE SPOKE TO DAN AND HE ADVISED HE IS WAITING FOR A GASKET AND HE IS NOT SURE WHEN IT IS GOING TO COME IN.

CUSTOMER STATES.

1. I NEED A CAR TO DRIVE.
2. THE CAR HAS BEEN DOWN ALMOST A MONTH AND I HAVE DR. APPOINTMENTS FOR MY KIDS AND MY SELF AND I NEED TO GO TO THEM.
3. I CANCELED THE ONES FROM LAST WEEK AND I NEED A CAR TO DRIVE.
4. THIS IS NOT MY FAULT.

WRITER STATES.

1. I WILL PUT IN THE REQUEST TO THE KIA REP TO SEE WHAT HE WILL CONSIDER IF ANYTHING.

\*\*\* PHONE LOG 05/18/2004 01:04 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED S. CAMERON AND LEFT ANOTHER MESSAGE  
WRITER STATES.

1. THIS CUSTOMER HAS HAD THE CAR DOWN AT THE DEALERSHIP FOR ALMOST A MONTH.
2. THE SERVICE MGR HAS ALL THE PARTS OTHER THEN SOME GASKETS THAT ARE ON BACK ORDER.
3. SHE IS REQUESTING A RENTAL CAR SO I AM POSING THAT QUESTION TO YOU SINCE YOU CAN MAKE THE DECISION
4. PLEASE CALL ME BACK

\*\*\* PHONE LOG 05/18/2004 01:14 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CHRIS CURRY AT REGION TO INFORM OF SITUATION

\*\*\* PHONE LOG 05/19/2004 06:34 AM CHamilton Action Type:Incoming call

Caller [REDACTED] states:

1. Please may I speak to Steve
- Wtr transferred to case Mgr hold, line, caller was advised Steve on another line, will be with you shortly  
Caller agreed

\*\*\* PHONE LOG 05/19/2004 06:48 AM US Mountain Standard Time SLarez Action Type:Incoming call

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K310436	34,500
Duson LA	[REDACTED]		Dealer: LA020 J.P. Thibodeaux Kia	

SCOTT CAMERON LEFT MESSAGE FOR WRITER  
SCOTT STATES.

1. I AM FAMILIAR WITH THE CASE AND I AM GONG TO DO WHAT I CAN TO GET THE GASKET THERE
2. I AM ALSO GOING TO OFFER A RENTAL TO THE CUSTOMER.
3. CALL ME SO WE CAN SPEAK ABOUT IT.

\*\*\* PHONE LOG 05/19/2004 06:50 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER RECIEVED CALL FROM CUSTOMER  
CUSTOMER STATES.

1. HAVE YOU FOUND ANYTHING OUT.

WRITER STATES.

1. I DID SPEAK TO MY KIA REP AND HE SAID HE WOULD DO WHAT HE COULD ABOUT THE GASKET AND SAID HE WOULD OFFER A RENTAL
2. I WOULD RECOMMEND SPEAKING TO DAN, SERVICE MGR, ABOUT THAT SINCE HE IS GOING TO BE THE ONE THAT KNOWS WHAT IS GOING ON WITH THE SITUATION

CUSTOMER STATES.

1. CAN YOU CALL DAN AND FIND OUT BECAUSE I NEVER CAN GET A HOLD OF HIM.

WRITER STATES.

1. PLEASE HOLD.

\*\*\* PHONE LOG 05/19/2004 06:51 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER SPOKE TO DAN  
DAN STATES.

1. SCOTT IS HERE RIGHT NOW AND HE IS WITH THE SERVICE DIRECTOR SO I WILL BE SPEAKING TO HIM SOON.
2. TELL THE CUSTOMER I WILL CALL HER AS SOON AS I GET SOME INFORMATION FOR HER.

\*\*\* PHONE LOG 05/19/2004 06:51 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER  
WRITER STATES.

1. I SPOKE TO THE DAN AND HE SAID OUR KIA REP IS THERE.
2. HE IS GOING TO MEET WITH HIM AND THEN GO FROM THERE.
3. HE SAID HE WOULD CALL YOU BACK AND IF YOU DO NOT HEAR ANYTHING BY THE END OF THE DAY PLEASE CALL ME BACK.

\*\*\* PHONE LOG 05/19/2004 06:53 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED [REDACTED] AND LEFT MESSAGE  
WRITER STATES.

1. I ADVISED THE CUSTOMER THAT YOU ARE DOING WHAT YOU CAN ABOUT THE GASKET AND WILL OFFER A RENTAL.
2. I CALLED DAN TO FIND OUT HOW IT WAS GOING TO BE TAKEN CARE OF AND HE SAID YOU ARE THERE
3. I TOLD THE CUSTOMER DAN WILL CONTACT HER BY THE END OF THE DAY TO RESOLVE THIS ISSUE
4. I WILL NOW FORWARD THE CASE TO THE REGION BECAUSE OF THE DOWN TIME.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K310436	34,500
Duson LA	[REDACTED]			Dealer: LA020 J.P. Thibodeaux Kia

\*\*\* NOTES 05/19/2004 06:54 AM US Mountain Standard Time SLarez Action Type:Manager review  
FORWARDING TO REGION BECAUSE OF:  
1. DOWN TIME ALMOST A MONTH.  
2. GASKET NEEDED TO REPAIR CAR IS ON BACK ORDER.  
3. KIA REP IS ALREADY INVOLVED AND AT DEALERSHIP TODAY

\*\*\* PHONE LOG 05/20/2004 07:40 AM US Mountain Standard Time SLarez Action Type:Incoming call  
DAN CALLED BACK  
DAN STATES.  
1. WE RELEASED THE CAR YESTERDAY AND EVEN STAYED LATE FOR HERE TO PICK IT UP.  
2. SHE HAS THE CAR NOW BECUSE SHE HAD SOME APPOINTMENTS.  
3. WE ORDERED A SPEAK FOR HER AS WELL BUT THE CAR IS FIXED AND OUT OF HERE.

WRITER STATES.  
1. I WILL UPDATE THE CASE FILE.  
2. THANK YOU.

\*\*\* CASE CLOSE 08/02/2005 03:10 PM Eastern Daylight Time LMoore  
DPSM resolved repair concerns. Vehicle repaired and operating as designed. Close.

**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	K526551	82,900
Centerview MO		Dealer: MO006 John Youngblood Kia		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/03/2005 08:17 AM US Mountain Standard Time ABegoody

Cust stated:

1. veh broke down 175 miles from cust home
2. veh is at MO006
3. dlr inspected veh & adv cust the repairs will be at cust expense
4. cust is not going to pay \$900 to repair *fan* that Kia has a problem with
5. the *fan* came off damaged the radiator & some electrical components
6. cust is paying \$40 per day for rental
7. dlr adv cust Kia is aware this is a problem but there is no recall
8. 3 other co-workers of cust had same problem w/veh
9. if Kia does not offer any assist cust will be contacting local channel 5 news
10. cust is not going to fax or give Kia copy of the maintenance svc records
11. cust does not remember who performed the 30k & 60k svc
12. Kia will not hear back from cust, cust got upset & disconnected on writer

Writer stated:

1. apologized
2. adv cust veh is no longer covered under 5/60k LBW
3. offered to contact dlr on cust behalf, cust declined
4. adv cust to provide documentation of the 30k & 60k svc records
5. info will be forwarded to Kia rep for further review of possible assist
6. KCC request assist from DPSM but cannot guarantee coverage
7. offered to give cust fax # to KCC, cust declined offer
8. cust got upset & hung up on writer

\*\*\* CASE CLOSE 08/03/2005 08:17 AM US Mountain Standard Time ABegoody



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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723X25	K1224253	85,000
Yonkers NY			Dealer: NJ024 Kia of Englewood	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/07/2006 01:49 PM US Mountain Standard Time TDonnelly  
CUSTOMER STATES:

1. MY COOLING **FAN** EXPLODED
2. IS THIS UNDER WARRANTY
3. DO I STILL HAVE RSA SERVICE
4. WILL CALL BACK TOMORROW TO GET TOW TO DEALER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED OF IN SERVICE DATE
3. EXPLAIN THAT COOLING **FAN** FALLS UNDER BLW, CURRENTLY EXPIRED
4. CUSTOMER HAS RSA BENEFIT 5/UNLIMITED MILEAGE
5. RSA WILL COVER TOW IN FULL TO CLOSEST KIA DEALER
6. IS CUSTOMER IN NEED OF RSA SERVICE
7. WOULD CALL BACK TO SAME NUMBER, PRESS OPTION 1 FOR RSA.

\*\*\* CASE CLOSE 09/07/2006 01:49 PM US Mountain Standard Time TDonnelly

\*\*\* PHONE LOG 09/11/2006 02:09 PM US Mountain Standard Time CHart Action Type:Incoming call  
cust called

1. i had the veh towed to the dlrshp
2. i asked them if there was any paperwork that i needed to sign before they look at it?
3. the dlrshp stated that there was nothing that i had to do
4. i called them on friday, they told me that i had to come down to the dlr and speak w/ them
5. since friday the kia technician hasn't been in
6. the dlrshp is telling me that the veh does not have the PTW 10/100
7. i need you to call the dlrshp and tell them that i have the warranty
8. i've had nothing but problems with this dlrshp and the veh

wrt states

1. apologize
  2. will document concerns
  3. advised cust that a diagnosis from the dlrshp is needed before warranty can be assessed
  4. if cust has questions regarding the PTW and the diagnosis -- advised to speak w/ SM first
  5. if dissatisfied -- cust can contact wrt
  6. gave case # and ext
- cust thanked wrt -- call ended

\*\*\* CASE CLOSE 09/11/2006 02:10 PM US Mountain Standard Time CHart  
peding further contact from customer

\*\*\* PHONE LOG 09/12/2006 09:23 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. CAR IS AT DEALER
2. THEY ARE ADVISING REPAIRS ARE NOT COVERED
3. WANT TO KNOW IF RSA WILL COVER TOW OUT OF DEALERSHIP
4. DO NOT HAVE THE MONEY FOR COST DEALER IS ADVISING

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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]	KNDJA723X25 [REDACTED]	K1224253	85,000
Yonkers NY [REDACTED]				Dealer: NJ024 Kia of Englewood

5. HAVE BEEN PAYING FOR RENTAL AND NOW BEING TOLD NOT UNDER WARRANTY
6. COOLING *FAN* EXPLODED
7. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT RSA WILL COVER TOW IN FULL TO CLOSEST KIA DEALER, WILL NOT COVER TOW OUT OF DEALERSHIP
3. ADVISED THAT RSA MAY BE ABLE TO PROVIDE CUSTOMER WITH DISCOUNTED RATE
4. EXPLAIN THAT VEHICLE DID COME WITH 5/60K MILE BLW, 5/UNLIMITED RSA BENEFIT, 10/100K MILE POWER TRAIN WARRANTY
5. POWER TRAIN COVERS, ENGINE, TRANSMISION, AXLES
6. THE COOLING SYSTEM IS UNDER BLW, DO APOLOGIZE BUT IS EXPIRED.

\*\*\* CASE CLOSE 09/12/2006 09:23 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]	KNDJA723X25 [REDACTED]	K302011	37,000
Yonkers NY [REDACTED]			Dealer: NJ020 Kia of Paramus	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 04/06/2004 06:30 AM US Mountain Standard Time SCook

Caller stated:

1. My car broke down yesterday,
2. The dealer said the timing belt went and the cooling *fan* cracked which would be covered. (NJ020). They are also recommending a tune up.
3. They said the heating coils are not covered, because I was not in the 2/24 warranty. I talked to Mark.
4. I called my selling dealer and the guy said the warranty should be 5/60k.
5. I wanted to find out for sure.

Writer stated:

1. Updated record.
2. Advised of 10/100 PTW, 5/60 BLW and 5 year RA.
3. Can contact dealer and advise of warranty.

Writer phoned dealer, spoke to Steve

Steve stated:

1. There was some confusion over the coils from a past issue.
2. I'm trying to de-program my guys.
3. It is under warranty, I'll have Mark call her back.

Writer stated:

1. Thanks Steve.

Writer advised customer:

Caller stated:

1. I'll go ahead and give them a call.

\*\*\* CASE CLOSE 04/06/2004 06:31 AM US Mountain Standard Time SCook

**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]	K200838	0
Madsion AL	[REDACTED]		Dealer: AL020 Huntsville Kia	

**Case History**

Inquiry ASL Authorization

\*\*\* PHONE LOG 08/08/2003 07:56 AM Pacific Daylight Time PMorris  
Writer received call form customer  
customer said that her vehicle has been in the shop for a couple of weeks  
customer said the *fan* came apart and the parts are on back order  
writer asked customer for VIN  
customer said she did not have it available but it is at AL020  
Writer asked customer what number that she could be reached at  
[REDACTED]

Writer told customer that when we get the VIN we will open up a case on this but the parts are on national backorder and we do not have a ETA yet.  
Customer said she bought this vehicle for her granddaughter to drive to high school with and does not want it if the repairs are going to take this long  
Writer told customer that we are sorry this has happened and we are doing everything we can to speed this up but the parts are on backorder  
customer said there are 4 other people in the dealer that are having the same problem and she does not what this vehicle  
Writer told customer that most vehicles that have a problem will also be present on similar vehicles  
customer said she understood and the dealer has her in a loaner vehicle but she is still not happy  
Writer told customer that we will call the dealer and open up a case once we get your VIN  
Writer thanked customer

Writer Svcm and asked for VIN  
Svcm gave writer the VIN  
Writer asked Svcm when the R.O. was opened  
Svcm said 7/24/03

\*\*\* PHONE LOG 08/19/2003 01:33 PM Pacific Daylight Time PMorris Action Type:Incoming call  
Writer received message from customer  
customer requesting call back at [REDACTED]

Writer called dealer and asked if part was in there yet  
dealer said it was not there yet but they did get one in  
Writer asked if the part was on E order  
Dealer said they think so

Writer called customer and informed her that some parts have made to the US and we are working on getting them distributed  
Customer said that she is upset because she had been paying for a vehicle for more than 1 month without being able to use it  
Writer told customer that we could possible get you 1 car payment  
Writer told customer that we are sorry that you have been experiencing problems with your vehicle  
Writer told customer that we are working on getting the parts in  
Writer told customer that the case has been open all of this time like I said I would do  
Customer thanked writer

\*\*\* PHONE LOG 08/26/2003 11:03 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called dealer and asked if vehicle was completed  
dealer said it was

Writer called customer and asked how everything was going with vehicle  
customer said it was going well  
Writer told customer that we need to get a copy of your car payment amount and a copy of your last R.O. before we can

**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]	KNDJB723025	K200838	0
Madsion AL [REDACTED]		Dealer: AL020 Huntsville Kia		

request that  
Writer asked customer if she could fax that info in  
customer said she would  
Writer thanked customer

\*\*\* NOTES 08/27/2003 07:18 AM Pacific Daylight Time PMorris Action Type:Correspondence rec.  
Writer received customers info

Writer sent in check request

\*\*\* CASE CLOSE 08/27/2003 07:57 AM Pacific Daylight Time PMorris

\*\*\* NOTES 09/17/2003 01:49 PM Pacific Daylight Time PMorris Action Type:Correspondence rec.  
Writer received check

Writer sent check to customer

\*\*\* CASE CLOSE 09/17/2003 01:50 PM Pacific Daylight Time PMorris

**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]	KNDJB723425 [REDACTED]	K635369	56,000
Mohave Valley AZ	[REDACTED]		Dealer:	

**Case History**

Inquiry ASL Authorization

\*\*\* PHONE LOG 08/08/2005 01:59 PM Pacific Daylight Time SMarino

Spoke to Scott @ AZA006

1. Customer states: Check vibration engine - Tow in

2. Shop states: Cooling *fan* blade's broke off and caused damage to *fan* shroud and radiator.

RO # 25633 08/06/05

Labor to diagnose and replace cooling *fan*, shroud and radiator

2.0 x \$58.00 = \$116.00

Coolant \$12.99

Tax \$ \$1.02

Total \$130.01

Ordered parts

Closed case pending completed RO from ASL

\*\*\* CASE CLOSE 08/08/2005 01:59 PM Pacific Daylight Time SMarino

\*\*\* PHONE LOG 08/11/2005 02:19 PM US Mountain Standard Time HReynolds Action Type:Incoming call

[REDACTED] STATES:

1. CAR WAS TOW TO CERTIFIED KIA REPAIR SHOP
2. THEY ARE SAYING THAT SOME OF THE PARTS ARE ON BACK ORDER
3. DON'T WANT TO BE WITHOUT A CAR FOR THREE WEEKS
4. CAN I GET A RENTAL
5. I'LL HOME AFTER 11 AM

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, WRITER WILL FOLLOW UP WITH REPAIR SHOP FOR STATUS
4. ADVISED, RENTALS ARE NOT PART OF KIA'S WARRANTY, NEED TO REVIEW WITH DPSM FOR RENTAL APPROVAL
5. WILL FOLLOW UP WITH CUSTOMER

\*\*\* PHONE LOG 08/12/2005 11:08 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO LARRY AT LARRY'S AUTO MOTIVE @928-758-7674
2. WOULD LIKE TO KNOW STATUS OF VEHICLE

LARRY STATES:

1. THE MECHANIC WHO WORKING ON VEHICLE IS ON LUNCH
2. HIS NAME IS SCOTT - SHOP MANAGER
3. HE WILL BE BACK IN 10 -15 MINUTES

\*\*\* CASE CLOSE 08/22/2005 04:59 AM US Mountain Standard Time HReynolds

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K635369	56,000
Mohave Valley AZ	[REDACTED]		Dealer:	

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\*\*\* NOTES 08/22/2005 01:51 PM Pacific Daylight Time Jarboleda Action Type:Manager review  
WRITER RECEIVED R/O FROM LARRYS AUTOMOTIVE:

1. TOTAL COST FOR REPAIRS \$130.01

WRITER TO SEND TO ROADSIDE FOR HANDLING

\*\*\* NOTES 09/06/2005 10:39 AM Pacific Daylight Time SMarino Action Type:Manager review  
Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

\*\*\* CASE CLOSE 09/06/2005 10:42 AM Pacific Daylight Time SMarino

\*\*\* NOTES 09/20/2005 12:36 PM Pacific Daylight Time SMarino Action Type:Manager review  
Received check - ck [REDACTED]

Mailed check

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723125	K1026192	69,854
Limington ME			Dealer: ME002 Bill Dodge Kia	

**Case History**

Complaint Other

\*\*\* PHONE LOG 10/13/2005 01:19 PM US Mountain Standard Time CHamilton

Caller states:

1. I called yesterday about my wife's Sportage (talked to CDiaz)
  2. Today I am calling about my car
  3. We bought 2 new Sportages on the same day
  4. I had to pay \$130.70 on Oct 3rd for a *fan*, it was all cracked up (total was over \$500, timing belt, oil change, etc)
  5. After I had mine done, I looked at my wifes car
  6. Hers was cracked too
  7. I caught it, they replaced the cooling *fan* on my wife's car under warr, since she only had 51K
  8. I take my car to Bill Dodge Kia ME002 every 3-4 K miles for oil changes and maint service
  9. In order to adjust belts, they have to be stupid to not see cracks in my *fan*
  10. Tail pipe fell off, muffler fell off, timing belt went out, happened on the weekend--was tire place that saw it
  11. When he saw it, there was someone else in there with a Sportage, he asked and she let him look at hers
  12. Her *fan* was also all cracked
  13. "Someone who will remain nameless" at a Kia dlr service told me they are all like this and Kia has a bulletin
  14. Dlr should have caught it, and if Kia knows about this, it should be covered anyway
  15. I want to be reimbursed the *fan*
  16. Can call back at
- Wtr states:
1. Updated
  2. W/S is 11/29/2002
  3. 5/60 LBW-expired for *fan*
  4. Balance of 10/100 PTW
  5. Wtr would have to check with the Kia Rep to see if he is willing to consider coverage outside the warr

\*\*\* PHONE LOG 10/13/2005 01:20 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Bill Dodge Kia, service is closed for the day

\*\*\* PHONE LOG 10/14/2005 09:31 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr LVM for SM Ralph requesting call back

\*\*\* PHONE LOG 10/19/2005 04:43 AM US Mountain Standard Time CHamilton Action Type:Incoming call

VM states:

1. Ralph from Bill Dodge Kia, call back at 207-857-4970

\*\*\* PHONE LOG 10/19/2005 04:49 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called SM Ralph who stated:

1. I talked to DPSM Gary Airoidi, he said he would not cover, because of the mileage
2. spoke to our dlrship consumer affairs rep and the BBB
3. I plan to call him back today at 11 AM--thats when he said he would be available
4. And tell him that our dlrship will refund his money for that part of his repair

\*\*\* PHONE LOG 10/20/2005 12:45 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called call will not go thru, strange tone, no ringing



**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]	KNDJA723125 [REDACTED]	K1026192	69,854
Limington ME [REDACTED]		Dealer: ME002 Bill Dodge Kia		

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\*\*\* CASE CLOSE 10/26/2005 04:38 AM US Mountain Standard Time CHamilton

**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]	KNDJA723225	K351260	36,000

HIRAM GA [REDACTED] Dealer: \_\_\_\_\_

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 08/12/2004 05:18 AM SLarez  
CUSTOMER STATES.

1. THE **FAN** BLADE BLEW AND CAUSED DAMAGE TO THE RADIATOR.
2. I HAVE THE CAR AT A MECHANIC AND HE ADVISED IT STILL MAY BE UNDER WARRANTY AND TO TAKE IT TO A KIA DEALERSHIP

WRITER STATES./

1. THE CAR DOES STILL HAVE THE WARRANTY FOR 5YRS 60K MILES.
2. I WOULD RECOMMEND GETTING THE CAR TO THE DEALERSHIP FOR REPAIRS AND A DIAGNOSES.
3. IF IT IS A DEFECT IN THE MATERIAL AND WORKMANSHIP THEN IT WOULD BE A WARRANTABLE REPAIR.
4. REFERRED TO R/A TO HAVE THE CAR TOWED TO THE DEALERSHIP

\*\*\* CASE CLOSE 08/12/2004 05:18 AM SLarez

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325	K205351	35,000
Riverside CA	[REDACTED]	[REDACTED]	Dealer: CA064 Power Kia Ontario	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 08/18/2003 02:34 PM US Mountain Standard Time TDonnelly  
CUSTOMER STATES [REDACTED] (CO OWNER):

1. CAR IS AT POWER KIA
2. THE COOLING *FAN* HAS BROKEN AND PUT HOLE IN RADIATOR
3. DEALER HAS ADVISED THAT I SHOULD CALL KCC
4. DEALER DOES NOT HAVE ETA FOR THE PART
5. DEALER DID PROVIDE ME CAR TO DRIVE
6. WILL CALL BACK IF FURTHER ASSISTANCE IS NEEDED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASK IF DEALER HAS PROVIDED ETA FOR PARTS
3. DID CUSTOMER GET ANY OTHER ASSISTANCE FROM DEALER/
4. HAPPY TO HEAR DEALER HAS PROVIDED CAR FOR CUSTOMER TO DRIVE
5. CONCERNS WILL BE NOTED HERE AND KMA DOES APOLOGIZE FOR THE INCONVENIENCE
6. SM WILL WORK DIRECTLY WITH DPSM TO ADDRESS THE CONCERNS.
7. IF ANY OTHER QUESTIONS OR CONCERNS, CALL WRITER BACK.

\*\*\* NOTES 08/18/2003 02:35 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. SENDING CASE NOTES TO DPSM, TERRY OLIVER AS ANY FYI
2. PARTS ARE ON NATIONAL BACK ORDER
3. DEALER ADVISED CUSTOMER TO CALL KCC SO INFO CAN BE DOCUMENTED.
4. CUSTOMER IS IN RENTAL OR LOANER VEHICLE FROM DEALER.
5. CUSTOMER DOES NOT HAVE AN ETA FOR PARTS.
6. AT THIS TIME CUSTOMER IS NOT REQUESTING ANY FURTHER ASSISTANCE FROM KMA.

\*\*\* SEND CASE HISTORY 08/18/2003 02:36:04 PM TDonnelly

Case details sent to TOLIVER@KIAUSA.COM.

\*\*\* CASE CLOSE 08/18/2003 02:36 PM US Mountain Standard Time TDonnelly

PARTS ON BACKORDER

**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	K199101	67,181
Trinidad CO			Dealer: CO009 Dale Spradley Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 08/05/2003 10:25 AM US Mountain Standard Time ABegoody

Customer stated:

1. is fed up w/the repair delay on the veh
2. dlr advised cust the *fan* blew through the radiator on the veh
3. veh has been at the dlr for a month now
4. is tired of waiting
5. now the dlr has advised cust the cost of the repair will be at cust expense
6. would like to know what Kia can do to assist w/this problem

Writer stated:

1. apologized for the inconvenience/delay
2. if there is a problem w/the veh Kia will stand behind there product & repair the veh under the terms of the warranty
3. not sure what is causing the delay
4. will call the dlr for an update
5. will call cust back (cust did not want to hold)

\*\*\* PHONE LOG 08/05/2003 10:48 AM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called dlr (CO009) & Mike (SM) stated:

1. cust brought veh to dlr on 7/14/03 @ 67,181 miles
2. cust advised dlr the veh made hard loud pop noise
3. the veh needs a new radiator, *fan* assembly, & *fan* shroud
4. problem was caused by the *fan* coming off which caused damage to the radiator
5. dlr is waiting for parts to arrive for repair
6. dlr has the radiator
7. dlr is waiting for the *fan* assembly & *fan* shroud to arrive
8. OK0315140-A (*fan* asmb'y) & OK03815211 (*fan* shroud)
9. dlr does not have an ETA for the parts

Writer stated:

1. will document comments
2. will call for an update to the delivery of parts

\*\*\* PHONE LOG 08/05/2003 10:57 AM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called Kia parts hotline & Mark stated:

1. these parts OK03815140-A & OK03815211 are on Nat'l back order
2. does not have an ETA for these parts
3. have the dlr call to put the parts on e-order
4. parts hotline also needs to be provided w/the VIN #

Writer stated:

1. will document comments & advise the dlr

\*\*\* PHONE LOG 08/05/2003 11:01 AM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called dlr (CO009) & Kevin (parts mgr) stated:

1. dlr order part on 7/14/03 as an e-order
2. parts went off back order for several days
3. dlrs order was dropped
4. will call Kia parts hotline & request for part to be put on e-order & provide VIN #

**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]	K199101	67,181
Trinidad CO [REDACTED]			Dealer: CO009 Dale Spradley Kia	

1. will document comments
2. will call cust w/info

\*\*\* PHONE LOG 08/05/2003 11:09 AM US Mountain Standard Time ABegoody Action Type:Outgoing call  
Writer called cust & stated:

1. advised cust the parts needed for repair are on Nat'l backorder
2. KMA does not have an ETA for the parts needed
3. Kevin (parts mgr) will call cust when the part arrives at the dlr
4. apologized for the inconvenience

Customer stated:

1. this is unacceptable
2. wants Kia to provide cust w/rental or loaner veh
3. needs veh to get to & from work
4. needs veh to transport family
5. would like to know what Kia is going to do

Writer stated:

1. advised cust this veh is no longer covered under 5/60k mile LBW but is still covered under 5/60k mile PTW
2. cust will have to pay for the cost of the repair
3. Kia does not have a rental/loaner policy
4. rental/loaner is provided by dlr as a courtesy to cust if available
5. the dlrs are independently owned & operated businesses
6. advised cust to speak w/the SM about rental/loaner request
7. it is no a guarantee that cust will be provided w/rental or loaner

\*\*\* PHONE LOG 08/05/2003 11:14 AM US Mountain Standard Time ABegoody Action Type:Outgoing call  
Writer called Lyle Stursma & stated:

1. no answer, LVM for call back regarding cust rental/loaner request
2. in svc date is 12/22/01, veh out of LBW by mileage
3. repair parts are on Nat'l backorder
4. KMA does not have an ETA for the parts needed
5. cust has to pay for repairs
6. would like to know if Kia can assist in any way
7. left case #, VIN # & ext #

\*\*\* SEND CASE HISTORY 08/05/2003 11:15:13 AM ABegoody  
Case details sent to lstursma@kiausa.com.

\*\*\* PHONE LOG 08/05/2003 02:08 PM US Mountain Standard Time ABegoody Action Type:Incoming call  
Rev'd VM from Lyle Stursma stated:

1. there is not much that can be done about the backordered parts
2. cust is out of warranty
3. sent the case to DPSM
4. have cust contact her insurance company
5. will not be giving cust a rental
6. need further assist call back

**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]	K199101	67,181
Trinidad CO [REDACTED]			Dealer: CO009 Dale Spradley Kia	

\*\*\* PHONE LOG 08/05/2003 02:11 PM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called cust & stated:

1. calling to return cust call

Boyfriend stated:

1. cust is not available
2. will take message & have cust call writer back

\*\*\* PHONE LOG 08/06/2003 09:39 AM US Mountain Standard Time ABegoody Action Type:Incoming call

Rcv'd VM from cust stating:

1. name is [REDACTED]
2. requesting call back @ [REDACTED]

\*\*\* PHONE LOG 08/06/2003 09:45 AM US Mountain Standard Time ABegoody Action Type:Outgoing call

Writer called cust & stated:

1. calling to return cust call

Boyfriend stated:

1. [REDACTED] will not be available for the rest of the evening
2. is Kia going to provide a rental/loaner veh

Writer stated:

1. advised boyfriend Kia does not have a rental/loaner policy
2. the DPSM denied rental/loaner request
3. dlr will call cust when the part becomes available

Boyfriend stated:

1. this is bad business for KMA
2. Kia keeps the veh for a month & does not have the parts to fix there veh
3. Kia has nothing but problems
4. cust hung up on writer

\*\*\* CASE CLOSE 08/06/2003 09:46 AM US Mountain Standard Time ABegoody

Rental is not covered under warranty.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K212578	13,270
Phoenix AZ			Dealer: AZ024 21 Bell Kia	

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 09/03/2003 02:01 PM US Mountain Standard Time JHirshfield  
caller stated: (Joe, svc tech from 21 Bell Kia)

1. this customer's vehicle was down for a month due to the backorder of the radiator *fan* etc.
2. he has just had the car towed back into them with 0 compression in the engine
3. he believes that the engine needs to be replaced due to overheating--
4. unsure if it is related to prior repair
5. cust needs transportation and he is trying to assist them with the problem

wtr stated:

1. he needs to speak with his svc mgr and have him contact his DPSM Tom Steinwinter or WRCAA Paul Stapleton
2. we have no authority to give out rentals through this office
3. his svc mgr should have their numbers
4. i will document his call and forward the case to WRCA

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

Send to:[tsteinwinter@kiausa.com]

CC List:[Paul Stapleton (E-mail)]

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\_K212578\_JHirshfield\_09-03-2003150103.doc>>

\*\*\* PHONE LOG 09/03/2003 03:12 PM Pacific Daylight Time StapletonP Action Type:Incoming call

writer called dealer:

dealer will contact cust to

cust to first provide maintenance receipts prior to rental veh being provide

rental receipts will be faxed to writer for reimbursement.

\*\*\* CASE CLOSE 09/03/2003 03:13 PM Pacific Daylight Time StapletonP

\*\*\* PHONE LOG 09/05/2003 01:49 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

cust LVM requesting callback

\*\*\* PHONE LOG 09/05/2003 02:01 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

caller stated:

1. he has been told by 21 Bell that he needed to show maint receipts for this car --which he has
2. he can't afford to pay the up front money that Enterprise RAC is requiring --they don't even have a date of when to expect this part

wtr placed cust on hold and spoke with svc mgr, Vince @ AZ024 who stated:

1. he has receipts for four oil changes
2. he doesn't understand the relevance between a *fan* breaking and receipts for oil changes --only 13000 miles on the car
3. this cust should be placed in a rental and kept happy

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K212578	13,270
Phoenix AZ [REDACTED]	[REDACTED]		Dealer: AZ024 21 Bell Kia	

\*\*\* NOTES 09/05/2003 02:04 PM US Mountain Standard Time JHirshfield Action Type:Manager review

notes cont:

wtr stated:

1. i am not sure what info they are looking for
2. i will attempt to speak with Paul and either he or I will recontact

svc mgr stated:

1. it would be best to take care of this cust after the has had to wait a month for backordered part

wtr spoke with cust and stated:

1. I will research and recontact-

\*\*\* PHONE LOG 09/05/2003 02:31 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with DPSM, Tom Steinwinter who stated

1. he will authorize \$30 per day for cust, but he will have to put it on a credit card and then seek reimbursement after repairs are made

wtr thanked DPSM for the assistance

wtr left message for svc mgr, Vince regarding auth for rental @ \$30 /day

wtr spoke with cust and informed him of the rental offer of \$30 per day

cust stated they wanted them to pay up front as opposed to after the rental is turned in (like the last time) he does not have that kind of money

wtr referred cust to speak with Vince @ 21 Bell for assistance with rental car

\*\*\* CASE CLOSE 09/05/2003 02:31 PM US Mountain Standard Time JHirshfield



**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]	KNDJA723225 [REDACTED]	K1223593	74,000

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HARTSdale NY [REDACTED]

Dealer:

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/06/2006 10:46 AM US Mountain Standard Time TMorales

CUST STATED:

1. WE TOOK TO THE DLR FOR COOLANT FLUIDS LEAKING; THEN THEY SAID THE **FAN** BLEW APART
2. I WANT TO CHECK THE WARRANTIES ON THIS

WRITER ADVISED;

1. SORRY FOR THE PROBLEM
2. EXPLAINED 10/100 PTW 5/XX R/A
3. EXPLAINED 5/60 LBW EXPIRED; THAT COVERED MISC PARTS LIKE **FAN** RADIATOR HOSES ETC

CUST STATED:

1. OK THANKS

**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	K222941	16,000
Brooklyn NY	[REDACTED]		Dealer: NY043 Bay Ridge Kia	

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 09/26/2003 05:57 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. THE CAR WAS TAKEN TO THE DEALERSHIP
2. THEY ADVISED THE BASE OF THE **FAN** WAS CRACKED
3. THEY ORDERED A PART AND THEY SAID THEY WILL HAVE TO WAIT FOR IT TO COME IN.
4. THEY ORDERED THE PART YESTERDAY
5. I WOULD LIKE TO KNOW IF I CAN GET A RENTAL.
6. I DO NOT WANT THE **FAN** TO BREAK AND LEAVE ME STRANDED.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. KIA DOES NOT OFFER RENTALS, IT IS NOT PART OF THE WARRANTY
3. WE WOULD NOT CONSIDER A RENTAL UNLESS THE CAR WAS NOT DRIVABLE
4. THE DEALERSHIP MUST HAVE FELT IT IS SAFE TO DRIVE IF THEY RELEASED IT TO YOU.
5. IF THE CAR DOES FAIL, THEN YOU HAVE THE R/A
6. AT THAT TIME YOU MAY CALL ME BACK AND WE CAN GO FROM THERE.
7. WE WOULD CONSIDER A RENTAL IF THE CAR WAS GOING TO BE DOWN FOR MORE THAN A WEEK.
8. THE CAR IS DRIVABLE HOWEVER.

CUSTOMER STATES.

1. I WILL CALL YOU BACK IF THE CAR DOES FAIL.
2. I JUST WANTED TO MAKE SURE I WOULD GET SOME TYPE OF ASSISTANCE IF THE CAR DOES FAIL.

WRITER STATES.

1. KMA DOES NOT OFFER RENTALS.
2. IF THE CAR IS DOWN AT THE DEALERSHIP FOR MORE THEN A WEEK FOR THIS CONCERN CALL ME BACK AND WE CAN GO FROM THERE.
3. GAVE NAME AND EXTENSION.

\*\*\* CASE CLOSE 09/26/2003 06:05 AM US Mountain Standard Time SLarez

**Kia Motors America  
Consumer Affairs Department**

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja623025 [REDACTED]	K1211124	68,012
Grandville MI	[REDACTED]		Dealer: MI022 Fox Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/04/2006 07:13 AM US Mountain Standard Time JCook

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

From: bjdale123@yahoo.com [mailto:bjdale123@yahoo.com]

Sent: Thursday, August 03, 2006 2:14 PM

To: Wirz, Margie [KMA]

Subject: [After Sales Service] Brenda Dalecke

[Body]

Country : U.S.A

Name : [REDACTED]

Address : [REDACTED] Wyoming, MI

Phone : [REDACTED]

E-Mail : [REDACTED]

Vehicle : Sportage

Vin : KNDJA623025 [REDACTED]

VehicleNo : 1FBH74

Mileage : 68012

Date : 06/04

content

I purchased a Kia Sportage from the Ford dealer in Holland, MI when the KIA had 30,000 miles on it in June of 2004. I was under the impression The truck would be covered by your widely publicized warranty. Last Tuesday, my car overheated. After allowing it to cool down and check for leaks, I drove to my son in laws where he told me the *fan* was missing all its blades. I took it to Kia on Tuesday, Aug. 1, 2006. They did not service it till Wednesday when they replaced the *fan* for \$182.00, advising me the warranty had expired at 60,000. Then they found a hole in the radiator, caused by the broken *fan*, and quoted me \$426 for repairs. I am an unemployed widow with children still at home and I didn't have the money to repair it. I picked it up and upon their instruction, poured a stop leak mix in it and brought it to my brother-in-law's because he had found a used radiator for \$114.00. He discovered a broken head gasket due to the broken radiator which was due to the broken *fan*. At least, I thought, the engine would be warranted. However, Fox Motors in Grand Rapids say it is not covered because I am not the original owner. I am devastated. I loved my little Kia and it's only 4 years old with only 68,000 miles on it. I simply don't have the money to fix it. I am supposed to start a new job next week and now have no transportation. I am seeking compassion from you, the KIA headquarters to help me fix my car. I would be forever your loyal KIA customer and avid promoter. Please consider this request and advise me of your decision. Sincerely, Brenda Dalecke  
Sent 2006-08-04 ?? 6:14:29

\*\*\* PHONE LOG 08/10/2006 09:15 AM US Mountain Standard Time TMorales Action Type:Outgoing call

WRITER CALLED CUST AND LVM STATING:

1. PLEASE CALL TO DISCUSS ; VERIFIED CONTACT INFO

CASE CLOSED PENDING CUST CALL BACK

\*\*\* CASE CLOSE 08/10/2006 09:15 AM US Mountain Standard Time TMorales

\*\*\* PHONE LOG 08/14/2006 05:11 AM US Mountain Standard Time WLevy Action Type:Incoming call

Caller, [REDACTED] states:

1. Someone called me the other day in response to my email
2. (repeated details as described in email)
3. They told me that because I drove it, it warped the heads
4. They told me that none of that would be covered under warranty

**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]	K1211124	68,012
Grandville MI	[REDACTED]			Dealer: MI022 Fox Kia

---

Wrtr states:

1. Apologized
2. Explained that as second/subsequent owner, would have had remainder of 5/60 LBW, 5 r/s and 5/60 PTW
3. Explained that at 68k miles, veh is out of all warranties

Caller states:

1. Well the dealer, Fox Kia, should be told that they shouldn't have said I could drive it just by putting "stop leak" in the radiator

Wrtr states:

1. Advised that wrtr would certainly document caller's complaint

Caller thanked wrtr

\*\*\* CASE CLOSE 08/14/2006 05:12 AM US Mountain Standard Time WLevy

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

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625	K230993	0
Sparks NV [REDACTED]			Dealer: NV002 Reno Kia	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 10/14/2003 01:24 PM Pacific Daylight Time OSprague

Received letter - Customer states

1. There have been major problems with vehicle which have greatly inconvenienced us.
2. Loss of power
3. *fan* blade blew apart
4. vehicle died and would not restart
5. I am proceeding through the steps necessary for a refund through the Nevada Lemon Law revised statutes.
6. Please contact me at your earliest convenience.

Case Dispatch - Letter forwarded to the Western Region for handling

\*\*\* NOTES 10/14/2003 02:50 PM Pacific Daylight Time NDegamo Action Type:Manager review  
mailed cust a letter requesting docs for review (RO's, sales contract)  
case closed pending receipt of docs from cust

\*\*\* CASE CLOSE 10/14/2003 02:50 PM Pacific Daylight Time NDegamo

\*\*\* NOTES 10/21/2003 09:41 AM Pacific Daylight Time WSpencer Action Type:Manager review  
nca received duplicate letter from the customer

n.degamo responded with letter to the customer

case closed pending further contact from the customer

\*\*\* CASE CLOSE 10/21/2003 09:41 AM Pacific Daylight Time WSpencer

\*\*\* CASE CLOSE 10/21/2003 02:33 PM Pacific Daylight Time WSpencer

\*\*\* NOTES 10/31/2003 03:52 PM Pacific Daylight Time NDegamo Action Type:Manager review  
rec'd requested docs from cust via certified mail.  
writer to complete recap

\*\*\* EMAIL OUT \_ NDegamo Action Type:External email  
Send to:[rdarling@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K230993\_NDegamo\_11-03-2003135852.doc>>

\*\*\* NOTES 11/03/2003 02:38 PM Pacific Daylight Time NDegamo Action Type:Manager review  
Reviewed case on 11/03/2003

**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]	KNDJA723625 [REDACTED]	K230993	0
Sparks NV [REDACTED]		Dealer: NV002 Reno Kia		

---

the manufacturer's warranty

\*\*\* CASE CLOSE 11/03/2003 02:38 PM Pacific Daylight Time NDezamo

**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]	KNDJB723025 [REDACTED]	K1216619	20,208
Petal MS [REDACTED]		Dealer: MS017 Kia of McComb		

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**Case History**

Inquiry Repair

\*\*\* PHONE LOG 08/17/2006 01:24 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES [REDACTED]

1. MY HUSBAND WAS IN HOSPITAL
2. CAR HAD A PROBLEM, WAS OVERHEATING
3. WAS NOT NEAR A DEALER
4. TOOK CAR INTO MONTGOMERY WARDS
5. THEY FOUND THE COOLING **FAN** EXPLODED AND HAD TO BE REPLACED
6. PAID THEM FOR REPAIRS
7. MY HUSBAND NOW STATES CAR WAS UNDER WARRANTY
8. CAN I GET ANY REIMBURSEMENT?
9. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT WARRANTY REPAIRS MUST BE COMPLETED AT AUTHORIZED KIA DEALER
3. KIA DOES NOT WARRANTY OTHER SHOPS WORK
4. IF CUSTOMER FEELS BASED ON CIRCUMSTANCES SOME ASSISTANCE SHOULD BE PROVIDED,  
WOULD RECOMMEND CUSTOMER BRING RECIEPTS INTO SM AT KIA DEALER
5. EXPLAIN SITUATION TO DEALER
6. DEALER CAN REVIEW REQUEST WITH DPSM
7. NO GUARANTEE ANY ASSISTANCE CAN BE PROVIDED.

\*\*\* CASE CLOSE 08/17/2006 01:24 PM US Mountain Standard Time TDonnelly

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1113406	65,800
EULESS TX [REDACTED]		Dealer: TX071 Moritz Kia		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/06/2006 10:00 AM US Mountain Standard Time LSims Action Type: Incoming call

CALLER [REDACTED] STATES:

1. THIS MORNING I HEARD A BIG POP
2. I THOUGHT I RAN OVER SOMETHING
3. THEN I STARTED SMELLING RADIATOR FLUID
4. TOOK TO TX071, ALL THE **FAN** BLADES ARE BUSTED OFF
5. I HAVE TO REPLACE THE RADIATOR, **FAN**, BELTS AND THE **FAN** CLUTCH
6. WILL COST \$881
7. I CALLED THE DEALER WHERE I BOUGHT IT FROM TO SEE WHY THIS HAPPENED
8. FOUND THERE WAS A TSB ON THE **FAN**, AND MATERIAL KT2005022509  
MODIFIED FOR DURABILITY
9. 4/12/01- 12/16/02
10. MY CAR WAS PRODUCED 9/21/01
11. TX071 SAID THAT I AM S O L .. BECAUSE IT IS NOT A RECALL
12. WORKING WITH RICK, SAID SM WILL NOT BE IN TIL THE 8TH
13. I AM A SINGLE DAD, AND I DONT HAVE ANOTHER VEH TO DRIVE UNTIL THE 8TH
14. I DONT FEEL THAT I SHOULD HAVE TO PAY THIS SINCE THERE IS A PROBLEM WITH THIS
15. SCOTT AT TX065 SAID THAT IF I HAD THE CAR AT HIS DEALER THEN HE WOULD GET IT COVERED
16. HE TOLD ME THAT THEY HAVE HAD THIS COVERED IN THE PAST WHERE KIA HAS PAID FOR THE PARTS  
AND THE CUSTOMER HAD TO PAY FOR THE LABOR
17. NOW I NEED TO GET MY CAR OVER THERE SO THEY CAN COVER IT
18. CAN THE R/S TOW MY CAR TO THE OTHER DEALER
19. I DO NOT HAVE THE VIN
20. SCOTT AT TX065 SAID THAT HE WOULD DENY TELLING ME ABOUT THE TSB IF ANYONE ASKED HIM

WTR STATES:

1. APOLOGIZED
2. NO RECALLS

WTR PLACED CALLER ON HOLD AND SPOKE TO FEMALE IN SERVICE WHO STATES:

1. GAVE VIN #
2. SM IS OUT OF TOWN UNTIL 6/8/06

WTR RETURNED TO CALLER AND STATED:

1. WTR NEEDS TO CALL TX065

WTR PLACED CALLER ON HOLD AND SPOKE TO SM WHO STATES:

1. TSBS DO NOT EXTEND THE WARRANTY, RECALLS DO
2. THIS WAS NOT A RECALL
3. I WAS NOT AWARE OF THIS AND SCOTT HAS WORKED FOR ME FOR 10 YEARS
4. I CANNOT SEE HIM PUTTING HIS JOB ON THE LINE BY SAYING SOMETHING LIKE THAT TO A CUSTOMER
5. HE KNOWS THE POLICIES VERY WELL
6. THIS VEH IS OUT OF WARRANTY, SO WE WOULD HAVE TO CALL TOM HILTZ ANYWAY
7. BOTH US AND TX071 HAVE THE SAME DPSM, SO IT WONT MATTER WHAT DEALER HIS CAR IS AT
8. AND I KNOW HOW TOM HILTZ WORKS. AT THE MOST HE WILL DO SOME KIND OF SPLIT DECISION

WTR RETURNED TO CALLER AND STATED:

1. ADVISED THAT WTR WILL HAVE TO SPEAK TO THE DPSM FOR THE DECISION
2. ADVISED THAT AT THIS POINT IT DOES NOT MATTER WHAT DEALER THE CAR IS AT
3. WTR WILL CALL DPSM TOMORROW AND CB



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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1113406	65,800
EULESS TX	[REDACTED]		Dealer: TX071 Moritz Kia	

\*\*\* PHONE LOG 06/06/2006 10:03 AM US Mountain Standard Time LSims Action Type:Outgoing call  
WTR SPOKE TO TOM HILTZ WHO STATED:  
1. BEFORE I WILL CONSIDER ANY GOODWILL  
2. HE NEEDS TO TAKE ALL OF HIS MAINTENANCE RECORDS TO KENNITH MIMMS  
3. THE SM JOHN CARTWRIGHT IS ON VACATION UNTIL MONDAY  
4. WE HAVE COVERED THIS VEH FOR 5/60 AND NOW IT IS OUT OF WARRANTY  
5. IF HE HAD BEEN DOING MAINTENANCE AT MY DEALER THEN THEY WOULD HAVE SEEN THIS AND REPLACED IT

\*\*\* PHONE LOG 06/06/2006 10:07 AM US Mountain Standard Time LSims Action Type:Outgoing call  
WTR SPOKE TO MR DAVENPORT AND STATED:  
1. ADVISED OF DPSM INFO

CALLER STATES:  
1. MY CAR IS ONLY OUT OF THE WARRANTY BY 5K MILES  
2. I HAVE HAD MY CAR AT BOTH OF THE DEALERS SEVERAL TIMES AND THEY HAVE NEVER SAID ANYTHING ABOUT THIS  
3. NOW I AM HAVING TO PAY \$800 BECAUSE OF A FAULTY KIA PART  
4. I WILL TELL EVERY BODY I SEE NEVER TO BUY A KIA  
5. ONE OF MY CUSTOMERS WORKS IN THE SERVICE DEPARTMENT OF MORITZ KIA AND HE DID MY LAST MAINTENANCE SERVICE  
6. I WILL HAVE TO CALL AROUND TO SEE IF I CAN GET THE RECORDS FAXED OVER TO THE DEALER

WTR STATES:  
1. PROVIDED CASE # AND CB INFO IF NEEDED

\*\*\* CASE CLOSE 06/06/2006 10:10 AM US Mountain Standard Time LSims

\*\*\* PHONE LOG 06/06/2006 02:08 PM US Mountain Standard Time LSims Action Type:Incoming call  
MR DAVENPORT LVM STATING:  
1. PLEASE CB  
2. CASE # K1113406

\*\*\* PHONE LOG 06/06/2006 03:46 PM US Mountain Standard Time LSims Action Type:Outgoing call  
WTR SPOKE TO MR DAVENPORT WHO STATED:  
1. I JUST WANT TO LET YOU KNOW THAT I PICKED UP THE CAR AND PAID FOR IT

**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]	KNDJB723825 [REDACTED]	K1113406	65,800
EULESS TX [REDACTED]			Dealer: TX071 Moritz Kia	

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- 3. I WILL NEVER RECOMMEND KIA TO ANYONE
- 4. AND I WILL ACTUALLY BAD MOUTH KIA

\*\*\* CASE CLOSE 06/06/2006 03:47 PM US Mountain Standard Time LSims

**Kia Motors America  
Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2002 SPORTAGE 4X4</b> KNDJA723925 [REDACTED]	<b>Case Number</b> K361137	<b>Mileage</b> 48,000
Trona CA [REDACTED]			Dealer: CA144 Hi-Desert Kia	

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**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/03/2004 02:18 PM JHirshfield  
caller ( very annoyed):

1. his car is broke down in his yard
2. the *fan* has shattered and wrecked his radiator
3. he is diabled and is now without a vehicle

wtr aplogize for the inconvenience  
he will need to speak with svc mgr@ Hi Desert Kia  
Kia does not provide for rentals ---can't obligate the dealership to provide one either

cust transferred to R/A

\*\*\* CASE CLOSE 09/03/2004 02:18 PM JHirshfield

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925	K1214444	32,000
Pensacola FL			Dealer: FL062 Kia AutoSport	

Case History

Inquiry Warranty Info

\*\*\* PHONE LOG 08/14/2006 06:26 AM US Mountain Standard Time TLarson  
CUSTOMER ADVISED

1 MY RADIATOR *FAN* BROKE

2 I TOOK IT IN AND THEY TOLD ME THAT THEY ORDERED A PART FOR THE *FAN* AND IT WOULD BE READY TOMORROW

3 IS THE *FAN* COVERED UNDER WARRANTY

WRITER ADVISED

1 VERIFIED OWNER INFO, NO RECALLS

2 ADVISED CUSTOMER THAT THE RADIATOR *FAN* SHOULD BE COVERED UNDER THE 5YR OR 60K MILE WARRANTY AS LONG AS IT WAS DEFECTIVE

3 NORMALLY IF THE DEALER IS NOT GOING TO COVER THE REPAIRS THEY WILL ADVISE YOU OF THAT BEFORE THEY ORDER THE PART

4 WITHOUT CALLING I WOULD BE ASSUMING THAT ITEM IS COVERED, BUT TO DETERMINE IF ITS COVERED OR NOT EITHER HER OR I WOULD NEED TO CALL(CUST DECLINED)

CUSTOMER ADVISED

1 OK THANK YOU

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1210842	54,000
Gastonia NC [REDACTED]			Dealer: NC038 Rogers Kia	

Case History

Complaint   Repair Assistance

\*\*\* PHONE LOG 08/03/2006 12:09 PM US Mountain Standard Time WLevy

Caller states:

1. One of the blades broke off of the *fan*
2. It was towed to Shelby, NC
3. They fixed the *fan*, but they're telling me I have to have the timing belt changed
4. They said it's supposed to be changed at 40k miles
5. I called the dealer where we bought it and they said it doesn't have to be done until 60k
6. Rogers Kia said it could break when I take it out of there
7. I'm afraid to pick it up now
8. I don't have the money to replace the timing belt right now

Wrtr states:

1. Updated; no recalls
2. Advised that severe maint schedule in OM states that timing belt does not have to be changed until 60k miles
3. Advised that wrtr would call Rogers Kia for their input and call Ms. Davis back

Caller thanked wrtr

\*\*\* PHONE LOG 08/03/2006 12:17 PM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrtr called SM Chad at Rogers Kia and stated:

1. Inquired about timing belt change at 40k miles

SM Chad stated:

1. It's confusing, because these pamphlets state that on Sportage, Sephia and Sorento, needs to be replaced at 40k
2. It doesn't mention what year veh

Wrtr stated:

1. Explained that OM schedule indicates that timing belt does not have to be changed until 60k miles
2. Explained that wrtr understands that SM Chad wants to ensure that timing belt doesn't break at 62k miles and cause engine damage
3. Advised that wrtr can certainly understand that SM Chad wants to protect customer

Wrtr thanked SM Chad for his time

\*\*\* PHONE LOG 08/03/2006 12:23 PM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrtr called [REDACTED] and stated:

1. Advised of conversation with SM Chad
2. Advised that timing belt would be covered to 60k miles under warr
3. Reiterated that if timing belt breaks after 60k miles and had not been changed, can cause engine damage
4. Explained that after 60k miles if timing belt had not been changed, engine damage would not be covered under warr

[REDACTED] stated:

1. Yes, I understand that
2. Thank you for your help

\*\*\* CASE CLOSE 08/03/2006 12:23 PM US Mountain Standard Time WLevy

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K195251	35,000
Queen Creek AZ			Dealer: AZ010 Earnhardt's Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 07/29/2003 01:52 PM US Mountain Standard Time MWeiseman  
caller states

- 1.) i had my veh towed by roadside to earnhardt kia
- 2.) the towing company was very prompt
- 3.) when the car arrived at the dealer, no one informed the dealer that the car was there
- 4.) i've called the dealer and spoken with anne
- 5.) i've tried to get ahold of her all day to get an update on the status of my veh and i can't get ahold of her

602-317-9669

writer states

- 1.) no recalls
- 2.) all kia dealers are privately owned and operated
- 3.) i can call the dealer and find out the status of the veh
- 4.) i'm sorry the dealer hasn't gotten back with you yet.
- 5.) i am also unsure of the process for roadside, and who should be notifying the dealer that your car is available for service
- 6.) can you please hold?

writer called AZ010 and spoke with svc mgr greg

- 1.) parts hold for *fan* blade
- 2.) greg had an estimate of thursday for veh to be ready
- 3.) advised greg that mr. davis had tried to contact anne, but had received no response or status on his veh
- 4.) advised greg that mr. davis might be looking for a rental car

writer returned to caller on hold

- 1.) i spoke with greg the service manager
- 2.) he said they are waiting on a *fan* blade
- 3.) he didn't have an exact ETA
- 4.) advised mr. davis that "anne" should be calling him soon to give him an update on the veh
- 5.) advised mr. davis to find out details about coverage and services from her

\*\*\* CASE CLOSE 07/29/2003 01:55 PM US Mountain Standard Time MWeiseman

\*\*\* PHONE LOG 08/07/2003 02:48 PM US Mountain Standard Time CDiaz Action Type:Incoming call  
Customer Stated:

1. Car is still at the dealer waiting on back ordered parts.
2. I have a rental car but they are making me pay 18 dollars a day (insurance and tax)
3. It is getting expensive.
4. I can not keep doing this for much longer.

Writer Stated:

1. Advised that I will call the dealer for info.
2. Called Ann but she is not available. (VM for Ann to call me back)
3. Advisee the customer I will keep in contact with Ann.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K195251	35,000
Queen Creek AZ [REDACTED]		Dealer: AZ010 Earnhardt's Kia		

5. Advised the customer to keep in touch with Ann.
6. Customer is asking for reimbursement for the cost he is incurring for the rental car.
7. Advised to keep in contact with Ann.
8. Advised that he can call me back one the whole situation is over and we can address his request for reimbursement.
9. Customer agreed.

\*\* Ann called while I was doc. call.

Ann Stated: AZ010

1. Waiting on backordered parts.
2. Customer is in a rental from us at first and some program now.
3. Customer is paying insurance and tax now.
4. I believe the parts will be in late next week but not 100% positive.

Writer Stated:

1. Advised Ann that I will call TSteinwenter to make him aware of the situation.
2. I called TSteinwenter and advised of the customer and situation.
3. TSteinwenter advised to dispatch the case to PStapleton.
4. Writer agreed.

Dispatching to region for handling. # of down days, customer request for reimbursement/compensation, Per DPSM.

\*\*\* PHONE LOG 08/07/2003 03:23 PM Pacific Daylight Time StapletonP Action Type:Incoming call

writer spoke with the customer:

Customer was seeking reimbursement for Insurance and Sales Tax on the vehicle.

writer advised customer that the insurance was optional and he needed to check with his current insurance co to see if he was covered to drive other vehicle, so he does not have to incur the insurance expense. writer inform customer that the sales tax was something we could not reimburse for due to sales tax is a state requirement.

dpsm, notified and case closed.

\*\*\* CASE CLOSE 08/07/2003 03:23 PM Pacific Daylight Time StapletonP

\*\*\* PHONE LOG 08/21/2003 03:09 PM US Mountain Standard Time SReed Action Type:Incoming call

Caller stated

1. He was waiting on a call back regarding reimbursement for a taxes and insurance on a rental veh

Wtr investigated and stated

1. This case had been escalated and the last person that you spoke to was Paul Stapleton
2. Would you like his number

Caller stated yes

Wtr provided number national number to reach RCAA Paul Stapleton

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K195251	35,000
Queen Creek AZ			Dealer: AZ010 Earnhardt's Kia	

\*\*\* CASE CLOSE 08/21/2003 03:09 PM US Mountain Standard Time SReed  
Info given

\*\*\* NOTES AND STATUS CHANGE 09/02/2003 12:54 PM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd BBB call report for this customer seeking Rental charges to be paid (taxes & insurance)  
Cust stating veh at dealership as of 07/28/03  
Cust concerns are as follows:

1. **Fan** on radiator broke and caused hole  
Sent copy to DPSM

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

Send to:[tsteinwinter@kiausa.com]

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<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K195251\_DBattalino\_09-02-2003135405.doc>>

\*\*\* NOTES AND STATUS CHANGE 09/09/2003 02:50 PM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd fax from the BBB  
Cust ineligible for reimbursement of rental taxes and insurance  
Case has been closed

\*\*\* CASE CLOSE 09/09/2003 02:53 PM Pacific Daylight Time DBattalino

\*\*\* NOTES 09/29/2003 09:01 AM US Mountain Standard Time JProkopp Action Type:Manager review

\*\*\*\*\*Customer created a web case reiterating reimbursement concerns. Customer is requesting call back from PStapleton. See case K217243\*\*\*\*\*

\*\*\* PHONE LOG 09/29/2003 09:03 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted PStapleton and LVM.

\*\*\* PHONE LOG 10/01/2003 11:12 AM Pacific Daylight Time StapletonP Action Type:Incoming call

writer spoke with Mrs. Davis:

cust states she spoke with her husband and he confirmed writers telephone conversation with him on 8/7/03. advising him we would not pay for the insurance or sales tax.

cust states she feels Kia should pay since she was inconvenienced,

writer informed customer KMA picked up teh expense ion the rental veh and that was informed to her husband.

cust states she still wants to see if Kia will reimburse her for the expense.

writer informed cust KMA has made a decision not too and will stand behind the decision.



**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]	KNDJB723425 [REDACTED]	K195251	35,000
Queen Creek AZ	[REDACTED]	[REDACTED]	Dealer: AZ010 Earnhardt's Kia	

---

writer apologized for the concern but feel it was a just resolution.

\*\*\* CASE CLOSE 10/01/2003 10:24 AM US Mountain Standard Time JProkopp

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K523063	50,000
Los Angeles CA [REDACTED]	[REDACTED]	Dealer: CA170 Valley Kia		

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 07/29/2005 10:25 AM US Mountain Standard Time CDiaz

Customer Stated:

1. The car has to been at the dealer for a month.
2. Dealer does not let me know what is going on.
3. They tell me they will call me but then do not.
4. they tell me the car will be ready on Tuesday.
5. Spoke to Frank who told me he would call me back but has not.
6. **Fan** broke and the dealer had trouble getting parts.

Writer Stated:

1. Sorry for the concern.
2. I will doc your call here.
3. the dealer should be in contact with the customer.
4. They need to give you correct info.
5. I will call the dealer and let them know.
6. Feel free to call me back if needed.

Customer agreed.

\*\*\* PHONE LOG 08/09/2005 10:38 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the dealer CA170

Rigo Stated: CA170 service

1. head gaskets and heads are being fixed.
2. O2 sensor code now and we are replacing.
3. Should be done by Wednesday if not sooner.

\*\*\* PHONE LOG 08/09/2005 10:43 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called Ted D'Orazi and advised of the case on VM.

1. Wanted to make sure you knew this car is still at the dealer.
2. **Fan** concern turned into other repairs it seems like.
3. May want to follow up with the dealer.
4. Gave my extension # to call me back if needed.
5. will forward the case notes to you.

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

Send to:[tdorazi@kiausa.com]

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Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K523063	50,000
Los Angeles CA			Dealer: CA170 Valley Kia	

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

Send to:[NFerdig@kiausa.com]

CC List:[LOMalley@kiausa.com]

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\*\*\* CASE CLOSE 08/11/2005 08:01 AM US Mountain Standard Time CDiaz

Case history sent to DPSM and Region for visibility.

\*\*\* NOTES 10/19/2005 06:11 AM US Mountain Standard Time JCook Action Type:Manager review

\*\*\* PHONE LOG 08/04/2005 04:01 PM Pacific Daylight Time LOMalley

Writer opened case per VDR

\*\*\* PHONE LOG 08/04/2005 04:08 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

Writer called customer and stated:

1. calling to follow up with you on your vehicle
2. just want you to know Kia is aware that your vehicle is at the dealer
3. apologized for veh concerns
4. are you in a rental vehicle?

Customer stated:

1. No, but would like to have one
2. It's getting hard without a car

Writer stated:

1. I can contact dealer and arrange for a rental for you

Customer stated:

1. thanks that would be great
2. I can't believe car is still not repaired
3. I don't know if I want it anymore

Writer stated:

1. I'll be following up with the dealer to make sure it's repaired
2. also have asked DPSM to oversee repairs
3. would like to offer to reimburse you for your car payment

Customer stated:

1. thanks that's really nice

Writer stated:

1. please send me copy of ro and payment coupon

Customer stated:

1. ok thanks.

**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]	KNDJB723X25 [REDACTED]	K523063	50,000
Los Angeles CA	[REDACTED]		Dealer: CA170 Valley Kia	

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\*\*\* PHONE LOG 08/09/2005 01:20 PM Pacific Daylight Time LOMalley Action Type:Incoming call

Writer rcvd call from DPSM stating:

1. dealer called me and said vehicle is repaired and cust picked up.
2. offer cust goodwill for her inconvenience

Writer stated:

1. OK I will
2. I'll call her and follow up on repairs

\*\*\* PHONE LOG 08/12/2005 04:26 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

writer called customer left message stating:

1. calling to follow up on repairs
2. want to know if everything is ok
3. please send me copy pmt coupon and ro
4. please call back

\*\*\* CASE CLOSE 08/12/2005 04:27 PM Pacific Daylight Time LOMalley  
closing pending receipt of docs from customer

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K750388	48,000
Chicago IL [REDACTED]		Dealer:		

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**Case History**

Inquiry   Warranty Info

\*\*\* PHONE LOG 08/10/2005 10:40 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. THE **FAN** BLADES BROKE
2. THE CAR MAY OVER HEAT AND I WANTED TO KNOW IF THAT IS UNDER WARRANTY

WRITER STATES.

1. I AM SORRY, YOU MAY HAVE THE CAR TOWED IF YOU CANNOT DRIVE IT.
2. THE CAR STILL DOES HAVE THE BASIC WARRANTY AND IF THIS IS A DEFECT IT IS COVERED UNDER THE BASIC WARRANTY
3. GAVE NEAREST DEALERSHIP

\*\*\* CASE CLOSE 08/10/2005 10:40 AM US Mountain Standard Time SLarez

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K323077	61,000

VENICE TX [REDACTED]

Dealer: TX036 Miller Kia

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/08/2004 01:42 PM US Mountain Standard Time CRountree

CUSTOMER STTES

1. CARRIER BEARING WENT OUT
2. REPAIRED AT BUZ POST.
3. AFTER REPAIR, VEHICLE BEGAN TO SHUTTER, SUBSEQUENTLY, THE *FAN* DISENTERGRETED AND WENT INTO RADIATOR..
4. THEY CHANGED PUT IN A SHORT BLOCK WITH A NEW HEAD FOR OVERHEATING; THEY DID NOT CHANGE THE THERMOSTAT.
5. DID NOT DO TUNE UP ON IT; SAID IT WAS NOT COVERED..
6. MECHANIC FOR 15 YEARS, BELIEVE THEY SHOULD DO A TUNE UP AT NO COST, ALSO, REPLACE THE THERMOSTAT.
9. WANT TO FIND OUT WHY IT TOOK 2 WEEKS TO CHANGE AN ENGINE.
10. THEY HAVE NOT CHANGED THE THERMOS

WRITER STATES:

1. SORRY FOR PROBLEM
2. WARRANTY START DATE 11/30/2001.
3. NO RECALLS ON VEIHCLE.
4. WILL CONTACT SERVICE MANANGER.

DEZZI SERVICE WRITER STATES:

1. MANAGER IS OUT THIS WEEK.
2. JUSTIN, ACTING SERVICE MANAGER.

JUSTON, ACTING SERVICE MANAGER STATES:

1. FINDING OUT WHY A NEW THERMOSTATS WAS NOT PUT IN THE CAR.
2. THIS WAS A POWER TRAIN REPAIR.
3. CYLINDER HEAD, CHANGED; NEW SHORT BLOCK INSTALLED.
4. CUSTOMER TURNED DOWN INSTALLATION OF NEW THERMOS, DECLINED A TUNE UP AS WELL.
5. TUNE UP IS SCHEDULED MAINTENANCE; THERMOS NOT COVERED.
6. PUT SAME PARTS (IGNITION WISE) THAT WERE IN THE VEHICLE ORIGINALLY BACK IN.
7. TEST DROVE VEHICLE. SEEMS TO BE OKAY.

WRITER STATES

1. WRITER LEFT VOICE MAIL WITH TOM HILTZ, DPSM
2. ASKING ABOUT PROPER PROCEDURE IN THIS CASE.
3. WHAT IS TO BE COVERED AND WHAT IS NOT.
4. ADVISED CUSTOMER WILL CALL HIM WITH ANSWERS TOMORROW.

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

Send to:[thiltz@kiausa.com]

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ATTN TOM HILTZ:

A. JUSTIN, ACTING SERVICE MANAGER STATES:

1. FINDING OUT WHY A NEW THERMOSTATS WAS NOT PUT IN THE CAR.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K323077	61,000
VENICE TX			aler: TX036 Miller Kia	

2. THIS WAS A POWER TRAIN REPAIR.
3. CYLINDER HEAD, CHANGED; NEW SHORT BLOCK INSTALLED.
4. CUSTOMER TURNED DOWN INSTALLATION OF NEW THERMOS, DECLINED A TUNE UP AS WELL.
5. TUNE UP IS SCHEDULED MAINTENANCE; THERMOS NOT COVERED.
6. PUT SAME PARTS (IGNITION WISE) THAT WERE IN THE VEHICLE ORIGINALLY BACK IN.
7. TEST DROVE VEHICLE. SEEMS TO BE OKAY.

**B. WRITER STATES**

1. CUSTOMER QUESTIONS THAT THE THERMOSTAT WAS NOT REPLACED BEFORE CHANGING SHORT BLOCK AND HEADS.
2. CUSTOMER QUESTIONS THAT A TUNE UP IS NOT PART OF THE CHECK AFTER CHANGING SHORT BLOCK AND HEAD.
3. CUSTOMER QUESTION PUTTING BACK IN THE SAME ORIGINAL THERMOSTAT.
4. JUSTIN, ACTING SERVICE MANAGER SAID THERE IS NO REQUIREMENT TO DO EITHER UPON CHANGING OUT BLOCK AND HEAD.
5. NEED TO KNOW WHAT IS STANDARD PROCEDURE AND WAS IT FOLLOWED.
6. CUSTOMER ALSO WISHES TO SPEAK WITH YOU.

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K323077\_CRountree\_06-08-2004145232.doc>>

\*\*\* PHONE LOG 06/10/2004 08:07 AM US Mountain Standard Time CRountree Action Type:Incoming call  
TOM HILTZ, DPSM STATES (VOICE MAIL, 6/10/4; 8:14 AM)

1. THERMOSTAT WAS STILL GOOD.
2. NO REASON TO CHANGE IT.
3. DEALER OFFERED TO CHARGE CUSTOMER FOR PARTS ONLY, NO LABOR.
4. 60K INSPECTION DUE; CUSTOMER RESPONSIBILITY.

\*\*\* PHONE LOG 06/10/2004 08:18 AM US Mountain Standard Time CRountree Action Type:Incoming call  
WRITER STATES:

1. CALLED CUSTOMER TO EXPLAIN DPSM'S COMMENTS

**CUSTOMER STATES**

1. DIDN'T WANT THEM TO CHANGE THE THERMOSTAT.
2. THEY WANTED ME TO PAY TO HAVE THEM TO CHANGE THE THERMOSTAT.
3. WILL CHANGE THE THERMOSTAT MYSELF.
4. WANT TO KNOW WHY THE THERMOSTAT WAS NOT CHANGED

**WRITER STATES**

1. DPSM STATES
2. THERE WAS NO DEFECT WITH THE THERMOSTAT.
3. DEALER OFFERED TO CHANGE THERMOSTAT FOR CUSTOMER
4. CUSTOMER HAD DECLINED.

\*\*\* CASE CLOSE 06/10/2004 08:21 AM US Mountain Standard Time CRountree

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1030751	48,000
Rome NY	[REDACTED]		Dealer: NY030 Cooper Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 10/26/2005 05:24 AM US Mountain Standard Time ABegoody

cust stated:

1. bought veh used
2. veh went to dlr last week on 10/19/05
3. dlr adv cust the veh would be ready yesterday
4. why does the dlr keep veh for a long time
5. cust is a nurse & is on call, cust needs a reliable veh
6. wants to know what is causing the delay

writer stated:

1. apologized
2. updated cust info
3. dlrs are independently owned & operated
4. if dlr does not have the parts in stock dlr will have to order parts
5. parts can take 3-5 business days
6. adv cust to hold, cust agreed
7. writer called NY030 & Rab (SM) stated:
  - a. cust bought veh used, used car dlr brought veh in
  - b. veh came in on 10/19/05 @ 50k miles
  - c. veh had broken *fan* blade, CEL on, belt was squealing, & knocking noise
  - d. dlr replaced *fan* black & replaced the ignition coil
  - e. dlr had to order parts
  - f. veh should be ready for picked, dlr will call cust
8. will document comments
9. adv cust of the info given by dlr
10. dlr will contact cust when veh is ready for pick up

\*\*\* CASE CLOSE 10/26/2005 05:24 AM US Mountain Standard Time ABegoody

\*\*\* CASE CLOSE 11/29/2005 10:58 AM US Mountain Standard Time ABegoody  
opened in error



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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K1003042	25,150
Nacogdoches TX			Dealer: TX013 Crown Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 08/19/2005 01:01 PM US Mountain Standard Time JTucson

Customer, [REDACTED], stated:

1. Heard a noise while she was driving on the highway.
2. She pulled over and there was water coming out the bottom of the vehicle and it smelt like radiator water.
3. Had the vehicle towed to the dlr Crown Kia (TX013), concern happened on 8/17.
4. She rented a vehicle from enterprise on 8/17
5. The dlr ordered the part on Wednesday evening, vehicle needs a shroud and a *fan*.
6. The dlr stated that they should get them by Thursday and the vehicle should be done on Friday.
7. The dlr called her on Thursday and stated the parts were on national backorder.
8. Has been speaking with Chris at the dlr.
9. Wanted to know if she would be able to get reimbursed for the rental or have a rental given to her.
10. the dlr stated that they don't know when the parts will be available.
11. Plus the dlr stated that once they put the *fan* in they have to check for other damage as well.

Wtr stated:

1. Apologised.
2. Advised customer that rentals aren't a provision of the warr.
3. Writer contact the dlr to try to obtain the status, customer agreed to hold.
4. Writer called the dlr, TX013, was able to get a hold of anyone in svc, writer left vm for Chris, asked him to call writer back.
5. Writer informed customer writer wasn't able to get a hold of the Svc Dept.
6. Writer asked if writer can contact the parts dept for status, customer agreed to hold.
7. Writer called the dlr TX013, spoke with Rob in parts he stated:
  - a. The customer needs a *fan*, shroud, and a radiator.
  - b. The shroud is there now.
  - c. The radiator and the *fan* are on backorder.
  - d. No eta as of this time, may have an eta on Monday.
  - e. Can transfer writer to Svc.
8. Parts tried 2 times to transfer to service, but no one answered, writer disconnected.
9. Writer informed customer that the parts are on backorder.
10. writer would need to get a hold of the Svc Mgr to see if assistance can be given.
11. Writer will try to contact the dlr back again.
12. Writer may not be able to get any info at this time but will contact customer back if writer does.

Customer stated:

1. "Do you think I would be able to get a rental or reimbursement for the rental?"
2. Can writer try to contact the dlr again today.

Wtr stated:

1. writer can not guarantee any assistance at this time until the Svc Mgr is contacted.
2. Advised the dlr may provide assistance or the case may be escalated to see if part assistance or rental assistance is possible.
3. Writer will try to contact the dlr again.
4. Writer may not have any info for her by the end of today.

\*\*\* PHONE LOG 08/19/2005 02:21 PM US Mountain Standard Time JTucson Action Type:Outgoing call

Wtr called dlr TX013, Crown Kia, left vm for Chris.

Wtr stated:

1. Calling dlr back, informed customer that writer would try again.
2. Asked if there was an eta or if the dlr has contact the DPSM about the concerns.